



November 22, 2016

Mr Khushro A. Bulsara-
Senior General Manager
Listing Compliance & Legal Regulatory
BSE Limited
Corporate Relations Department
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BSE Scrip Code: 532648

Mr. Avinash Kharkar
AVP - Listing Compliance
National Stock Exchange of India
Limited
Exchange Plaza,
Plot no. C/1, G Block,
Bandra - Kurla Complex, Bandra (E)
Mumbai - 400 051
NSE Symbol: YESBANK


Dear Sirs,

Re: Press Release: YES BANK becomes 1st Indian bank to be awarded
dual international certification in ISO 9001:2008 & ISO 29990:2010 for
Learning & Development

Please find enclosed the Press Release being issued on the captioned subject which is self explanatory.

Kindly take note of the above.

Thanking you,
For **YES BANK LIMITED**


Shivanand R. Shettigar
Company Secretary

C.M. base
Encl: As above

Press Release

YES BANK becomes 1st Indian bank to be awarded dual international certification in ISO 9001:2008 & ISO 29990:2010 for Learning & Development

- *The certification has been accredited to YES BANK's YES School of Banking unit for Learning & Development*

Mumbai, November 22, 2016: YES School of Banking (the Learning & Development unit of YES BANK) has been awarded **dual international certification** in ISO 9001:2008 and ISO 29990:2010, making it the **first Learning & Development function** in the **Indian banking sector** to be recognized by this highest level of quality management system.

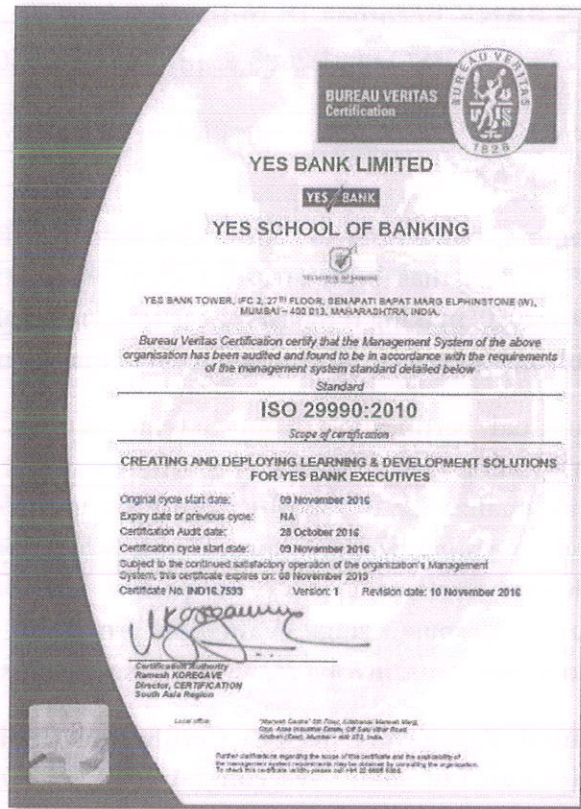
The dual certification from Bureau Veritas, a global leader in Testing, Inspection and Certification (TIC), reflects YES BANK's robust Learning & Development processes including conceptualization of **learning solutions** and effective deployment of **developmental activities** across the organization to meet business requirements while continuously improving **employee behavior, systems and service quality**. YES BANK was awarded the dual ISO Certification after a **rigorous 3 stage evaluation** process of the key parameters including customer focus, leadership focus, involvement of people, process approach and continual improvement.

Ramesh Koregave, Director - Certification (India and South Asia), Bureau Veritas Certification India Pvt. Ltd said, "We congratulate YES BANK for this achievement and commend the professional cooperation extended by the YES School of banking team during the audit process to demonstrate all procedures involved in the validation of all audit requirements".

Commenting on this occasion, **Deodutta Kurane**, Group President, Human Capital Management at YES BANK said, "It is a proud moment for all YES BANKers. The dual certification awarded to YES School of Banking validates our core objective of building an entrepreneurial organization by embracing innovative learning methods to achieve our vision of being the Finest Quality Bank of the World in India by 2020".

YES School of Banking uses a skill gap assessment through **Training Need Analysis** to identify learning requirements. Some of the developmental sessions organized for the employees included a workshop by **Porter Erisman**, E-commerce Consultant & Author of the bestseller 'Alibaba's World', focusing on scale, quality and relentless action; Design Thinking and Innovation workshop by leaders of **Infosys Ltd.**; and a breakthrough workshop called 'Where Eagles Dare' to drive collaboration and learning between BU leaders. **YES! I Can Do It**, a performance enhancement initiative launched last year focuses on improving the productivity of underperforming sales & service staff. YES BANK has also introduced various gamification & mobile based initiatives to make learning interesting.





- ✓ ISO 9001:2008 certification is a validation that YES School of Banking has unfailingly demonstrated its overall ability to consistently provide solutions that meets the customer's requirement while maintaining conformity to applicable statutory and regulatory requirements
- ✓ ISO 29990:2010 is a unified standard for learning service providers, including corporations, vocational institutions and life-long learning centers around the globe. YES BANK's education and training services has been recognized for its high quality learning module design and evaluation of results. YES School of Banking is the first Learning & Development function in Indian Banking industry to have been accredited with this certification.

About YES School of Banking:

YES School of Banking (YSB) was institutionalized in 2007 with a vision of creating a Centre of Excellence to assess, stimulate, support, and deploy innovative approaches to augment Human Capital by equipping Executives with skills and knowledge that are based on its strategic business goals as well as specific job requirements. YSB Learning Solutions focus on the "edge" of traditional practices and approaches which includes the following important characteristics:

- ✓ Nimble and have the potential to scale
- ✓ Differentiated from core practices, and aligned to impacting tangible business metrics





- ✓ Intensely aspirational, motivated by an unusually strong sense of unwavering commitment and speed, execution and sense of urgency

About YES BANK

YES BANK, India's fifth largest private sector Bank with a pan India presence across all 29 states and 7 Union Territories of India, headquartered in the Lower Parel Innovation District (LPID) of Mumbai, is the outcome of the professional & entrepreneurial commitment of its Founder Rana Kapoor and its Top Management team, to establish a high quality, customer centric, service driven, private Indian Bank catering to the future businesses of India.

YES BANK has adopted international best practices, the highest standards of service quality and operational excellence, and offers comprehensive banking and financial solutions to all its valued customers.

YES BANK has a knowledge driven approach to banking, and offers a superior customer experience for its retail, corporate and emerging corporate banking clients. YES BANK is steadily evolving as the Professionals' Bank of India with the long term mission of "Building the Finest Quality Bank of the world in India by 2020".

To learn more, visit YES BANK's website and follow them on LinkedIn and Twitter

For further information, please contact:

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