

August 02, 2023

National Stock Exchange of India Limited Exchange Plaza, Bandra Kurla Complex Mumbai - 400051	BSE Limited Phiroze Jeejeebhoy Towers Dalal Street Mumbai - 400 001
Symbol : EQUITASBNK	Scrip Code : 543243

Dear Sirs

Sub: Business Responsibility and Sustainability Report (BRSR) for the financial year 2022-2023

Pursuant to Regulation 34 (2) (f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we herewith enclose the Business Responsibility and Sustainability Report (BRSR) of the Bank for the financial year 2022-23, which also forms the part of the Annual Report for the financial year 2022-23, submitted to the exchange(s) vide letter dated August 02, 2023.

The aforesaid report is also available on the website of the Bank at <https://ir.equitasbank.com/shareholder-services/>

Kindly take the above information on record.

Thanking you,

Yours faithfully,

For **Equitas Small Finance Bank Limited**

N Ramanathan
Company Secretary
Encl:a/a

A
**stable,
sustainable
and
scalable
bank**

Aligned with India's inclusive development agenda, we, Equitas Small Finance Bank, have relentlessly focused on serving the vast **underbanked and unbanked population** of the country and bringing them into the economic mainstream. In the process, we have built a **stable, sustainable, and scalable** bank with governance as a **key differentiator**, and **technology** and talent as key enablers.

Our first **Business Responsibility and Sustainability Report (BRSR)** is prepared in accordance with the SEBI-prescribed framework for the **top 1,000 listed companies** by market capitalisation. This report reflects our proactive approach towards providing a holistic assessment of our **business stability, growth and sustainability** by establishing a link between our financial and non-financial performance for the reporting year ending March 31, 2023.

Key Highlights of BRSR

Principle 1

92% of our employees received periodic training on business, regulations, code of business conduct and ethics as well as economic and environmental, social and governance parameters

ZERO disciplinary action against Directors/KMPs/ Employees/Workers by any law enforcement agencies for charges of bribery/corruption

ZERO complaints received against Directors/ KMPs with regards to conflict of interest



Principle 3

100% of our employees are covered under health and accident insurance.

100% of our employees are covered under paternity, maternity and retirement benefits.

99% return to work rate and retention rate of permanent employees that took parental leave

92% employees received training on skill upgradation

ZERO safety-related incidents



Principle 2

100% focus on digitalisation and low-energy consuming technologies to minimise our environmental impact



Principle 4

3 stakeholder groups identified and regular engagement across multiple platforms to understand expectations, inform strategy, and communicate progress.



Principle 5

100% of our employees are paid more than the minimum wage

93% of our employees are trained on human rights issues and policies

ZERO complaints made by employees on human rights issue



Principle 8

100% of input material sourced from MSMEs or locally, directly from within the district and neighbouring districts

34,715 Disabled women beneficiaries

81 transgender beneficiaries

100% of our beneficiaries from vulnerable and marginalised groups



Principle 6

1,373.55 energy intensity per rupee of turnover

6.1 MT e-waste recycled



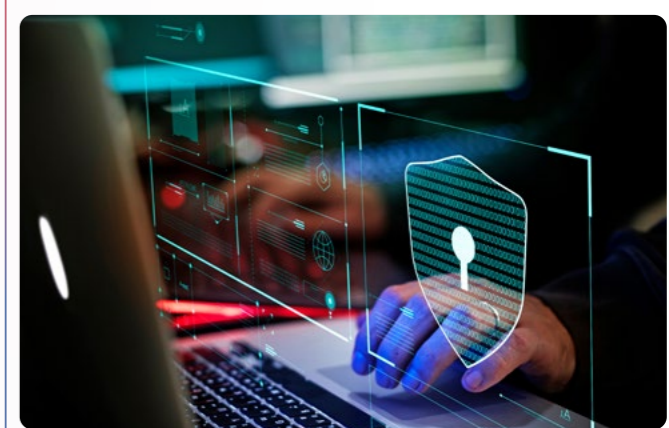
Principle 9

ZERO data breaches reported during the reporting year

ZERO Instances of product recalls on account of safety issues

Principle 7

8 number of affiliations with trade and industry chambers/associations to foster dialogue on industry growth drivers, innovation and shaping public policy



Section A General Disclosures

Details of the listed entity



Corporate Identity Number (CIN) of the Listed Entity	L65191TN1993PLC025280
Name of the Listed Entity	Equitas Small Finance Bank Limited
Year of incorporation	1993
Registered office address	4th Floor, Phase II, Spencer Plaza No.769, Mount Road, Anna Salai, Chennai, Tamil Nadu - 600002
Corporate address	4th Floor, Phase II, Spencer Plaza No.769, Mount Road, Anna Salai, Chennai, Tamil Nadu - 600002
E-mail	cs@equitasbank.com
Telephone	+91 44 42995000
Website	www.equitasbank.com
Financial year for which reporting is being done	2022-23
Name of the Stock Exchange(s) where shares are listed	1. Bombay Stock Exchange Limited 2. National Stock Exchange of India Limited
Paid-up Capital	₹1,110.56 crore
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. N Ramanathan, Company Secretary Telephone: +91 44 4299 5000 Email: cs@equitasbank.com
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).	This report has been made on a standalone basis



Products/Services

Description of main activities

Financial and Insurance Services

100%

of turnover of entity is from commercial banking activities

Description of business activities

Banking activities by Central, Commercial and Saving banks

64191

NIC Code

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



Asset Portfolio

Our asset portfolio offers a range of solutions from small business loans, vehicle finance, microfinance, housing finance, MSE Finance and NBFC financing, designed to provide credit to informal segments. It is divided into 6 categories:

Small Business Loans

We are meaningfully addressing the large unmet financing needs of unbanked and underbanked entrepreneurs.



FY23 highlights

₹10,083 Cr Gross Advances	₹4,796 Cr Disbursements	28% YoY Growth
17.07% Yield	3.38% GNPA	100% Secured Portfolio
₹6.42 Lakh ATS at Disbursements	50.49% PCR	

Vehicle Finance

We specialise in extending vehicle financing options to new entrants in the formal financial system. Our focus is on those who are acquiring pre-owned commercial vehicles, new commercial vehicles and recently started product offerings of Used Car Loans primarily targeted to those who have prior experience in logistics and managing small fleets.



FY23 highlights

₹6,971 Cr Gross Advances	₹4,912 Cr Disbursements	38% YoY Growth
16.19% Yield	2.19% GNPA	99.96% Secured Portfolio
₹5.39 Lakh ATS at Disbursements	63.82% PCR	

Section A Products/Services (contd.)

Micro Finance

We are primarily focusing on low-income generating groups to kickstart their business aspirations while also empowering women at the forefront to develop new ventures. We have a 100% paperless loan disbursement process in this segment.



FY23 highlights

₹5,225 Cr Gross Advances	₹4,927 Cr Disbursements	34% YoY Growth
21.37% Yield	2.31% GNPA	
₹0.49 Lakh ATS at Disbursements	74.80% PCR	

MSE Finance

With our constant support to the MSE sector, we reach out to enterprises that require working capital to fund their operations.



FY23 highlights

₹1,175 Cr Gross Advances	₹329 Cr Disbursements	1% YoY Growth
10.11% Yield	6.34% GNPA	85.84% Secured Portfolio
₹56.2 Lakh ATS at Disbursements	47.58% PCR	

NBFC Financing

We provide Term Loans to NBFCs, which are further lent to retail customers in the form of microfinance, vehicle finance, housing finance and similar sectors.



FY23 highlights

₹1,184 Cr Gross Advances	₹850 Cr Disbursements	56% YoY Growth
9.49% Yield	0.40% GNPA	100% Secured Portfolio
₹3,402 Lakh ATS at Disbursements	100% PCR	



Housing Finance

Our housing loans primarily focus on catering to the needs of owners looking to own their first property.



FY23 highlights

₹2,873 Cr Gross Advances	₹1,640 Cr Disbursements	75% YoY Growth
10.41% Yield	0.90% GNPA	100% Secured Portfolio
₹11.6 Lakh ATS at Disbursements	32.14% PCR	

Liabilities

We offer liability products in the form of deposits to a large pool of mass and mass-affluent customers. These new-age offerings are delivered through physical and digital banking channels and partnerships with fintechs.



FY23 highlights

₹974 Cr Current Account	₹9,758 Cr Saving Account	₹10,732 Cr CASA
42.28% CASA Ratio	₹14,649 Cr Term Deposit	61% Retail Term Deposits
39% Bulk Term Deposits		

Third-Party Products

We provide customers with a convenient solution for both their investment and insurance needs by offering a range of products from various asset management and insurance companies. We prioritise fulfilling the needs of our customers by actively cross-selling insurance as protection for their families.



FY23 highlights

22,288 Mutual Fund Customers	1,62,397 Insurance Policies Sold	94,962 FASTag issued
₹211.16 Cr Mutual Fund AUM	₹558 Cr Insurance Premium	

Section A Operations

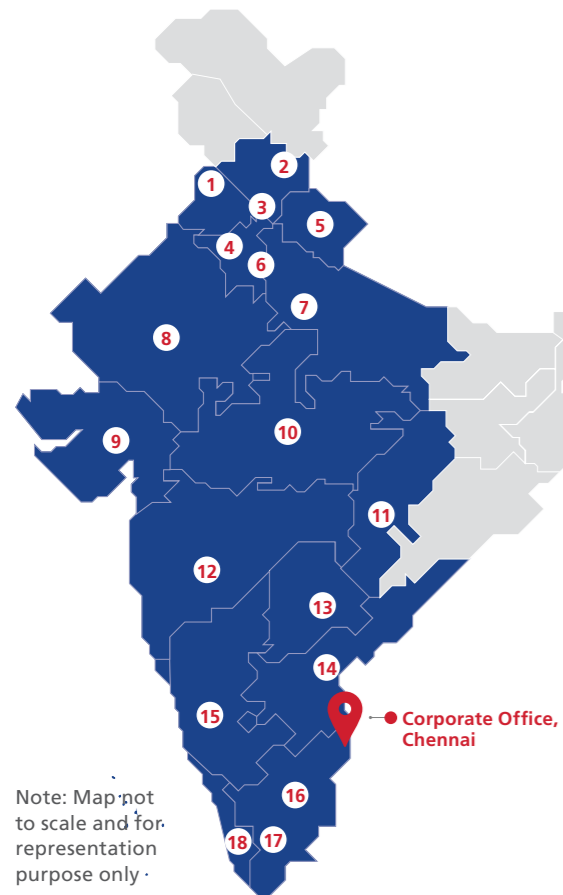
We offer diverse banking products and services to cater to the specific needs of individuals with limited access to formal financing channels, affluent individuals, MSMEs, and corporates.

Markets served by the entity



Our strategy is firmly rooted in providing credit to unbanked and underbanked micro and small entrepreneurs. We offer products that address the growing ambitions at the "bottom of the pyramid" and are fuelled by granular deposits and "value for money" banking relationships.

We have a presence in 922 locations across 18 States/Union Territories, including the National Capital Territory, within the country. However, we do not have operations in international locations.



Export contribution



As a bank, we do not engage in any export activities as they do not apply to our business operations.

Number of locations



States



Banking outlets



ATMs

States	Banking outlets	ATMs
1 Andhra Pradesh	24	06
2 Chandigarh	04	01
3 Chhattisgarh	24	07
4 Gujarat	60	24
5 Haryana	28	13
6 Himachal Pradesh	03	-
7 Karnataka	93	35
8 Kerala	04	04
9 Madhya Pradesh	58	20
10 Maharashtra	150	52
11 NCT of Delhi	14	13
12 Puduchery	04	01
13 Punjab	27	10
14 Rajasthan	69	31
15 Tamil Nadu	331	120
16 Telangana	17	07
17 Uttar Pradesh	14	05
18 Uttarakhand	01	-

A brief on types of customers



Micro-entrepreneurs



Joint liability groups predominantly comprising women



Small road transporters



Proprietorships



Non-banking financial companies (NBFCs)



Mass and mass-affluent individuals



Employees

We are dedicated to embedding the bank's mission and values in our employees. Attracting, developing, and retaining talent is a top priority. Our people philosophy, Employee Care, and Employee Connect foster a culture of continuous learning and development.

Details as at the end of Financial Year



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)	20,563	18,092	88%	2,471	12%
2 Other than Permanent (E)	14	11	79%	3	21%
3 Total (D + E)	20,577	18,103	88%	2,471	12%
WORKERS					
4 Permanent (F)	0	0	0%	0	0%
5 Other than Permanent (G)	0	0	0%	0	0%
6 Total (F + G)	0	0	0%	0	0%

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)	2	2	100%	0	0%
2 Other than Permanent (E)	0	0	0%	0	0%
3 Total (D + E)	2	2	100%	0	0%
DIFFERENTLY-ABLED WORKERS					
4 Permanent (F)	0	0	0%	0	0%
5 Other than Permanent (G)	0	0	0%	0	0%
6 Total (F + G)	0	0	0%	0	0%



Participation/Inclusion/Representation of women

No. and percentage of Females

	Total (A)	No. (B)	% (B / A)
Board of Directors	10	1	10%
Key Management Personnel	3	0	0%



Turnover rate for permanent employees and workers

	FY23			FY22			FY21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	40%	43%	40%	30%	43%	31%	23%	30%	24%
Permanent Workers	0	0	0	0	0	0	0	0	0

Holding, Subsidiary and Associate Companies (including joint ventures)

Name of holding/subsidiary/associate companies/joint ventures



Equitas Holdings Limited, the erstwhile Holding Company of the Bank has been amalgamated with the Bank in pursuance of the Order passed on January 12, 2023 by the Hon'ble National Company Law Tribunal, Division Bench-II, Chennai. As on date, we do not have any holding subsidiary or associate companies.

Section A

Corporate Social Responsibility

Our mission at Equitas is to 'Empower through financial inclusion', and we are committed to helping individuals achieve a better life and enhance their livelihood chances. To carry out this mission, we have created various programmes aimed at improving the quality of life of the people we serve. We established the Equitas Development Initiatives Trust (EDIT), a not-for-profit trust, and the Equitas Healthcare Foundation (EHF) to carry out these initiatives.

CSR details

We believe that every individual, regardless of their socioeconomic background, deserves an equal opportunity to grow and improve in life, and we are committed to empowering people so that they can fulfil their true potential and become independent and self-reliant.



Our focus areas



Health



Education



Employment

Our [CSR policy](#) outlines the principles and necessary approaches for the effective selection and implementation of CSR projects. Through our CSR initiatives, we enhance our value-creation efforts for our stakeholders as a socially responsible corporate citizen.



1	Whether CSR is applicable as per section 135 of the Companies Act, 2013	Yes
2	Turnover (₹ in Crore)	3,214.31
3	Net worth (₹ in Crore)	5,157.95

Transparency and Disclosures Compliances

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



We are responsible to address our stakeholders' issues or complaints and we are always cognizant of our responsibilities as a credible SFB. For stakeholders to communicate their expectations and concerns, we have established numerous channels of communication, including grievance redressal mechanisms, customer experience and service along with grievance redressal are crucial for us, and we are focused on enhancing our standards in this area.

We have [Whistle Blower Policy](#) to ensure that unethical and improper practices or any other wrongful conduct is being reported.

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY23		Remarks	FY22		Remarks
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	
Communities	Yes (Web link)	0	0	-	0	0	-
Investors (other than shareholders)	Yes (Web link)	0	0	-	0	0	-
Shareholders	Yes (Web link)	0	0	-	1	0	-
Employees and workers	Yes (Web link)	34	0	-	111	0	-
Customers	Yes (Web link)	3,017	71	Majority of the complain are within the TAT prescribed by RBI and Equitas	2500	60	Complaints pending resolution as on March 31, 2022, have subsequently been resolved within the stipulated timelines
Value Chain Partners	Yes (Web link)	0	0	Bank is setting up the necessary infrastructure to record and monitor such complaints	0	0	-

Section A

Overview of the entity’s material responsible business conduct issues

Equitas has implemented an integrated and balanced approach for managing risk and reward. This approach aims to minimise potential losses and damages while simultaneously maximising growth opportunities. We strive to ensure that our capital is aligned with our business strategy to protect our financial stability and reputation. Additionally, we aim to support various business activities while also enhancing stakeholder value.

Risk management

We have established a risk management system consisting of ‘three lines of defence’ at our organisation. The Chief Risk Officer (CRO) is responsible for overseeing the Risk Management department, which reports directly to the Managing Director. The department’s main function is to identify, measure,

monitor, and manage risks with a focus on credit risk, operational risk, asset-liability management (ALM), market risk and information security risk. We have developed risk management frameworks for each of these key areas in accordance with the guidelines established by the banking regulator, RBI.



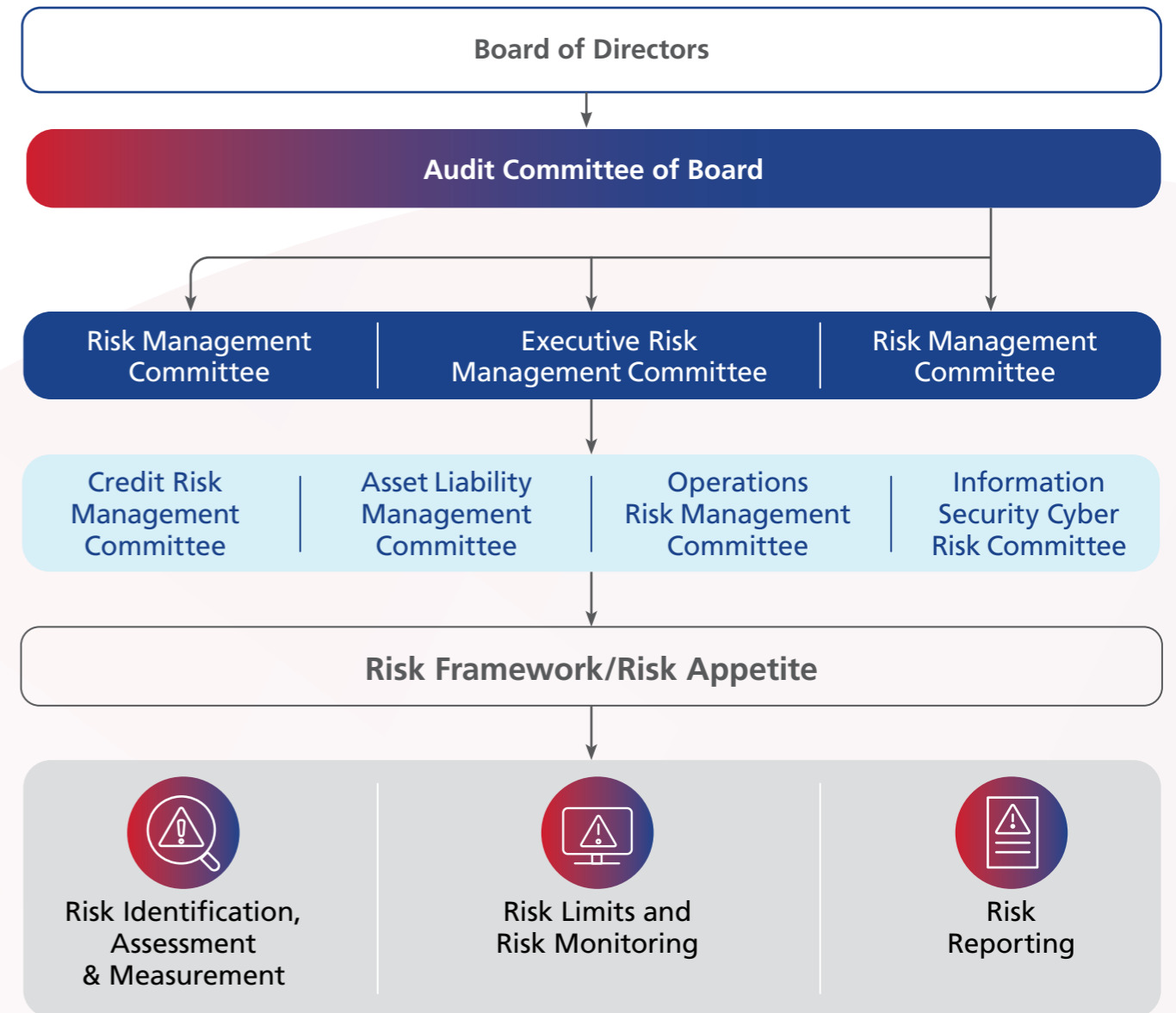
Risk governance

The Board oversees the Risk Management Committee (RMC) and other committees at the management level as part of our Risk Governance framework. The RMC is a sub-committee at the Board-level that determines risk policies and strategies for integrated risk management, covering various risk exposures

of the Bank. We have established management-level committees to address various risks, including credit risk, asset-liability management (ALM) and market risk, operational risk, and information security risk.

The Audit Committee supports the Board in carrying out its oversight responsibilities relating to financial and other reporting practices,

internal control, and compliance with laws, regulations, and ethical standards. From a risk management perspective, the committee reviews the adequacy of the Bank’s risk management policies and processes and reports its findings to the Board of Directors.





Section A

Overview of the entity's material responsible business conduct issues (contd.)

Identified material issues



Risk





















Opportunity



Positive



Negative

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
 Corporate governance		Effective corporate governance enhances transparency, accountability, and investor confidence, leading to improved financial performance, access to capital and long-term sustainability.	NA	
 Data privacy and security		Failure to protect sensitive data may lead to legal and reputational risks, loss of customer trust, and regulatory penalties.	We have established a robust Security Operations Centre (SOC) to monitor and mitigate any potential data leakages and threats. We implement and monitor various measures such as data encryption at rest and during transit, a global access control policy to prevent unauthorised access, and employ tools to detect and prevent data leakages.	
 Regulatory compliance		Complying with various laws, regulations, and local statutes poses a challenge, given their multiplicity. Non-compliance risks occur in the geographies where we operate due to constantly changing regulations.	We have established a strong internal institutional infrastructure, including various internal and Board-level committees, to ensure our commitment to regulatory compliance. This enables us to maintain strict adherence to compliance standards and stay updated in a constantly evolving regulatory environment. Furthermore, we have nurtured a culture of compliance assurance and encourage our staff to always prioritise compliance, especially during times of regulatory ambiguity.	
 Risk management		Inadequate risk management practices can lead to various risks such as credit risk, market risk, operational risk, and reputational risk, which could negatively impact the Bank's financial performance and reputation.	We have established a range of management and Board-level committees to effectively manage various risk aspects within the Bank. As a lender to informal segments, we have made significant investments to enhance governance over credit and operational risks. Leveraging our proprietary practices developed over the past decade, we have successfully navigated through challenging circumstances, including unforeseen events.	
 Business continuity		Our bank has significant exposure to small borrowers and unsecured microfinance loans. We closely monitor regulatory changes and market practices to ensure compliance and adapt our strategies accordingly.	Our business plan incorporates a thorough assessment of potential risks that could disrupt our operations, such as natural disasters, regulatory changes, and unfavourable market practices. Our guiding principle is to establish a stable, sustainable and scalable bank. We achieve this through the diversification of products and customers, proactive engagement with regulators and industry stakeholders and the valuable guidance and direction provided by our independent Board and professional Management teams. These measures allow us to effectively mitigate various risks and ensure the continuity of our operations.	
 Sustainable finance		Integrating sustainability into our operations and investments can lead to increased competitiveness, cost savings, and access to new markets.	NA	

Section A

Overview of the entity's material responsible business conduct issues (contd.)



Risk



Opportunity



Positive



Negative

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
 Product innovation / responsibility		Investing in the development of sustainable products, technologies and solutions to enhance business sustainability and scalability through technology.	NA	
 Economic growth		Ensuring profitability for sustained business growth for all its stakeholders through revenues and other payments, local hiring and local procurement.	NA	
 Community development		Maintaining healthy relationships with local communities has enabled the Company to effectively contribute to social development and thus create a foundation for a sustainable business.	NA	
 Customer experience		An unpleasant customer experience can result in losing customers or even damaging the reputation.	We have implemented various tools such as the Net Promoter Score, C-SAT surveys, Focus Group Discussions, and regular customer meets at our branches to proactively monitor customer experience and identify any early warning signs. Our dedicated Customer Experience department reports directly to the management, ensuring an unbiased view of customer interactions across all channels.	
 Digital transformation		We believe digitalisation transformation is required to promote green innovation and create a work-friendly environment.	NA	
 Employee health and well-being		We cultivate a positive work environment, enhancing satisfaction, productivity, and engagement by prioritising employee health and well-being. This approach also reduces absenteeism, lowers healthcare costs, and improves employee retention.	NA	
 Financial inclusion		There is a significant credit gap among the underserved population, and addressing this through financial inclusion presents a substantial opportunity for our Bank.	NA	

Section B Management and Process Disclosures

At Equitas, we believe in providing our stakeholders with transparent and detailed information about our management and processes. This allows them to make informed decisions about their involvement with us. Our disclosures offer a clear understanding of our operations, risk management, and governance which helps to build trust and a positive reputation for our organisation.

Code of conduct and policies

We have developed and implemented a range of policies aimed at upholding core values of integrity, transparency, and accountability. These policies are designed to guide the actions of all employees, directors, senior management and other stakeholders in achieving the Company’s goals and delivering on its commitments to its stakeholders.

Code of Conduct for Directors	Whistle Blower Policy	Remuneration Policy
Code of Conduct for Senior Management	Retention and Archival of Documents Policy	Material-related Party Transactions Policy
Code of Conduct for Fair Disclosure of UPSI	Dividend Distribution Policy	Corporate Social Responsibility (CSR) Policy

To read more, Policies

Policy and Management Processes



Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Whether your entity’s policy/policies cover each principle and its core elements of the NGRBCs.	Y	Y	Y	Y	Y	Y	N	Y	Y
Has the policy been approved by the Board?	Y	Y	Y	Y	Y	Y	-	Y	Y
Web Link of the Policies, if available	All policies which are statutorily required to be disclosed are displayed on our website. Weblinks of policies are: Corporate Governance Policies								
Whether the entity has translated the policy into procedures.	Y	Y	Y	Y	Y	Y	-	Y	Y
Do the enlisted policies extend to your value chain partners?	Y	-	Y	Y	-	-	Y	Y	Y
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.	-	-	-	-	-	-	-	-	-
Specific commitments, goals and targets set by the entity with defined timelines, if any.	None								
Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	NA								

Section B Management and Process Disclosures (contd.)



Governance, Leadership and Oversight



Statement by the director responsible for the business responsibility report, highlighting ESG-related challenges, targets, and achievements Please refer our MD and CEO letter in page 10. (listed entity has flexibility regarding the placement of this disclosure)

Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).
Name: Mr. P N Vasudevan
Designation: Managing Director & Chief Executive Officer
DIN: 01550885

Does the entity have a specified Committee of the Board/ Director responsible for decision-making on sustainability-related issues? (Yes/ No). If yes, provide details.
Yes
Name: Mr. P N Vasudevan
Managing Director & Chief Executive Officer

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 actions
Y Y Y Y Y Y - Y Y
The performance against above policies and follow-up actions is reviewed at least once a year.

Compliance with statutory requirements of relevance to the principles and rectification of any non-compliance
Y Y Y Y Y Y - Y Y
All the applicable statutory and regulatory guidelines relevant to the principles are complied.

	P1	P2	P3	P4	P5	P6	P7	P8	P9
Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? If yes, provide name of agency.									

No, evaluations are carried out internally and the Heads of Departments are responsible for ensuring the effective implementation of policies. The bank's policies undergo periodic reviews at both the management and board levels.

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



Disclosure 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)									-
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									-
It is planned to be done in the next financial year (Yes/No)									-
Any other reason (please specify)									-

Section C : Principle-wise Performance Disclosure

Principle 1

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

Banking on trust and responsibility

At Equitas SFB, corporate governance has been the key differentiator in retaining our competitive edge since inception. We strive to uphold the highest standards of transparency, accountability, fairness and ethical practices in dealing with our stakeholders. Our actions go much beyond regulatory compliance, setting industry benchmarks and ensuring a sustainable future.

Approach

Conducting business in a way while ensuring fairness and transparency towards all.

Code of Conduct for Directors

[Click Here](#)

Code of Conduct for Senior Managers

[Click Here](#)

Material-related Party Transactions Policy

[Click Here](#)

Material issues impacted

Corporate governance

Regulatory compliance

Business continuity

Economic growth

Financial Inclusion

SDG(s) impacted



Essential



Leadership



Training and awareness programmes

Our Learning & Organisational Development (L&OD) team designs and offers various training and awareness programmes to foster a culture of continuous learning and improvement. The well-structured, perceptive, and engaging programmes focus on areas such as risk, finance, credit, treasury, POSH Compliance, information security, code of conduct, prevention of insider trading and prevention of fraud, among others. We thus ensure that all our people, including the BOD and KMPs, possess the requisite knowledge and skills to make informed decisions aligned with the Bank's core values and objectives.

Percentage coverage by training and awareness programmes 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	1	Program on governance	20%
Key Managerial Personnel	1	P1	33%
Employees other than BOD and KMPs	4,165	P1,2,3,4,7,8&9	92%
Workers		NA	



Testimonial - 1

The training programme was exceptional in its delivery and knowledge sharing. It maintained a high level of interactivity, keeping all participants engaged throughout. The facilitators did a remarkable job of imparting valuable information, making it an enriching experience for our team.

- Team Leader (Vendor and cash management)

Testimonial - 2

I had the opportunity to attend training programmes on leading with emotional intelligence, winning managers, and conflict transformation. I highly appreciate the efforts put into conducting these trainings with great enthusiasm and engaging content. The hours spent in training were truly interesting and valuable for my professional growth.

- Branch Manager, Chennai

Section C : Principle-wise Performance Disclosure

Principle 1

Action taken to address the issues

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.



We did not pay any monetary or non-monetary fines, penalties, punishments, awards, compounding fees, or settlement amounts in proceedings with regulators, law enforcement agencies, or judicial institutions during FY23 based on our materiality thresholds.



Details of the Appeal/Revision preferred in cases where monetary or non-monetary action has been appealed.

There hasn't been any instance where monetary or non-monetary action has been appealed.

Anti-corruption and anti-bribery



Does the entity have an anti-corruption or anti-bribery policy?

Yes, we have implemented a code of conduct that prohibits employees from receiving illegal gratification or engaging in corrupt practices. We ensure that our employees do not use personal funds or resources for any activity that can be done with the bank's resources. Under no circumstances, shall a bribe be disguised as a payment, gift, or business courtesy. We prohibit our employees from accepting gifts, entertainment, or incentives from current or prospective customers or suppliers. All business courtesies offered and accepted by our employees belong to Equitas Small Finance Bank, and they are not entitled to keep them for personal use. Our employees are not allowed to accept any gift that is a bribe or exercises undue influence.

Moreover, we have developed a code of conduct specifically for Directors and Senior Management to provide them with a framework for upholding the highest ethical standards when managing the Bank's affairs. The Bank's commitment to ethics and accountability is highlighted in all interactions with stakeholders, starting from the time of association with the Bank.

Disciplinary action taken for charges of bribery/corruption



Director

FY23 - 0
FY22 - 0

KMPs

FY23 - 0
FY22 - 0

Employees

FY23 - 0
FY22 - 1

Workers

FY23 - NA
FY22 - NA



Conflicts of interest



Does the entity have processes in place to avoid/manage conflicts of interest involving members of the Board?

We have a Code of Conduct for Directors and a policy on material-related party transactions that may result in a conflict of interest, either directly or indirectly, with the Bank.

Our Board members are not eligible to participate in discussions related to any item of business in which they have a personal interest. During our meetings, the Board members do not participate in the agenda items that concern them. This ensures transparency and fairness in our decision-making process and upholds our commitment to good governance.

Complaints received with regard to conflicts of interest



Director

FY23 - 0
FY22 - 0

KMPs

FY23 - 0
FY22 - 0

Details of any corrective action on cases of corruption and conflicts of interest



We did not observe any cases or incidents of conflicts of interest or corruption during the reporting period. However, if such cases or incidents arise in the future, we have appropriate policies and procedures in place to take necessary corrective actions.



Section C : Principle-wise Performance Disclosure

Principle 2

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

Solutions for a sustainable tomorrow

Given the nature of the Bank's activities, we do not have a significant carbon footprint. However, we strive to reduce our environmental impact by reducing page usage through digitalisation and using recycled paper, eco-friendly pads and pencils, among others. We also install energy-efficient HVAC systems to optimise electricity consumption.

Approach

We ensure sustainable growth by implementing innovative solutions through a meticulous study of our actions and their impact on our stakeholders.

Material issues impacted

- Economic growth
- Sustainable finance
- Product innovation/responsibility

SDG(s) impacted



Sustainable sourcing

We are committed to minimising the environmental impact of our operations through various measures, including digitisation, tech-led innovations, and recycling and reusing electronic equipment.

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.



Not applicable

Does the entity have procedures in place for sustainable sourcing? If yes, what percentage of inputs were sourced sustainably.



No, given the nature of the Bank's business activities, sustainable sourcing of inputs is not significant in our operations.

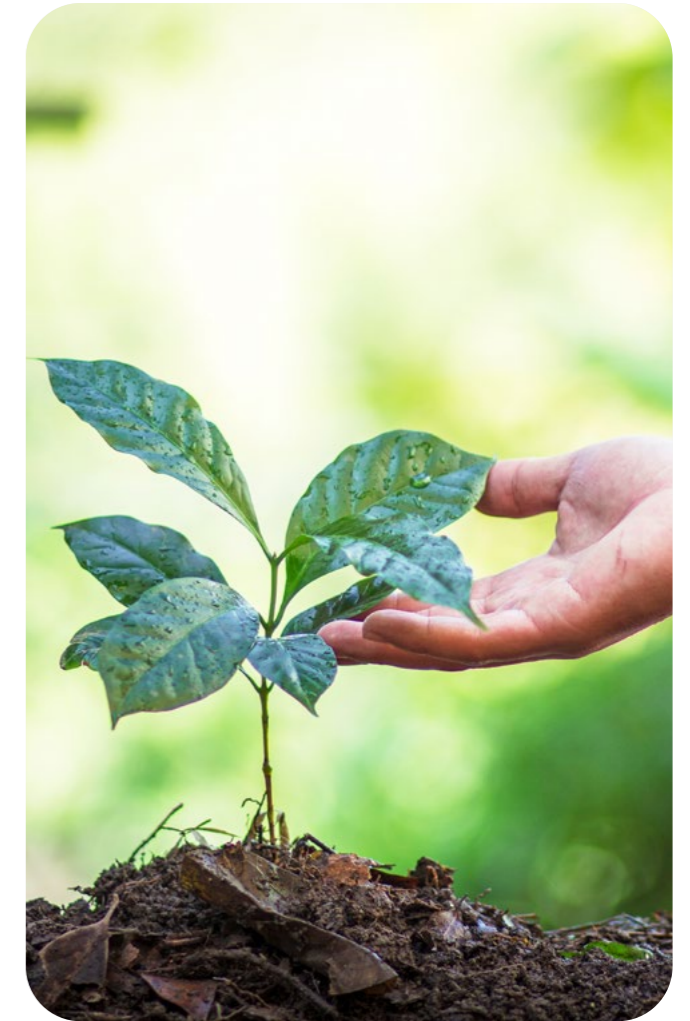
Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.



At Equitas SFB, we understand that as a provider of intangible products and services, we have limited scope for using recycled materials. However, we are committed to minimising our environmental impact wherever feasible by leveraging digital technologies, such as paperless, tab-based loan processing and recycling of E-waste through Value Chain Partners.

We launched the 'Pragati Card', a Quick Response (QR) code-based payment enquiry solution for our microfinance customers, which serves as a digital passbook that provides real-time payment information. We also encourage our account holders to embrace digital channels and platforms, such as account statements by e-mail, internet banking, mobile banking, e-wallet, and electronic toll payment, among others.

Moreover, we promote efficient resource consumption through initiatives, such as observing the run time of heating, ventilation, and air conditioning (HVAC), installing CFL and other low-energy consuming office equipment, and limiting printer and copier usage.



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.



Given the nature of our operations, Extended Producers Responsibility (EPR) is not applicable to us.

Section C : Principle-wise Performance Disclosure

Principle 3

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

Empowering people to propel progress

Aligned with our mission to 'Create the most valuable bank for all stakeholders through happy employees' and staying true to our core values, we foster a culture of continuous learning and improvement. Our people philosophy, based on Employee Care and Employee Connect, aims to attract, develop, and retain top talent and empower them with the requisite knowledge and skills to stay ahead of the curve.

Approach

Empowering employees by fostering a learning and supportive environment through continuous support and training.

Material issues impacted

Employee health and well-being

SDG(s) impacted



Essential



Leadership

Employee engagement

Attracting talent

Our onboarding process has been streamlined through digitisation, enabling us to onboard new employees remotely. Additionally, we have implemented a management trainee programme and conducted virtual campus connect and hiring programmes.

Employee well-being



Details of measures for the well-being of employees:

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	%(B/A)	Number (C)	%(C/A)	Number (D)	%(D/A)	Number (E)	%(E/A)	Number (F)	%(F/A)
Permanent Employees											
Male	18,092	18,092	100%	18,092	100%	-	-	18,092	100%	1,144	6%
Female	2,471	2,471	100%	2,471	100%	2,471	100%	-	-	457	18%
Total	20,563	20,563	100%	20,563	100%	2,471	100%	18,092	100%	1,601	8%
Other than Permanent Employees											
Male	11	11	100%	11	100%	-	-	11	100%	8	73%
Female	3	3	100%	3	100%	3	100%	-	-	2	67%
Total	14	14	100%	14	100%	3	100%	11	100%	10	71%

Note: We do not have any workers.



Section C : Principle-wise Performance Disclosure

Principle 3

Retaining talent

We offer employees an extensive range of benefits with a primary focus on promoting their overall well-being. Some of the key initiatives are listed below:

Onboarding Call: Our HR team members personally connect with the new joiners within 30 days of joining the bank. During this connect, the HR team checks if the new joiners are settled in their role comfortably. This is an initiative that is well appreciated by the new joiners as it helps them settle better in their new role and new environment. It also paves an opportunity for the HR and the new joiner to discuss concerns, if any, and get them resolved proactively.

Branch Visit: As part of the Connect Programme, our HR team ensured that they physically visited most branches in the country at least once during the year. They interacted with employees and provided solutions to employees through collaboration with other functions.

Performance Management: In April 2022, the Bank conducted its Annual Performance Review for FY22, which included 13,728 eligible employees. The Performance Review process is based on the Bank's Core Values of Fairness & Transparency, and Pride of Performance.

We shall continue to focus on internal parity through activities such as setting a minimum salary for identified roles and a Loyalty-Performance programme for employees who have been with the bank for more than 4 years.

Employees who consistently received high-performance ratings were recognised under the programme by being included in the High Achiever's Club (HAC).

Valar & GROW: The Assets Division launched the 'VALAR' programme, which identified employees who performed well based on various parameters and rewarded them with larger roles/Grade changes/Increments. Similarly, the Liabilities Division introduced 'GROW' (Get Ready for Opportunities at Work), a career progression programme that fast-tracked the development of employees who consistently performed well. Exclusive developmental interventions were designed and delivered that accelerated the career path of high performers and nurtured them to fulfil internal positional requirements at various supervisory and managerial roles across businesses.



Details of retirement benefits



Benefits	FY23			FY22		
	No. of employees covered as % of total employees	No. of workers covered as % of total employees	Deducted and deposited with the authority	No. of employees covered as % of total employees	No. of workers covered as % of total workers	Deducted and deposited with the authority
PF	100%	NA	Yes	100%	NA	Yes
Gratuity	100%	NA	Not deducted from the employee however deposited with the Authority	100%	NA	Not deducted from the employee however deposited with the Authority
ESI	0%	NA	NA	0%	NA	NA
Others-please specify	NA	NA	NA	NA	NA	NA



Equal opportunity

We believe in treating our diverse workforce with fairness, respect, and dignity, and discrimination based on factors like caste, creed, religion, national origin, gender, race, or ethnicity is prohibited. We also prohibit employees from assuming leadership positions in political parties or engaging in political activities, hurting religious sentiment, or instigating others to

turn against management. These conditions apply to employees' previous employment as well.

Our recruitment policy and code of conduct also emphasise equal opportunity and non-discrimination in the recruitment process and value the diverse skills and perspectives of our workforce.



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.



No. However, we are currently assessing the feasibility of installing ramps, lifts, and other measures to ensure the accessibility of our premises for differently-abled employees and customers.

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.



Yes, we have a Code of Conduct that incorporates a comprehensive equal opportunity policy. This policy is designed to promote values such as respect and non-discrimination. It is mandatory for all employees to annually sign this policy, reaffirming their commitment to upholding these principles within our work environment.

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



Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	99%	100%	NA	NA
Female	98%	98%	NA	NA
Total	99%	99%	NA	NA

Section C : Principle-wise Performance Disclosure

Principle 3

Employee grievance redressal mechanism

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



We have an employee grievance redressal policy that provides employees with a mechanism to raise any grievances they may have in a fair and transparent manner. The policy outlines several levels within the Bank's hierarchy—starting from the first-level manager and going up to the Managing Director—that employees can approach if they do not receive satisfactory resolutions within a reasonable time frame.

	Yes/No (If yes, then give details)
Permanent employees	Yes
Other than permanent employees	Yes

Note: We do not currently have any workers.

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



We engage with our employees through various channels to receive constructive feedback. We regularly conduct audio bridges, which provide a platform for all employees to directly express their views, ideas, and feedback to the top management. We have a structured employee grievance redressal mechanism in place and also encourage employees to approach the CEO and Audit Committee directly in case of serious grievances or unethical practices.

Category	FY23			FY22		
	Total employees in respective category (A)	No. of employees in respective category who are part of association(s) or union (B)	% (B/A)	Total employees in respective category (C)	No. of employees in respective category who are part of association(s) or union (D)	% (D/C)
Total permanent employee	20,563	0	0%	17,607	0	0%
Male	18,092	0	0%	15,710	0	0%
Female	2,471	0	0%	1,897	0	0%

Note: We do not have any workers.



Developing talent

We continuously invest in employee training and development through several focused interventions and initiatives. We developed and imparted a series of training programmes in collaboration with internal and external partners.



Induction campaigns: Every newly hired employee goes through an 'induction programme,' which aids in their swift integration with the Bank and expedites their settling process with their teams. 99% of our new hires completed their induction within 30 days of starting.

Regulatory-mandated training: Risk, finance, credit, treasury, poish compliance, information security, code of conduct, prevention of insider trading, prevention of fraud, and other topics are covered in this training. 100% of our eligible employees completed their mandated KYC training. Employees from the Internal Audit team took part in the 'Digital Resilience Re-inventing Internal Audit Programme' organised by the Institute of Internal Auditors (IIA).

Specialised training: The training content and interventions are divided into two categories: behavioural and functional. The Bank has the in-house capabilities to produce and deliver learning content as well as to collaborate seamlessly with external learning partners.

Behavioural: Using both internal and external resources, we devised and administered a variety of behavioural interventions. Several custom-built behavioural interventions such as STAR-AOM for customer service officers to handle supervisory roles, ASCEND for Internal Audit team on team dynamics and interpersonal interactions, IMPACT for conflict management and PERFECT for personal effectiveness.

Functional: The functional learning agenda is determined by the Bank's changing business market and evolving job responsibilities. Selling skills, products, digital solutions, processes, systems & software, risk, credit, and legal aspects were prioritised by the Bank's in-house functional interventions. We have partnered with Skillsoft, a global industry leader, to digitally offer major training programmes. Specific leadership development interventions were designed and delivered for aggregator roles like 'Manager to leaders' for Liability regional sales manager, and 'Lead to Excel' for Asset cluster manager. Senior leaders across divisions were engaged in the programme on Strategy formulation and executions from the premier institute.

Details of training given to employees and workers



Category	FY23					FY22				
	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	18,092	1,064	6%	16,557	92%	15,723	-	-	13,977	89%
Female	2,471	488	20%	2,354	95%	1,898	200	11%	1,695	89%
Total	20,563	1,552	8%	18,911	92%	17,621	200	1%	15,672	89%

Note: We do not have any workers.

Section C : Principle-wise Performance Disclosure

Principle 3

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



Category	FY23			FY22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	18,092	13,622	75%	15,710	12,667	81%
Female	2,471	1,828	74%	1,897	1,456	77%
Total	20,563	15,450	75%	17,607	14,123	80%

Note: We do not have any workers.

Health and safety management system

Whether an occupational health and safety management system has been implemented by the entity? If yes, the coverage such system?



Yes, we have implemented multiple measures to ensure a safe work environment for all.

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



At Equitas SFB, many of our employees have field roles that require them to travel, and having a two-wheeler is often necessary. As a part of our policy, we make it mandatory for employees to possess a valid driving license, and we strongly encourage them to wear helmets while travelling for their safety.

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



Yes. We strive to foster an inclusive workplace where every employee's voice is heard and their concerns are addressed promptly. We have launched an initiative, 'Voice of Employee' which enables our employees to report any work-related hazards or other issues they may be facing. Employees can share their complaints by emailing us at voiceofemployee@equitasbank.com. We take every complaint seriously and make continuous efforts to resolve them in a fair and transparent manner.

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



Yes, we prioritise the health and well-being of our employees and their families. As part of our commitment, we provide access to non-occupational medical and healthcare services. We offer a Group Medclaim Policy to our employees and their enrolled family members, with a sum insured of up to ₹3 lakh.



Details of safety related incidents, in the following format:



Safety Incident/Number	Category	FY23	FY22
Lost time injury frequency rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	--	--
Total recordable work-related injuries	Employees	0	0
	Workers	--	--
No. of fatalities	Employees	0	0
	Workers	--	--
High consequences work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	--	--

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



We have trained and constituted an Emergency Response Team (ERT) to act/respond in emergencies at the Bank. Additionally, we conduct fire drills to train our employees on how to respond to emergencies in the event of a fire at the workplace.

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



	FY23			FY22		
	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	34	0	-	111	0	-
Health & safety	0	0	-	0	0	-

Assessments for the year:



	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	NIL
Working conditions	NIL

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.



None

Section C : Principle-wise Performance Disclosure

Principle 4

Businesses should respect the interests of and be responsive to all its stakeholders.

Collaboration for impact

We believe that stakeholder engagement is critical to delivering a positive social impact. We recognise and value the diverse perspectives that our stakeholders bring to the table and strive to address their expectations. Through collaboration, transparency, and accountability, we work with our stakeholders to achieve our shared goals of empowering communities and promoting inclusion and diversity.

Approach

Ensuring the effectiveness of engagement efforts through two-way dialogue, determining their concerns and interest.

Material issues impacted

Risk management | Business continuity

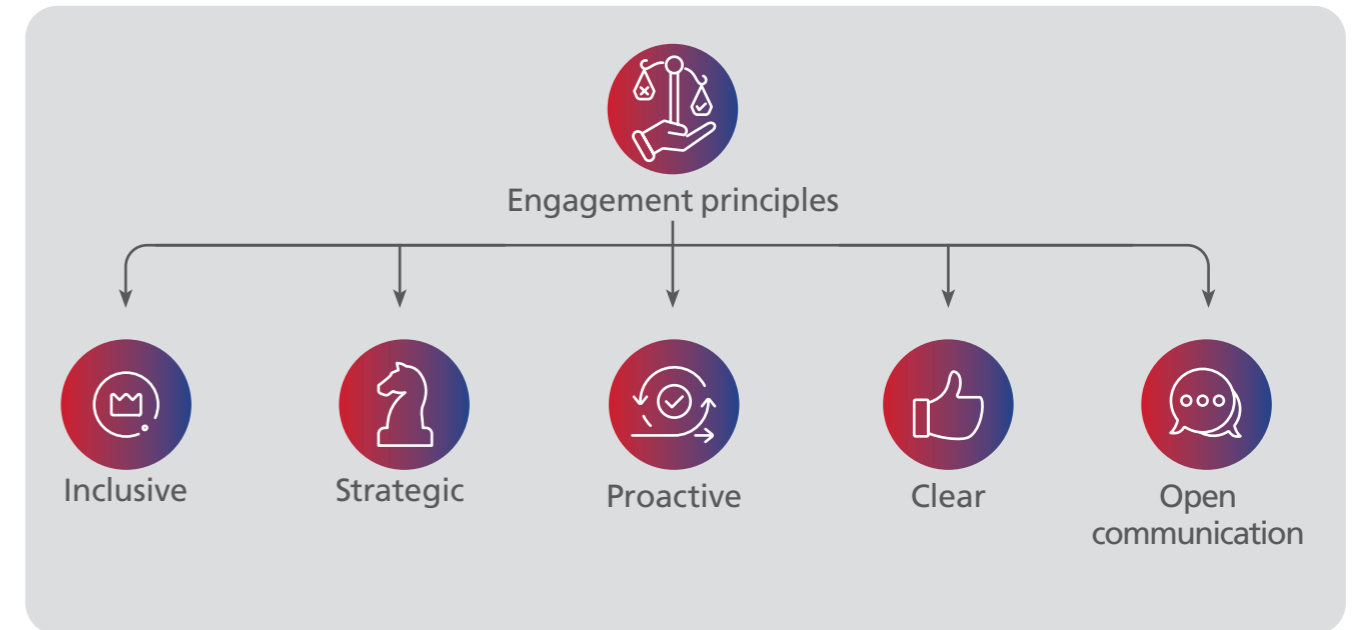
Regulatory compliance

SDG(s) impacted



Stakeholder engagement for value creation

We recognise that robust relationships with all stakeholders are critical to our drive for a sustainable business plan and addressing their concerns. To achieve this, effective engagement is integral to developing an informed understanding of our stakeholders' needs, interests, and expectations, as well as our strategic decisions.



Section C : Principle-wise Performance Disclosure

Principle 4

Stakeholder identification

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



We strive to identify and engage with our stakeholders in a meaningful way. By understanding their unique perspectives and concerns, we can work to address their needs and expectations and build lasting relationships based on transparency and trust. We recognise that stakeholder engagement is a continuous process and that the success of our business depends on the support and collaboration of all our stakeholders. Through open and effective communication, we can build strong partnerships that benefit not only our Company but also the wider community.

We have followed 5 steps approach to identify our key stakeholders



We have identified three stakeholder groups that are most critical to our business. As each group has unique needs and expectations, we adopt a customised and structured approach to engage with them. This ensures that we understand their perspectives and priorities and that we can address any concerns or issues effectively.



Customers



Employees



Investors



Stakeholder engagement process

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



Stakeholder group	Whether identified as vulnerable & marginalised group (Yes/No)	Channels of communication (Email, SMS, newspaper, pamphlets, advertisement, community meetings, notice board, website other)	Frequency of engagement (Annually/Half yearly/ quarterly/ other – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	Yes, a portion of customer group can be identified as marginalised	On ground hoarding and display boards across various points in the city. Online: social media, Display Ads, Search Ads etc Direct: Website, E-mail, SMS, App Push, WhatsApp In person meetings by customer service officer and other bank staff.	Branches conduct a monthly customer service meeting at the branch in addition to periodic meeting conducted by the staff at the customer location. Quarterly Online meeting, video conference with senior management and board members.	Increase awareness of product and services. Garner feedback on services deficiencies, product features and customers expectations.
Employees	No	1. Email 2. SMS 3. Notice Board at placed at work location 4. Audio bridge call Others: 5. One-on-one meeting /group meeting through Branch Visit 6. Online collaboration tools	Others – Ongoing, communication is triggered as and when need arises	1. Amendment to change in the existing policy or implementation of new policy. 2. Change in leadership roles. 3. Benefits extended to employees 4. BCP during natural calamities 5. IT security 6. Any other key employee related communication
Investors	No	E-mail, Newspaper, Website, Investor conferences and Analyst meets	Quarterly	Financial Results, AGM, Dividend Intimation, Fund Raise Intimation, Merger-de-merger intimation, Company guidance & strategy

Section C : Principle-wise Performance Disclosure

Principle 5

Businesses should respect and promote human rights

Promoting dignity for all

We are committed to preserving the respect and honour of all individuals associated with us. Our Fair Practices Code and Employee Code of Conduct firmly establish the necessary actions and conduct expected in terms of human rights and ensuring dignity for all.

Approach

Committed to promoting human rights through education, advocacy and activism for creating an equitable working environment

Whistle blower policy

[Click Here](#)

Material issues impacted

Corporate governance

Regulatory compliance

Employee health and well-being

SDG(s) impacted



Human rights

At Equitas SFB, we are committed to upholding human rights across our operations. We strive to promote, respect, and uphold human rights for all individuals who are associated with us. Our top priority is to maintain a safe and nurturing environment for our employees. To achieve this, we have implemented policies such as the prevention of sexual harassment policy and whistle-blower policy, which aim to uphold human rights and provide equal opportunities for women to achieve their professional goals.

Training on human rights

We are dedicated to fostering a culture of inclusivity, respect, and human rights within our organisation. To ensure that our employees fully comprehend their rights and responsibilities, we provide comprehensive human rights training. This training empowers our workforce to prevent discrimination, harassment, and any other violations in the workplace. In FY23, we successfully delivered human rights training to an impressive 93% of our permanent employees. By equipping our team with the knowledge and tools to uphold human rights, we strive to create a work environment where everyone feels valued, safe, and empowered.



Section C : Principle-wise Performance Disclosure

Principle 5

Employees and workers who have been provided training on human rights issues and policy(ies) of the entity



Category	FY23			FY22		
	Total (A)	No. of employees /Workers covered (B)	% (B/A)	Total (C)	No. of employees /Workers covered (D)	% (D/C)
Employees						
Permanent	20,563	19,201	93%	17,607	16,679	95%
Other than permanent	14	-	-	7	-	-
Total employees	20,577	19,201	93%	17,614	16,679	95%

Note: We do not have any workers.

Details of minimum wages paid to employees and workers



Category	FY23				FY22					
	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										
Male	18,092	0	0	18,092	100%	15,710	0	0	15,710	100%
Female	2,471	0	0	2,471	100%	1,897	0	0	1,897	100%
Other than permanent										
Male	11	0	0	11	100%	6	0	0	6	100%
Female	3	0	0	3	100%	1	0	0	1	100%

Note: We do not have any workers.

Details of remuneration/salary/wages



	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors	9	₹9,00,000	1	-
Key Managerial Personnel	3	₹1,35,68,959	0	-
Employee other than BOD and KMP	18,089	₹3,13,627	2,471	₹2,82,421
Workers	0	0	0	0

Policies and accountability

Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business?



Yes, we have established two bodies to address any human rights impacts or issues caused or contributed by our business.

Internal Complaints Committee (ICC), which is responsible for considering and addressing complaints related to sexual harassment.

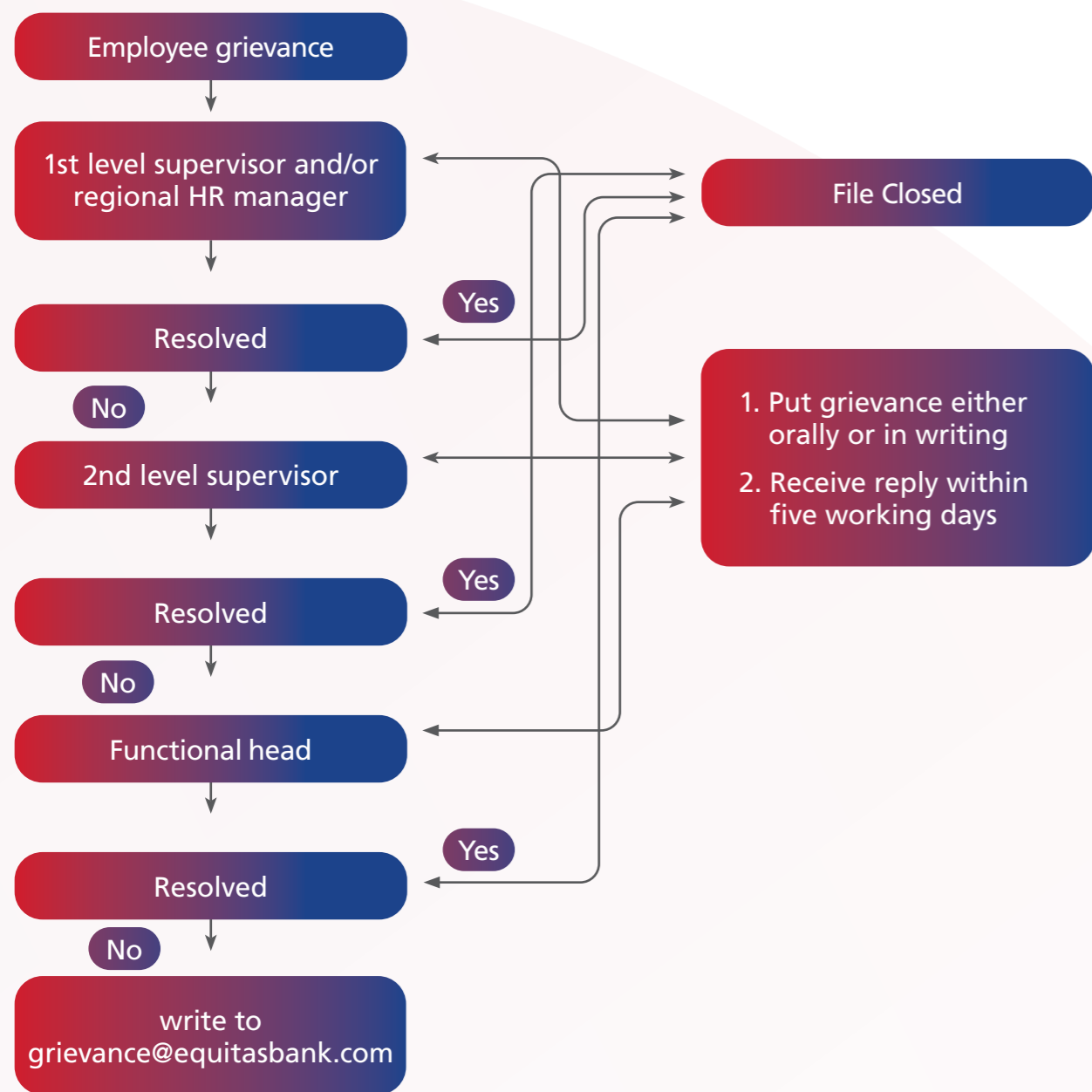
Grievance Redressal Committee, which is responsible for handling and addressing all other concerns raised by our employees.



Section C : Principle-wise Performance Disclosure

Principle 5

Grievance redressal committee



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

We have set up an Internal Complaints Committee (ICC) to deal with complaints of sexual harassment. If any employee experiences any such incident, they can make a written complaint to the ICC within three months of the date of the incident. Alternatively, they can file complaints via email to the ICC at nirbhaya@equitasbank.com. The Presiding Officer or any Member of the ICC would extend reasonable assistance, in case any aggrieved employee is unable to file such complaints. The ICC may extend the time limit by up to three months, if any employee fails to file complaint due to any unavoidable circumstances within the stipulated time frame.

Yes, we have established two bodies to address any human rights impacts or issues caused or contributed by our business. The Bank has a Grievance Redressal Committee to address employee concerns. If an employee is not satisfied with the level supervisor or function head, the employee can write to grievance@equitasbank.com, and the Grievances Redressal Officer will resolve it within one week. If still not satisfied, the employee can appeal to the Managing Director, who must resolve it within two weeks. The Managing Director's decision is final and binding.

Number of complaints on the following made by employees and workers

	FY23			FY22		
	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	5	0		6	0	
Discrimination at workplace	0	0		0	0	
Child labour	0	0		0	0	
Forced labour/involuntary labour	0	0		0	0	
Wages	0	0		0	0	
Other human rights related issues	0	0		0	0	

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

We have a strict policy that the contents of any sexual harassment complaint, including the identity and addresses of the aggrieved person, respondent, and witnesses, as well as any information relating to conciliation and inquiry proceedings, recommendations of the ICC, and the action taken by the management, shall not be disclosed to anybody in any manner. However, we may disseminate information regarding the justice secured to any victim of sexual harassment under this Act, without disclosing the name, address, identity, or any other particulars that could lead to the identification of the aggrieved person and witnesses.

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

Yes, human rights requirements are integrated into our business agreements and contracts. We firmly believe in the inherent rights and dignity of every individual, and our policies and code of conduct reflect our commitment to upholding human rights. It is our philosophy to prioritise and safeguard human rights in all our interactions with stakeholders.

Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	0
Forced/involuntary labour	0
Sexual harassment	0
Discrimination at workplace	0
Wages	0
Others – please specify	0

Provide details of any corrective actions taken or underway to address significant risks / concerns.

No corrective actions taken or are under way to address the risks or concerns.

Section C : Principle-wise Performance Disclosure

Principle 6

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

Minimising environmental footprint

The banking and financial services business has a limited, direct impact on natural resources. Further, our digitalisation focus enables us to go paperless across several systems and processes. We focus on digitising the process, and use of tablets, PC and mobile phones to effectively remove paper consumption.

Approach

Adopting paperless processes, digital banking, and energy-efficient equipment to reduce our environmental impact.

Material issues impacted

Regulatory compliance

Business continuity

Sustainable finance

SDG(s) impacted



ESG policy and framework

We have put in place a robust Micro & Small Enterprises Policy framework which embeds environmental and social safeguards into the loan application appraisal process for micro and small enterprises. In addition, we encourage our employees to embrace email communications and digital storage of documents.

Energy & Emissions

We monitor the run-time of our Heating, Ventilation, and Air Conditioning (HVAC) systems to ensure optimal energy consumption. Further, we use energy-efficient CFLs and LED light fixtures in our offices to reduce electricity consumption. We also procure office equipment such as computers, monitors, etc. with energy-saving features and certifications.

Our commitment to sustainable practices enables us to further reduce our environmental impact but also to promote a culture of accountability and responsibility.

The papers to the board and committees are completely in the electronic format totally eliminating the use of paper.



Section C : Principle-wise Performance Disclosure

Principle 6

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



Parameter	FY23	FY22
Total electricity consumption (A)	42,209.545 GJ	41,244.274 GJ
Total fuel consumption (B)	1,940.73 GJ	1,640.03 GJ
Energy consumption through other sources (C)	-	-
Total energy consumption (A+B+C)	44,150.275 GJ	42,884.277 GJ
Energy intensity per rupee of turnover (total energy consumption/turnover in rupees)	1,373.55 J	1,664.70 J
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

- Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? No

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?



We do not have any sites or facilities that have been identified as Designated Consumers (DCs).

Provide details of the disclosures related to water consumption, withdrawal, and water intensity.



Currently, we do not have a system in place to track our water consumption, withdrawal, and water intensity performance.

Has the entity implemented a mechanism for Zero Liquid Discharge?



Due to the nature of our operations, zero liquid discharge is not applicable to us.

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



As the Company operates in the banking sector, air emissions are not as material to our business, we still aim to minimise their impact through various measures.

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



Parameter	Unit	FY23	FY22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	120	101
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	5,072	4,957
Total Scope 1 and Scope 2 emissions per rupee of turnover	Units	1.62E-07 MT	1.96E-07 MT

- Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? No

Does the entity have any project related to reducing Green House Gas emission?



We are implementing various Loan Origination Systems aimed at reducing TAT for customers and eradicating the use of paper. Various other digital initiatives like the usage of tablets, PC, video banking, video KYC etc. will reduce the need for customers to physically travel to branches and execute transactions/services remotely.



Waste management

Paper conservation

We have implemented tab-based loan processing for microfinance lending and encourage customers to open Savings Accounts, Current Accounts and Term Deposits through digital platforms. We have also introduced eco-friendly paper pads, pens, and pencils in our boardroom. In addition, we limit the use of printers and copiers to reduce paper usage.

Digital footprint

We launched the 'Pragati Card', a QR code-based payment inquiry solution for our microfinance customers, which has replaced the traditional process of sticker collection and acts as a digital passbook. We also advise our account holders to adopt paper-free banking practices like e-mail statements, internet banking, mobile banking, e-wallets, and electronic toll collection. Loan Origination System Hetra, issuance of a virtual debit card for half-KYC customers, and green pin for debit card.

Provide details related to waste management by the entity.



Parameter	FY23	FY22
Total Waste generated (in metric tonnes)	-	-
Plastic waste (A)	-	-
E-waste (B)	6.1	8.3
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)	6.1	8.3
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste	E Waste	E waste
(i) Recycled	6.1	8.3
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	6.1	8.3
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

Briefly describe the waste management practices adopted in your establishments.



As a Bank, our products and services are largely intangible and do not involve the use of many processed inputs. We dispose of our waste, such as paper and dustbin bags, through the state's municipal authorities.

We also dispose of e-waste through authorised vendors. To reduce our environmental impact, we have implemented measures to reduce our use of plastics in our offices and branches, opting for more sustainable alternatives.

If the entity has operations/offices in/around ecologically sensitive areas where environmental approvals / clearances are required, please specify details.



We do not have any offices or operations located in or near ecologically sensitive areas.

Details of environmental impact assessments of projects undertaken by the entity based on applicable laws.



We have not carried out any projects that necessitated an Environmental Impact Assessment (EIA).

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.



Not applicable

Section C : Principle-wise Performance Disclosure

Principle 7

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

Fostering meaningful relationships

We have established affiliations with various trade and industry chambers/ associations. These include the Indian Banks' Association, the National Payments Corporation of India, the Confederation of Indian Industry, and the Tamil Nadu Chamber of Commerce and Industry. Through our participation in these associations, we stay abreast of the latest industry trends and developments while strengthening our relationships with other players in the ecosystem.

Approach

Our approach is to actively engage in associations and advocacy organisations, strategically influencing their mission and objectives to align with our activities.

Material issues impacted

Corporate governance

Regulatory compliance

Financial inclusion

Economic growth

SDG(s) impacted

SDG icons: 2 ZERO HUNGER, 7 AFFORDABLE AND CLEAN ENERGY, 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE, 10 REDUCED INEQUALITIES, 11 SUSTAINABLE CITIES AND COMMUNITIES, 13 CLIMATE ACTION, 14 LIFE BELOW WATER, 15 LIFE ON LAND, 16 PEACE, JUSTICE AND STRONG INSTITUTIONS, 17 PARTNERSHIPS FOR THE GOALS, Essential, Leadership.

Affiliations with trade and industry chamber/ associations

We are committed to leveraging our affiliations with industry associations and forums to enhance our knowledge and expertise and drive growth across our business segments. We have been promoting various social and welfare initiatives such as responsible lending, and financial literacy, thereby creating a more transparent financial system, facilitating ease of credit access to the underbanked/unbanked, and providing operational ease of loans to people excluded from the economic mainstream.

Number of affiliations with trade and industry chamber/ associations



Eight

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.



Some of the key trade and industry association where we are represented are:

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Indian Banks' Association (IBA)	National
2	Fixed Income Money Market and Derivatives Association (FIMMDA)	National
3	SaDhan – The Association of Community Development Finance Institutions	National
4	Association of Mutual Funds in India (AMFI)	National
5	Confederation of Indian Industry (CII)	National
6	The Indus Entrepreneurs (TIE)	National
7	M-FIN	National
8	Association of Small Finance Banks of India (ASFBI)	National

Anti-competitive conduct

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.



None



Section C : Principle-wise Performance Disclosure

Principle 8

Businesses should promote inclusive growth and equitable development.

Creating social value, inspiring change

We had pledged to allocate 5% of our net profit to social initiatives when we started our journey. Our founders' vision was to provide comprehensive empowerment to women from disadvantaged backgrounds by improving their and their household's quality of life, as well as increasing access to better healthcare and education for their children. We have remained true to this vision.

Four Quarter average as of Mar'23 had an PSL achievement of 82.05% of total ANBC.

Approach

Empowering through financial inclusion

Material issues impacted

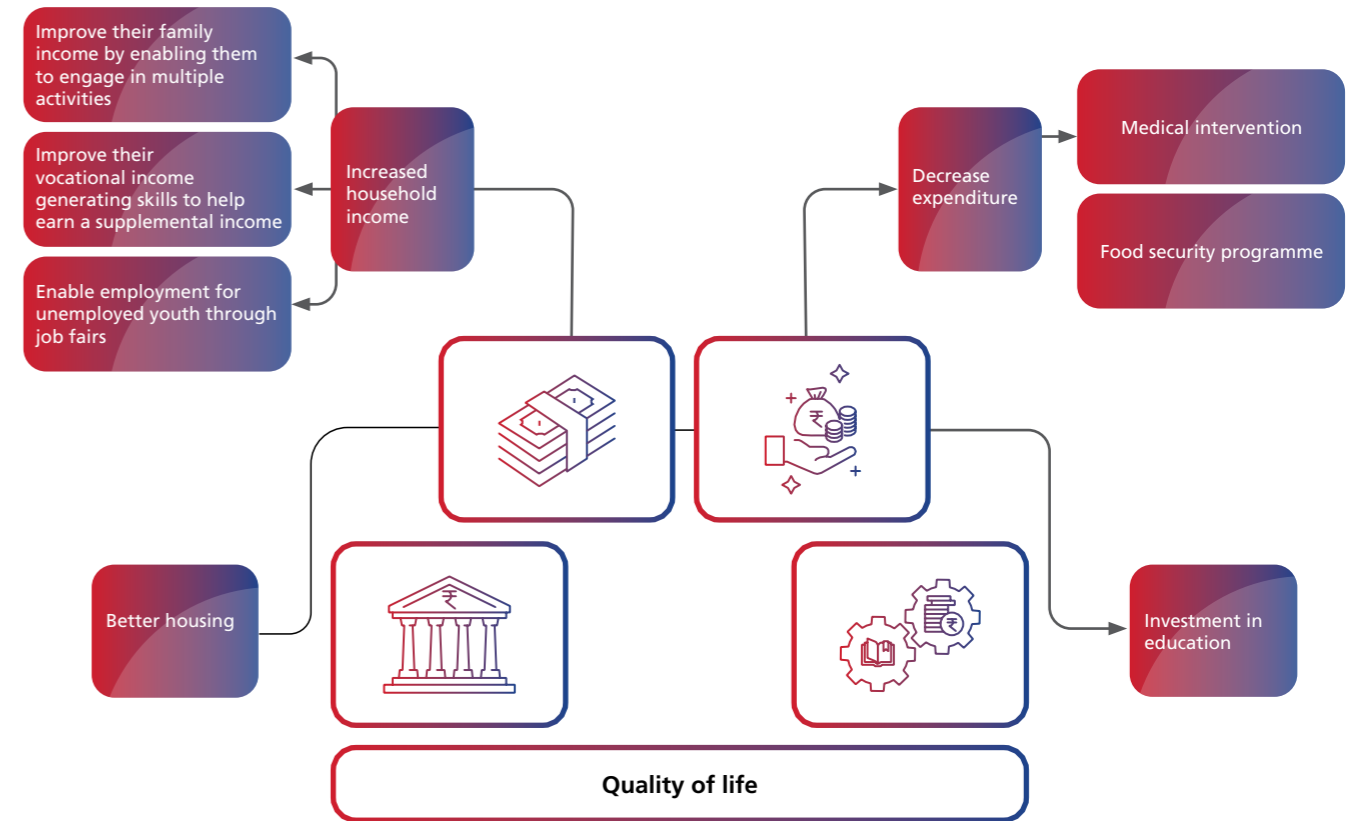
Community development

SDG(s) impacted



Social framework

The Founding team at Equitas SFB recognised that while improving income was essential for empowerment, it could be derailed by unexpected medical expenses. To prevent such setbacks, we concentrated on implementing preventive health programmes, as well as education and employment-related interventions. We believe that these initiatives will make a significant contribution to addressing the inherent vulnerabilities of these societies, thereby fostering greater resilience and stability.



Section C : Principle-wise Performance Disclosure

Principle 8

Social audit network

All of our social initiatives are rolled out across India through **Equitas Development Initiative Trust (EDIT)** and the Equitas Healthcare Foundation (EHF). Additionally, our EHF cancer hospital project is under construction.

Our objective with this assessment is to identify and measure the improvement in the lives of beneficiaries and other stakeholders impacted by each of our projects. Upon completion of the study, we have engaged SAN India to deliver a Social Impact Assessment report on the educational and community interventions of EDIT.

Objectives of social impact assessment (SIA)

- To collate both quantitative and qualitative data on the educational and community projects implemented by EDIT during the period 2019-22
- To record changes in beneficiary behaviour resulting from Equitas SFB interventions
- To document human interest stories of beneficiaries
- To report on the present status of beneficiaries and their requirements for further support

Details of social impact assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.



Name and brief details of project	SIA notification no.	Date of notification	Whether conducted by independent external agency	Results communicated in public domain	Relevant web-link
Social Impact Assessment (SIA) of EDIT for the period 2019-22	ORDER NUMBER: ESFB/FINANCE/22-23/01	20.03.2023	Yes	Yes	<<weblink>>

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



Name of project for which R&R is ongoing	State	District	No. of Project Affected Families	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (₹)
Equitas Birds Nest- Rehabilitation of homeless Pavement	Tamil Nadu	Chennai	1,047	31.96	50,39,000

Community grievances

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



We have shared a toll-free number (18001032977) with all Self-Help Group Women to enable them to express their grievances. Our Customer Care and CSR team members ensure that all grievances are redressed promptly.

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



	FY23	FY22
Directly sourced from MSMEs/small producers	100%	80%
Sourced directly from within the district and neighbouring districts	100%	100%



Corporate social responsibility

Our focus is on promoting inclusive growth and equitable development, as the very name 'Equitas' signifies justice, fairness, and equity. The differentiated licensing of Small Finance Banks has been a step towards achieving financial inclusion and promoting equitable development.

Support to disabled women and transgenders

We have always made a conscious effort to include disabled women among our microfinance borrowers. They are identified and included in joint liability groups by our sales officers and provided microfinance loans to drive their entrepreneurial spirit.

Encouraged by the success of this model, we have started including transgender persons in our joint liability groups for women.

34,715

Disabled Women Beneficiaries

81

Transgender beneficiaries

Equitas Development Initiatives Trust (EDIT)

Through our Equitas Development Initiatives Trust, EDIT, we are dedicated to inclusive growth and equitable development. Our CSR efforts encompass multiple activities such as providing sustainable livelihood to pavement dwellers, empowering women through skill training programs, organising health camps in collaboration with hospitals, offering high-quality and affordable education to economically disadvantaged children, conducting job fairs to integrate unemployed youth into the formal economy, and more



Section C : Principle-wise Performance Disclosure

Principle 8

Our focus areas



Health

Activities

- » Have tie up with 900+ hospitals for organising health screening camps as well as for providing secondary care across India
- » To support the farming community we also organise veterinary camps especially in rural areas.



Education and up-skilling

Activities

- » 8 schools (seven owned and one belonging to the VSKD Trust), with a student strength of 6,719 for FY23



Employment and skill training

Activities

- » Trained women entrepreneurs and Transpersons are helped to sell their products through Temporary markets
- » Placement coordination for unemployed youth of low-income communities and disabled youth by networking with employers through job fairs



Rehabilitation

Activities

- » Pavement dwellers' rehabilitation programme (Equitas Birds Nest) for ending homelessness and making an impact

Outcome

The outcomes of CSR activities carried out through EDIT have been aligned with UN SDGs:



Details of beneficiaries of CSR projects



S. No.	CSR project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalised groups
1	Eye camp participants	1,53,600	100
2	Spectacles distributed (free of cost)	2,015	100
3	People covered in other medical camps	2,40,691	100
4	People covered in vaccination camps	12,90,147	100
5	Health screening at Vehicle Finance branches	782	100
6	Veterinary camps in rural areas	4999	100
7	Participants in skill training programmes	41,051	100
8	Free cataract surgeries and other surgeries through Health Helpline	1,966	100
9	Placements for unemployed youth	30,028	100
10	Swasth Mahila Health Education	3,32,110	100
11	Equitas Birds Nest (pavement dwellers' rehabilitation programme)	1,047	100
12	Temporary markets for women entrepreneurs to market their products (55 exhibitions organised by Equitas between April 2022 and March 2023 across 10 states)	784	100



Testimonial - 1

Illuminating futures

"Equitas SFB's skill training programme transformed my life. With 15 days of training in making LED bulbs and solar panels, I now have a thriving livelihood. I'm immensely grateful to them for this life-changing opportunity that brought stability and hope. Their unwavering support has been a game-changer, and I will forever cherish their commitment to transforming lives."

Testimonial - 2

Path to a new beginning

"As someone who once lived on the pavement, securing financial support from traditional banks seemed impossible. However, Equitas SFB stepped in as a beacon of hope and completely transformed my life. They not only provided me with a safe and comfortable home but also sponsored my children's education, offering them a chance at a brighter future. Additionally, Equitas SFB extended loans to help me start a small business, which now provides a steady and sustainable income for my family. Equitas SFB has been a true catalyst for the transformation of our livelihoods, and we will be forever grateful for their life-changing impact."

Section C : Principle-wise Performance Disclosure

Principle 9

Business should engage with and provide value to their customers and consumers in a responsible manner.

Enhancing customer journey

At Equitas SFB, we follow a 'customer first' approach and are committed to providing exceptional experiences to all our customers. Our well-defined Voice of Customer (VOC) framework enables us to gather feedback and insights, which we use to improve our customer journeys.

Approach

Our brand approach focuses on engaging with people on an emotional level.

Material issues impacted

Customer experience | Digital transformation

Data privacy and security

SDG(s) impacted



Consumer branding

We go beyond banking and take responsibility for being good neighbours. Our commitment to giving back to the community is reflected in our legacy. Our digital content is customised to connect with our customers, and we have launched several initiatives to build our brand and increase recognition.

Circle of Life

We produced a web series called 'Circle of Life', which shares inspiring stories of real people who have gone through transformative journeys of bravery, sacrifice, and compassion. This series represents our commitment to giving back to society and highlighting the positive impact we can have on people's lives.

From surviving to thriving – the inspiring journey of Poonam

We introduced the inspiring story of Poonam Karan, a woman from Bhopal, Madhya Pradesh, who had to move to Rajasthan due to her husband's irresponsible behaviour. Despite facing financial difficulties, Poonam gathered the courage to leave her house and started wandering in search of work. She landed a job at a boutique, where she learned about stitching buttons and gained valuable experience in the next two years. The film showcases Poonam's journey of starting her own business by designing and creating her collection.

Kismat weaves her own destiny

Kismat, a woman from a small village in Rajasthan, refused to let her destiny dictate her life after the sudden loss of her husband. Despite the societal constraints on women, she had the courage to step out of her house and earn a living in Jodhpur. With determination and perseverance, she learned the art of stitching and weaved her destiny to fulfil her dreams. Her inspiring story is a testament to the power of resilience and hard work.



Section C : Principle-wise Performance Disclosure

Principle 9

Illuminating the future

Radha was a young child living in the slums, but her strict mother and alcoholic father refused to support her education. One day, Deepak, an employee of Equitas SFB, noticed her studying diligently in front of an ATM light. Deepak spent sleepless nights thinking about how to help Radha and initially tried to persuade her parents, but they refused to budge. Eventually, the Bank's legal department intervened by invoking the Right to Education Act. Along with Equitas' legal team, the principal of Radha's boarding school filed a lawsuit challenging the traditional education system in the country.

Today, Radha is the class topper in her school.

Partnership with Cricket franchisees

Our Company embarked on a new chapter in our brand's growth journey through partnerships with two of India's top cricket franchisees, Gujarat Titans and Royal Challengers Bangalore. Throughout the years, we have effectively utilised India's biggest cricketing league to enhance our brand recognition.

Through this strategic partnership, we aim to acquire customers and establish a strong and trustworthy image for our Bank. With comprehensive omnichannel strategies and our extensive branch network, we are confident in maximising our brand exposure and becoming the preferred banking partner for individuals and businesses in these markets.



Empowering Women

We have sustained our collaboration with Smriti Mandhana as our brand ambassador. Being an organisation that empowers women through our diverse banking and non-banking initiatives, this partnership aligns with our fundamental principles. By selecting the appropriate representative who can motivate women to pursue their aspirations, we aim to make a meaningful difference in the lives of our customers.



Customer experience

We revamped our ATMs and introduced Lounge facilities at select branches to enhance customer experience and convenience. We also partnered with the Times of India for the Thyagraja Awards and organised Happy Streets to celebrate the spirit of Chennai and engage with people through impactful on-ground activities in different regions.

We are committed to creating brand awareness in the localities of our branches by implementing consistent brand building with specific mediums for longer durations to increase brand visibility and create a sales funnel at select metro locations such as Chennai, Coimbatore, Hyderabad, Delhi and Chandigarh. Moreover, our social initiatives in various communities have helped us build strong equity for the 'Equitas' brand.

Equitas SFB takes pride in operating 302 unbanked rural centres across Tamil Nadu and Maharashtra, where we cater to the deep rural population through our core banking-connected Micro ATM devices. As a Business correspondent, we facilitate customers in underserved areas to withdraw and deposit money into their accounts, extending this service to customers of other banks. In FY23, our dedicated business correspondents conducted over ₹2.15 lakh transactions. These Agents are also well-trained to guide the local population on availing our bank's products, such as Gold Loan and Micro Loans against property. Additionally, we conduct periodic training sessions for all our Business Correspondents, offering them classroom learning and printed materials on safe banking practices, ethical banking, and customer service.

Digital Marketing Efforts

As a 'Digital First' Bank, we emphasise a lot on digital marketing to reach out to new customers as well as to better engage with our existing ones. We have added more communication channels, such as push notifications and WhatsApp. We have also implemented multi-channel marketing automation for customer onboarding and cross-selling. Marketing automation enables us to identify the best-suited products for everyone based on their lifecycle, behaviour, and relationship with the Bank.

Self Savings

Through our 'Self Savings' initiative, we have broken barriers and set new records in customer acquisition speed, enabling us to acquire over a million customers within a short span.



Section C : Principle-wise Performance Disclosure

Principle 9

FY23 Branding and Marketing Awards



Metaverse won Campaign of the Year in The Great Indian BFSI Awards in the Innovative Use of Technology category.



Our films received recognition from IMA India, particularly the Beyond Banking film which won in the Branded Content category.



For The Love of Emails Awards – Best Email Campaign Award (For Beyond Banking - Brand Campaign)



The Best of Bharat Awards – Pride of India Brands

Consumer happiness

We have a mechanism for conducting customer satisfaction surveys using a fully automated digital platform to monitor customer satisfaction trends.

We conduct two types of surveys:

NPS Survey

NPS Survey is conducted to assess the loyalty of our customers on a bi-annual basis. The NPS survey was conducted on customers who have been assigned a Relationship Manager.

78

NPS score - liability

Customer satisfaction (C-sat) survey

We also conduct C-sat survey to assess satisfaction levels after every transaction across all bank touchpoints. We monitor C-sat across Mobile/Internet banking, ATM, Account opening, Branch Servicing, Contact Centre Servicing and Service Request Management. The C-sat survey aims to provide feedback on service delivery by staff and process efficiency as perceived by the customer, in addition to the overall user experience.

4.1

C-sat score

Voice of Customer (VOC) framework

We have implemented a Voice of Customer (VOC) framework to capture customer feedback and insights. This framework enables our team to drive innovation and continuously enhance customer journeys.

Our all branches conduct a monthly customer service meeting at the branch in addition to periodic meetings conducted by the staff at the customer location. Quarterly Online meetings and video conferences with senior management and board members.

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



Our goal is to provide our customers with a seamless and hassle-free banking experience. We have thus put in place a comprehensive grievance redressal policy in place to address and resolve customer complaints. These complaints can be received through various channels, such as the branch, call centre, website, or internet/mobile banking. We have a dedicated centralised grievance management team that handles all the complaints received within the specified timeframe mentioned in our customer grievance redressal policy.

We also provide an escalation mechanism to customers in case their complaint is not resolved within the specified timeframe, or if they are not satisfied with the resolution provided. We ensure that contact details of officials responsible for the redressal of complaints are readily available to customers on our website and are also displayed on notice boards at our branches.

In the event of the Bank rejecting a complaint partially or fully, we have an internal ombudsman who reviews such cases and provides their opinion on the complaint, which is then communicated to the customer.

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



Not applicable

Section C : Principle-wise Performance Disclosure

Principle 9

Number of complaints in respect of the following

Data Privacy and cyber security policy

Does the entity have a framework/policy on cyber security and risks related to data privacy?



Yes, we have a comprehensive data privacy policy in place to address cyber security and mitigate risks related to data privacy. This policy applies to all our employees and extends to third parties, including customers, business partners, and individuals using our services or products. It also covers any entities involved in the collection, storage, and processing of personal information on behalf of our organisation. Our policy governs the handling of personal information and sensitive data obtained directly from customers or through our online platforms, mobile apps, and electronic interactions. You can access our policy at [click here](#)

Complaints Received and Pending



	FY23		Remarks	FY22		Remarks
	Received	Pending		Received	Pending	
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	2,786	64	Majority of the complain are within the TAT prescribed by RBI and Equitas SFB	2,482	58	Complaints pending resolution as on March 31, 2022, have subsequently been resolved within the stipulated timelines
Restrictive trade practices	0	0	-	0	0	-
Unfair trade practices	0	0	-	0	0	-
Other	231	7	Majority of the complain are within the TAT prescribed by RBI and Equitas SFB	18	2	Complaints pending resolution as on March 31, 2022, have subsequently been resolved within the stipulated timelines
Total number of frauds reported (non-IT)						125
Retail Cyber & Electronic Banking Frauds reported by CPC						659
Total						784



Details of instances of product recalls on account of safety issues

	Number	Reasons for recall
Voluntary recalls	0	-
Forced recalls	0	-

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.



None



BRSR Index

S. No.	Indicators	Page No.
Section A: General Disclosures		
Essential Indicators		
I	Details of the listed entity	22
II	Products/services	23
III	Operations	26
IV	Market served by entity	26
V	Employees	27
VI	Holding, Subsidiary and Associate Companies (including joint ventures)	27
VII	CSR Details	28
VIII	Transparency and Disclosures Compliances	29
Section B: Management and Process Disclosures		
Essential Indicators		
1	Policy and management processes	37
2	Governance, leadership, and oversight	37
Section C: Principle-wise Performance Disclosures		
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.	38
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).	41
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.	42
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.	42
5	Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption.	42
6	Details of complaints with regard to conflict of interest.	43
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.	43
Leadership Indicators		
1	Awareness programmes conducted for value chain partners on any of the Principles during the financial year	N/A
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.	43
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.	45
2	a. Does the entity have procedures in place for sustainable sourcing? (Yes/No) b. If yes, what percentage of inputs were sourced sustainably?	45
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.	45



S. No.	Indicators	Page No.
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.	45
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.	N/A
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.	N/A
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).	N/A
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.	N/A
5	Reclaimed products and their packaging materials (as percentage of products sold) for each product category.	N/A
PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains		
Essential Indicators		
1	Details of measures for the well-being of (a) employees and (b) workers	47
2	Details of retirement benefits, for Current Financial Year and Previous Financial Year.	48
3	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.	49
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.	49
5	Return to work and Retention rates of permanent employees and workers that took parental leave.	49
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	50
7	Membership of employees and worker in association(s) or Unions recognised by the listed entity.	50
8	Details of training given to employees and workers	51
9	Details of performance and career development reviews of employees and worker.	52
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? b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity? c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N) d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services?	52
11	Details of safety related incidents, in the following format.	53
12	Describe the measures taken by the entity to ensure a safe and healthy workplace.	53
13	Number of Complaints on the following made by employees and workers	53
14	Assessments for the year	53
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.	53

BRSR Index

S. No.	Indicators	Page No.
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.	N/A
2	Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.	N/A
3	Provide the number of employees / workers having suffered high consequence workrelated 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.	N/A
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?	N/A
5	Details on assessment of value chain partners.	N/A
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.	N/A
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.	56
2	List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group	57
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.	N/A
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.	N/A
3	Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.	N/A
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.	60
2	Details of minimum wages paid to employees and workers.	60
3	Details of remuneration/salary/wages.	60
4	Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business?	61
5	Describe the internal mechanisms in place to redress grievances related to human rights issues.	62
6	Number of Complaints on the following made by employees and workers	63
7	Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.	63
8	Do human rights requirements form part of your business agreements and contracts? (Yes/No)	63
9	Assessments for the year	63
10	Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above	63



S. No.	Indicators	Page No.
Leadership Indicators		
1	Details of a business process being modified / introduced as a result of addressing human rights grievances/ complaints.	N/A
2	Details of the scope and coverage of any Human rights due-diligence conducted.	N/A
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?	N/A
4	Details on assessment of value chain partners.	N/A
5	Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.	N/A
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.	66
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.	66
3	Provide details of the following disclosures related to water.	66
4	Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.	66
5	Please provide details of air emissions (other than GHG emissions) by the entity.	66
6	Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity.	66
7	Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.	66
8	Provide details related to waste management by the entity.	67
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.	67
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.	67
11	Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:	67
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.	67
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.	N/A
2	Provide the following details related to water discharged.	N/A
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 (ii) Nature of operations (iii) Water withdrawal, consumption and discharge in the following format.	N/A
4	Please provide details of total Scope 3 emissions & its intensity, in the following format.	N/A

BRSR Index

S. No.	Indicators	Page 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.	N/A
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.	N/A
7	Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.	N/A
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.	N/A
9	Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.	N/A

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. 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	69
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	69

Leadership Indicators

1	Details of public policy positions advocated by the entity.	N/A
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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.	72
2	Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity.	72
3	Describe the mechanisms to receive and redress grievances of the community.	72
4	Percentage of input material (inputs to total inputs by value) sourced from suppliers.	72

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).	N/A
2	Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies.	N/A
3	(a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No) (b) From which marginalized /vulnerable groups do you procure? (c) What percentage of total procurement (by value) does it constitute?	N/A
4	Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge.	N/A
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.	N/A
6	Details of beneficiaries of CSR Projects.	74



S. No.	Indicators	Page No.
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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.	81
2	Turnover of products and/ services as a percentage of turnover from all products/service that carry information about.	81
3	Number of consumer complaints.	82
4	Details of instances of product recalls on account of safety issues	83
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.	82
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.	83

Leadership Indicators

1	Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).	N/A
2	Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.	N/A
3	Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.	N/A
4	Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity	N/A
5	Provide the following information relating to data breaches: a. Number of instances of data breaches along-with impact b. Percentage of data breaches involving personally identifiable information of customers.	N/A