

Business Responsibility and Sustainability Report

Business Responsibility and Sustainability Reporting by listed entities
SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated 10/05/2021 and Master Circular SEBI/HO/CFD/POD2/CIR/P/2023/120
July 11, 2023.

SECTION A: GENERAL DISCLOSURES

I. DETAILS OF THE LISTED ENTITY

Sl. No.	Required Information	
1	Corporate Identity Number (CIN) of the Listed Entity	L65191KL1929PLC001017
2	Name of the Listed Entity	The South Indian Bank Limited
3	Year of incorporation	1929
4	Registered office address	SIB House, TB Road, Mission Quarters, Thrissur 680001, Kerala, India
5	Corporate address	SIB House, TB Road, Mission Quarters, Thrissur 680001, Kerala, India
6	E-mail	sibcorporate@sib.co.in
7	Telephone	+91-487-2420020
8	Website	www.southindianbank.com
9	Financial year for which reporting is being done	2022-23
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited ('NSE'), BSE Limited ('BSE')
11	Paid-up Capital	Rs. 209.27 crores
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Dhilip N Kumar Chief Manager and Deputy Nodal Officer, Secretarial Department +91-487-2429333 sibagm@sib.co.in
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	On a standalone basis

II. PRODUCTS / SERVICES

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

Sl. No	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Financial and insurance services	Banking activities by Central, Commercial and savings banks	100%

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

Sl. No	Product / Service	NIC Code	% of total Turnover contributed
1	Banking Services and financial services	64191	100%

III. OPERATIONS

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

Location	Number of plants	Number of offices	Total
National	Not applicable	940 Branches, 6 Satellite Branches, 18 Regional Offices	964
International	Not applicable	1 Representative Office	1

17. Market Served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	26 State; 4 Union Territories
International (No. of Countries)	1 (Representative office)

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

Not applicable

c. A brief on type of customers

The Bank's principal foray of business includes retail banking and corporate banking. The Bank offers various types of Deposits to its customers including fixed deposits, recurring deposits, Savings Bank and Current accounts. On the Advances side, the Bank offers Gold Loans, Home Loans, Mortgage loans, Education Loans, and Agriculture Loans. The Bank undertakes priority sector lending to financially support the weaker sections of society and supports economic growth through MSME lending. To cater the needs of corporate clients, various schemes like Supply Chain Financing, Corporate bill discounting, Vendor Finance, Working Capital Financing, Corporate Loans, Term Loans, Securitisation Transactions, TReDS, etc. are provided. Further, the Bank through its vast branch network offers third party products (TPP), viz. Life Insurance, General and Health Insurance products and other investment avenues for its customers like Mutual Funds, online trading accounts, etc. by tie-up with selected corporates in respective business. The customer network of the bank was over 73 lakhs as on March 31, 2023 and aggressively on boards new to bank customers to its already strong customer base. The total business of the Bank stood at over 1 lakh 60 thousand crores.

IV. EMPLOYEES

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

Sl. No	Particulars	Total (A)	Male		Female	
			No.(B)	% (B/A)	No. C	% (C/A)
EMPLOYEES						
1	Permanent (D)	9653	5316	55%	4337	45%
2	Other than Permanent (E)	25	23	92%	2	8%
3	Total employees (D+E)	9678	5339	55%	4339	45%
WORKERS						
4	Permanent (F)	3439	1366	40%	2073	60%
5	Other than Permanent (G)	0	0	0%	0	0%
6	Total workers (F+G)	3439	1366	40%	2073	60%

Note: "Employees" include officers and Award Staff and workers include Award Staff.

b. Differently abled Employees and workers:

Sl. No	Particulars	Total (A)	Male		Female	
			No.(B)	% (B/A)	No. C	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1	Permanent (D)	8	5	62.5%	3	37.5%
2	Other than Permanent (E)	0	0	0%	0	0%
3	Total differently abled employees (D+E)	8	5	62.5%	3	37.5%
DIFFERENTLY ABLED WORKERS						
4	Permanent (F)	6	3	50%	3	50%
5	Other than Permanent (G)	0	0	0%	0	0%
6	Total differently abled workers (F+G)	6	3	50%	3	50%

19. Participation/Inclusion/Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	1	11.1%
Key Management Personnel*	6	1	16.7%

*Key Managerial Personnel Including MD & CEO

20. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	FY 2022-23 (Turnover rate in current FY)			FY 2021- 22 (Turnover rate in previous FY)			FY 2020 - 21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	5.32	4.35	4.88	3.96	4.3	4.11	2.63	3.37	2.95
Permanent Workers	4.68	4.63	4.65	4.07	4.45	4.3	3.55	4.08	3.83

V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

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

Sl. No	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	SIB Operations and Services Ltd (SIBOSL)	Subsidiary	100	No

VI. CSR DETAILS

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

(ii) Turnover (in Rs. crores) 8,046

(iii) Net worth (in Rs. crores) 6,098

VII. TRANSPARENCY AND DISCLOSURE COMPLIANCES

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022 - 23			FY 2021 - 22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
The list of the stakeholders							
Communities	Yes https://www.southindianbank.com/userfiles/file/greivance_redressal_policy.pdf	0	0	NIL	0	0	NIL
Investors (other than shareholders)*	https://www.southindianbank.com/userfiles/file/greivance_redressal_policy.pdf	0	0	NIL	0	0	NIL
Shareholders*	Yes https://www.southindianbank.com/content/redressal-of-investor-complaints/867	130	1	Pending for resolution.	122	1	Pending for resolution.
Employees and workers	Yes	4	0	NIL	11	0	NIL
Customers	Yes https://www.southindianbank.com/userfiles/file/greivance_redressal_policy.pdf https://www.southindianbank.com/userfiles/file/customer_protection_policy.pdf	43091	860	Out of 860 complaints 184 complaints are created post 18.03.2023 and none of these have exceeded stipulated TAT.	43099	1446	Out of the 1446 complaints 139 complaints were created during March. The pending figure as such, constitutes those under process as well as those lodged towards the end of March 2022.
Value Chain Partners	Yes	0	0	NIL	0	0	NIL
Other (please specify)	-	-	-	-	-	-	-

* Details of Investors (including Bond Holders) /Shareholder are covered)

24. Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

Sl. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Responsible Lending	Opportunity	<ul style="list-style-type: none"> Financing Small and marginal farmers for crop cultivation and animal husbandry under Interest Subvention scheme by Gol. Finance against warehouse receipts in order to provide liquidity to farmers and to avoid distress sales of commodities. Various investment activities in agriculture and animal husbandry are supported under AIF and AHIDF schemes of Gol. Area specific approach is given special thrust to provide simple and faster credit delivery to the farming sector. Credit Support to Contract Farming Arrangement in Crop and Allied activities. Micro Food and Agro processing units are given credit assistance under PMFME scheme. 		Positive: Financing to various farming activities helped to uplift the socio-economic status of farming community.
2	Human rights practices	Risk	<p>Risk- Parameters on human rights such as fair working environment, equal opportunities, remuneration, freedom of association without ethnic discrimination will impact the performance of the bank on the social front from the employee's perspective.</p>	<p>Training and awareness of all the employees and clause on Human rights in employee and stakeholder agreements and contracts. Further, the Bank provides a fair working environment, equal opportunities, remunerations, freedom of association without any ethnic discrimination. The percentage of women employees to the total staff stood at 45% which is one of the best in the Banking Industry.</p>	Negative- Mechanisms on monitoring human rights depict a direct commitment towards human rights integration within the bank's activities.

Sl. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3	Environmental and Social Risk	Opportunity & Risk	<p>Opportunity:</p> <ul style="list-style-type: none"> To promote the usage of green energy by green financing products. To identify and mitigate adverse potential environmental and social impacts due to Bank's lending activities. To ensure that clients establish E & S requirements in line with national environmental and social regulations. Bank's Environmental and Social Management System (ESMS) Policy provides a systematic procedure to check whether the lending policy may cause any potential adverse environmental and social impacts, to assure that negative impacts are avoided or minimized to the extent possible and the positive impacts are stimulated. Bank will desist from extending finance, irrespective of the amount, for activities coming under exclusion list in the ESMS policy. <p>Risk- Proactively identifying the risks paired with policies to reduce their impact is a critical part of the bank's pathway towards sustainability. Lack of environment and social measures will lead to increased cost, reduced resource efficiencies and potentially regulatory/compliance related costs.</p>	<p>The bank has formulated an ESG policy for effective integration of sustainability into the business operations. ESG factors are considered in the risk assessment and management processes of the bank and extends to all of its stakeholders. For the effective implementation of ESG in the Bank, Board has constituted an Executive Level Committee.</p>	<p>Positive:</p> <ul style="list-style-type: none"> Improvement in overall E & S performance of Bank's portfolio through enhanced risk management <p>Negative:</p> <ul style="list-style-type: none"> Transition risk arising due to adoption of E & S guidelines. Increased expenditure to meet E & S performance standards

Sl. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Data Security	Opportunity and risk	<p>Opportunity-Bank's digital lending products helped to reduce usage of paper and enhanced customer experience.</p> <p>Risk-</p> <ol style="list-style-type: none"> 1. Cyber threats to banking system. 2. Launch of Bank's lending product through mobile banking and internet Banking channel. 3. Various SMS and Email facilities. 	<p>Cyber Crisis Management Plan (CCMP) is in place, to provide the requisite strategy, direction and roadmap towards cyber threat mitigation.</p> <p>IT Departments and CISO Office are ISO 27001 certified for the implementation of Information Security Management System (ISMS). In order to consider cyber security from the bank-wide perspective, a steering committee of executives known as Information Security Committee is formed with formal terms of reference. The Chief Information Security Officer (CISO) is the member secretary of the committee. The committee serves as an effective communication channel for management's cyber security aims and directions.</p>	<p>Positive-Improved turnaround time with customer satisfaction.</p> <p>Negative-Efficiency of cyber security systems directly impact the business productivity.</p>

Sl. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
5	Regulatory & Legal Compliances	Risk	<p>Risk- Risk of non-compliance exposes the Bank to legal penalties and financial losses resulting from failure to comply with the industry laws and regulations. Failure to adhere to the laws would directly affect the Bank's revenue, valuations and could lead to loss of reputation and business opportunities. More compliant Banks tend to have improved performances and better process efficiency. Compliance gives assurance and provides a broader insight to the investors.</p>	<p>The Bank, has adopted a Code of Conduct for its Board and Senior Managerial Personnel and adheres to the highest standards of honest and ethical conduct, including proper and ethical procedures in dealing with actual or apparent conflicts of interest between personal and professional relationship. The Bank has put in place Whistle Blower Policy which sets forth obligations on part of every employee for prevention, detection and reporting of any act of bribery or corruption.</p>	<p>Negative- Banks who are compliant with the regulatory laws have a better ability to manage risks and builds a better sense of fairness and loyalty among employees</p>

SECTION B : MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	https://www.southindianbank.com/content/viewcontentlvl1.aspx?linkIdLvl2=215&linkId=215&sec=1								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Some of the policies which have impacts on customer service, customer conduct ,etc. extend to our value chain partners as well.								
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	The Bank has framed its ESMS Policy based on IFC performance standards IT Departments including Data Centre, DR Site & BCP site and CISO Office are ISO 27001 certified for the implementation of Information Security Management System (ISMS). Human Resources Department ,Compliance Department , Facility Management Group , Banking Operations Group and Integrated Risk Management Departments are certified with ISO 9001:2015.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Bank has formulated its ESMS policy for environmentally responsible lending to its customers and endeavours to built a sustainable lending portfolio. The company strives to make a positive and sustainable impact on all stakeholders by identifying key focus areas and fulfilling commitments and goals through environmental initiatives and corporate social activities. Additionally, the company emphasizes the upskilling of its workforce to promote holistic employee development and alignment with the evolving business landscape. Corporate Social Responsibility Committee, Stakeholder Relationship Committee, Customer Service Committee and Audit Committee of Board reviews the items as per reference of the respective Committee and the policies are reviewed as necessitates. The Bank also won several prestigious awards for its digital initiatives, South Indian Bank strives to incorporate various facets of ESG into its business operations, aiming to integrate sustainability and responsible practices throughout its organization.								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>The bank has implemented an ESG policy that explicitly articulates its dedication to incorporating sustainable factors into its operations, risk management practices, and investment decisions. During the year, the Bank strengthened its digital transformation considerably with over 95% transactions being carried out digitally. The Bank also promotes conservation of environment by reducing usage of paper by promoting green pin for debit cards and digitalising documents. The Bank continues its efforts to make awareness among employees on concepts of “Reduce, Reuse and Recycle” to eliminate waste and protect our environment. Since the banking outlets / offices are the major targets for saving energy. The Bank gives priority for the installation of energy-efficient products that reduces the consumption of energy. The Bank also won several prestigious awards for its digital initiatives, namely:</p> <ol style="list-style-type: none"> 1. ASSOCHAM Best Pvt Sector Bank Award during the 9th MSME Awards & Excellence Summit held at Delhi. 2. Best CDO/CTO/CIO award at The Fintech & Digital Excellence Award was declared at the Bharat Fintech Summit 2023 held at Mumbai. 3. “Excellent use of AI and ML” award at the eLets BFSI Tech Innovation awards 2023 								
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements	<p>As mentioned in point 6, during the year the Bank has undertaken major projects to digitize the customer offering - thereby increasing the transparency and ease of access of its products and services. Further, with digitization the requirement for paper-based process has been reduced thereby, reducing the carbon footprint of the Bank. In FY23, 95% of transactions were done digitally. The Bank has also tied up with Fintechs to expand its reach and increasing the ease of access through digital loan documentation. Our process improvement initiatives saw the increased participation of our employees - the Bank received over 3,500 suggestions from employees. The Bank has also adopted the ESMS policy to build a sustainable lending portfolio.</p> <p>As a financial service provider, we believe that Environmental, Social and Governance (ESG) principles are crucial in our stakeholder satisfaction.</p>								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	<p>Mr. Murali Ramakrishnan MD & CEO +91-487-2429333 md@sib.co.in</p>								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	<p>Yes. Corporate Social Responsibility Committee of Board is overseeing Environmental, Social & Governance (ESG) Reporting and Review of various activities of the Bank under the ESG Framework. For the effective implementation of ESG in the Bank, Board constituted an Executive Level Committee. The Executive Level Committee is headed by EVP & Chief Business Officer.</p>								

10. Details of Review of NGRBCs by the Company:

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

	P1	P2	P3	P4	P5	P6	P7	P8	P9
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency	Yes. CareEdge Advisory, Research and Training Limited has mapped the existing policies and procedures against the requirements of BRSR and accordingly suggested the improvements to bridge it with the BRSR requirements.								

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

	P1	P2	P3	P4	P5	P6	P7	P8	P9
a. The entity does not consider the Principles material to its business (Yes/No)	Not applicable								
b. The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
c. The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
d. It is planned to be done in the next financial year (Yes/No)									
e. Any other reason (please specify)									

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	1	Training on ESG, BRSR and NGRBC principles. Seminar on Corporate Governance Duties and Responsibilities of Board of Directors under Companies Act, 2013 and various other statutes.	100%
Key Managerial Personnel	7	Training on ESG, BRSR and NGRBC principles. Interviewing Skills Cyber Risk and Resilience Cyber Security for Chief Risk Officers SACB on theme- boosting Self Resilience Risk Management in Agriculture Finance Programme for Heads of Internal Audit of SCB on theme- boosting Self Resilience	100%
Employees	131	Human Rights Issues and Policies	44.7%
Workers	43	Human Rights Issues and Policies	29.2%

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format.

Monetary

	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Principle 1	RBI	15,90,650	Various cases pertaining to Banking operations, such as ATM Cash out penalty, discrepancies in soiled note remittance by Currency Chest, delay in filing GSTR-6 return, penalty for Non Frisking by Currency Chest on various dates, etc.	No
Settlement			NIL		
Compounding fee			NIL		

Non- Monetary

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

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

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

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

Yes. Covered under the Code of Conduct policy. The anti-corruption and anti-bribery policy are part of the Ethical practices in Code of conduct of the Bank. The policy emphasize on the Bank's zero tolerance approach towards corruption and bribery. It says that, under any circumstance the Employees should not offer, promise or grant anything of value to anyone for the purpose of influencing the recipient. Payments made indirectly through any intermediary or other third party are subject to the same restriction. https://www.southindianbank.com/userfiles/file/banks_code_of_conduct.pdf

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

	FY 2022-23 (Current Financial Year)	FY 2021 - 22 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	FY 2022-23 (Current Financial Year)		FY 2021 - 22 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	-	Nil	-

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

During the year, there were no cases related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Leadership Indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	% age of value chain partners covered (by value of business done with such partners) under the awareness programmes
The Bank ensures that the people working in contact centres are trained on matters such as ethics, code of conduct, responsible customer engagements		

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

Yes. Covered under the Related Party Transaction policy. The Bank has adopted the policy on related party transactions which is applicable to the Board of Directors and KMPs. The weblink for the policy is as given below: <https://www.southindianbank.com/content/viewcontent/vl1.aspx?linkIdLv12=215&LinkIdLv13=782&linkId=782>

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

Essential Indicators

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

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R & D	Given to the nature of operations as Financial Service provider, this question is not applicable.		
Capex			

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

The Bank being part of the financial service industry, consumption of resources is limited. The Bank ensures that it purchases products from local suppliers and at a fair price.

- b. If yes, what percentage of inputs were sourced sustainably? Not applicable

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for

(a) Plastics (including packaging)	Not applicable
(b) E-waste	<p>The bank empanelled vendor for centralized collection of E-waste from branches/ departments.</p> <p>The process of e-waste disposal is detailed below:</p> <ul style="list-style-type: none"> • Branches may raise request through a module in the internal application. • Respective Regional office may forward the request to DTD - Hardware team for approval. • DTD – hardware team may scrutiny the request and put up the request to the respective sanction authority based on rate contract and delegation of powers assigned in IT purchase policy for disposal/write off of assets. • After approval, DTD may issue disposal orders to the respective empanelled vendor for collecting the e-waste from branches. Along with disposal order, DTD will generate a proforma invoice for the sale amount. • Green certificate/Destruction certificate will be provided by the vendor within 30 days from the date of E-waste collection.
(c) Hazardous waste	Not applicable
(d) other waste.	Not applicable

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Not applicable

Leadership Indicators

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

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
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Product Life Cycle Assessment is not applicable to the Bank

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

Name of Product / Service	Description of the risk / concern	Action Taken
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Not applicable

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
NIL		

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

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

Not applicable

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

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

PRINCIPLE 3: Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

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

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	5316	5316	100%	5316	100%	Not applicable		5316	100%	0	0%
Female	4337	4337	100%	4337	100%	4337	100%	Not applicable		0	0%
Total	9653	9653	100%	9653	100%	4337	100%	5316	100%	0	0%
Other than Permanent employees											
Male	23	23	100%	23	100%	Not applicable		23	100%	0	0%
Female	2	2	100%	2	100%	2	100%	Not applicable		0	0%
Total	25	25	100%	25	100%	2	100%	23	100%	0	0%

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

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	1366	1366	100%	1366	100%	Not applicable		1366	100%	0	0%
Female	2073	2073	100%	2073	100%	2073	100%	Not applicable		0	0%
Total	3439	3439	100%	3439	100%	2073	100%	1366	100%	0	0%
Other than Permanent workers											
Male											
Female											
Total											

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

Benefits	FY 2022-23			FY 2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF*	99.75%	100%	N	99.73%	100%	Y
Gratuity	99.75%	100%	Y	99.73%	100%	Y
ESI	NA	NA	NA	NA	NA	NA

*Represented PF/ Pension/NPS under one category. In the case of employees, those who are on-contract is not covered under PF/ Pension/DCPS and Gratuity. The Bank has an exempted PF Trust and hence the PF deposits are not made to any authority but directly to The South Indian Bank Ltd. Employees' Provident Fund Trust.

3. Accessibility of workplaces

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

Most of the premises/ offices are located in the Ground floor and the entry ways have ramp facility for differently abled employees and workers. ATM/CRM are provided with ramp facility wherever possible. Further, the Bank has a practice of posting differently abled employees in branches where facilities have been designed with accessibility for differently abled people in mind

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.

Yes, one of the key objectives of the HRM policy of the bank is to provide equal opportunity viz. "To provide fair, transparent and equal opportunity to all employees at all levels irrespective of caste, creed, gender and ethnicity." The policy is published in the intranet of the Bank which is accessible to all internal stakeholders.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	97.5%	100%	97.3%
Female	100%	98.8%	100%	98.2%
Total	100%	98.1%	100%	97.9%

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes. Permanent workers at any Branch/Office can present their grievance to Branch Manager/Redressal Cell at Regional Office/Department and the same will be settled or replied by the Branch Manager/ Redressal cell at RO/Dept. within seven days. If the worker is not satisfied with the reply or settlement, the aggrieved worker may forward his/her grievance to the Grievance Redressal Cell at HO level consisting of Head of Human Resources Department and a Chief Manager from Human Resources Department. The decision will be communicated by Head HR within seven days of the receipt of the recommendation from the management. The employees/ workers can register their grievance through the internal portal. The company has an employee grievance redressal policy on https://www.southindianbank.com/userfiles/file/greivance_redressal_policy.pdf
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

Category	FY 2022-23			FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	9653	8637	89.47%	9219	7769	84.27%
Male	5316	4772	89.76%	5152	4412	85.64%
Female	4337	3865	89.11%	4067	3357	82.54%
Total Permanent Workers	3439	2924	85.02%	3198	2628	82.18%
Male	1366	1141	83.53%	1283	1115	86.91%
Female	2073	1783	86.01%	1915	1513	79.01%

8. Details of training given to employees and workers:

Category	FY 2022-23					FY 2021-22				
	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	5339	31	0.58%	2463	46.14%	5152	36	0.70%	2265	43.96%
Female	4339	20	0.46%	1122	25.86%	4067	12	0.30%	1275	31.35%
Total	9678	51	0.53%	3585	37.05%	9219	48	0.52%	3540	38.40%
Workers										
Male	1366	27	1.98%	570	41.73%	1283	19	1.48%	649	50.58%
Female	2073	18	0.87%	900	43.42%	1915	5	0.26%	1206	62.98%
Total	3439	45	1.31%	1470	42.74%	3198	24	0.75%	1855	58.01%

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No.(B)	% (B/A)	Total (C)	No.(D)	% (D/C)
Employees						
Male	5339	5339	100%	5152	5152	100%
Female	4339	4339	100%	4067	4067	100%
Total	9678	9678	100%	9219	9219	100%
Workers						
Male	1366	1366	100%	1283	1283	100%
Female	2073	2073	100%	1195	1195	100%
Total	3439	3439	100%	2478	2478	100%

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?

Yes. The Bank has implemented various measures to ensure a safe working environment for employees. Detailed guidelines and emergency response procedures are being issued to all outlets of the Bank to take care of emergencies like fire, flood, earthquake etc. The Bank has a qualified FSO (Fire & Security Officer) who visits Branches and give training on use of fire extinguishers and emergency evacuation drills. Further, every outlet of the Bank is equipped with smoke sensors. These sensors are integrated with intrusion alarm panels. As and when there is a smoke or fire, these sensors get activated and triggers an alarm locally as well as sends an alert to a centralized command centre where such alerts are monitored on a real time basis. The command center alerts fire and rescue department instantly in the case of an eventuality.

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

The Bank has a dedicated department to take care of all aspects related to physical security of its assets as well as employees. Under the aegis of the department, a comprehensive remote e-surveillance system has been put in place. Through this system, incidents of work-related hazards are reported, visually verified through integrated CCTV network and mitigation measures taken as per the laid down procedure. The smoke sensors, integrated to the alarm system placed at Offices enables recording and analysis of risk events through the Command Centre.

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

The risk of work-related hazards to employees is minimal due to the nature of business. Bank has implemented various measures to ensure a safe working environment for employees. Detailed guidelines and emergency response procedures are being issued to all outlets of the Bank to take care of emergencies like fire, flood, earthquake etc.

- d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes. The Bank has a comprehensive insurance policy for its employees

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

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

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

The Bank undertakes various measures to ensure a safe and healthy workplace. These include:

- i. Periodic internal communication and alerts are sent out to employees on safety related aspects.
- ii. Demonstration of fire safety equipment's are conducted periodically to sensitize staff members on how to use various equipments.
- iii. Mock drills are conducted at various premises to sensitize staff members on evacuation means in the case of an emergency. In premises where there are multiple floor, each floor is assigned with a floor marshal to lead the drill.
- iv. Bank provides an annual medical allowance to all employees and also reimburses the cost for annual medical checkup for employees above 40 years and their spouses.
- v. Bank provides medical insurance cover for employees and their dependent family members.
- vi. In special cases where the staff medical insurance cover is not sufficient to meet medical costs, an additional buffer coverage is provided to assist the employee.
- vii. The Bank conducts free medical camps at its various premises viz. eye, dental, ear checkup camps.
- viii. The Bank has got into corporate tie ups with various medical institutions via which special benefits are extended to staff members like free consultations, subsidized medical checkups and diagnostic treatments. The benefit is extended to their immediate family members as well.

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

	FY 2022-23			FY 2021-22		
	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						
Health & Safety			Nil			

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	Electrical Audits are carried out at the Branches/Offices every three years for ensuring that any potential hazards or issues with the electrical system can be identified and addressed in a timely manner. For the period 2020-23 the Audit has already been completed for all the Branches/Offices. Corrective actions, if required, are taken after the Audit, followed by a post-rectification Audit to confirm that the rectification has sufficed
Working Conditions	Bank has been certified as 'Most preferred workplace' by Marksmen, which is a testimony to the positive work conditions in the Bank. In addition, it has received Business leader of the year award 'People and workplace development' and ET Ascent Best HR practices award. All these are rendered after evaluating the employee satisfaction, best practices and initiatives taken by the Bank towards a better workplace.

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.

There hasn't been any need to take corrective action towards addressing health and safety as no such incidents have been present. However, as a proactive measure Bank conduct health camps, extend health checkup allowances to employees aged 40 plus, conduct vaccination drives etc. Evacuation drills are conducted with the help of floor marshals at banks premises to sensitize employees on actions to be taken in the event of an incident. Crisis Management Teams are formed at Head Office and other control offices to better manage any un-anticipated incidents

Leadership Indicators

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

Yes. The Bank provides group personal accident policy for all the employees and workers, for which the cost is borne by the Bank.

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

Bank ensures that statutory dues as applicable to the transactions with the value chain partners, are deducted and deposited in accordance with the applicable regulations through the centralized payment solution managed by CFM Dept. of the Bank, which is subjected to audit by internal and statutory auditors from time to time. The Bank believes its value chain partners to uphold business responsibility principles and values of transparency and accountability.

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employees	There were no work related injuries.			
Workers				

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

Yes. **'Peep into Retirement'** is an exclusive training program conducted for employees nearing retirement. The program primarily delivers sessions on tax planning, super annuation benefits, life style and fitness which would help the individuals during their retirement life.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Bank expects all its partners to ensure that they follow the applicable standards of working conditions and employee health and safety is taken care.
Working Conditions	

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

No corrective action was warranted with any of value chain partners during the fiscal.

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

- Describe the processes for identifying key stakeholder groups of the entity - The Bank recognizes all entities or individuals who are directly and indirectly impacted by our operations or add value to our operations, as our stakeholder. The Bank has recognized the following stakeholders: employees, customers, investors/ shareholders, regulator, value chain partners and communities.
- List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
1. Employees	No	Email Training Circulars Internal Portal MD's Town hall meeting Staff meetings Student Economic Forum Mobile Application	Ongoing basis	Most of these engagement cover areas such as Training and development, Addressing any work related communication, updates on regulatory changes/ introduction of new regulations, compliance communication
2. Customers	No	Emails Letters Social Media Direct interaction Over Phone Customer Experience Group Mobile Application	Ongoing. Based on customer needs/ regulatory requirements/ educating customers	Engagement with customers is throughout entire life cycle of loan products/ savings product.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
3. Investors/ Shareholders	No	Annual General Meeting Investor presentation Email Earning call Financial Results Stock exchange filing Press release Website	Need Basis	To keep investors/ shareholders updated about the Banks business activities and performance
4. Regulatory bodies	No	Letters Email Regulator platforms Stock Exchange filing RBI Returns	Ongoing basis	Compliance related communication and engagement for policy consultation and participation in larger economic objectives by participating in various Government initiatives and programs.
5. Communities	Yes- certain communities living in rural areas, farmer community and low income group individuals are recognized as vulnerable & marginalised stakeholder	Email Letters	Ongoing basis	Through CSR reaching out to socially and economically disadvantaged people.
6. Value chain partners	No	Email Letters	Need Basis	Maintaining our relationships with vendors, addressing any work related communication, updates on regulatory changes/ introduction of new regulations, compliance communication

Leadership Indicators

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

The Company has always maintained that a constant and proactive engagement with our key stakeholders enables the Company to better communicate its strategies and performance.

A continuous engagement helps align expectations, thereby enabling the Company to better serve its stakeholders. The Board is kept abreast on various developments and feedback on the same is sought from the Directors. We engage with our stakeholders regularly and as needed. The format of engagement will depend on the nature and needs of the stakeholders. The consultation with stakeholders is in the form of online / offline meetings.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No).

If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes. Stakeholder feedbacks and suggestions are considered wherever feasible. The company continuously engages with internal and external stakeholders on various aspects of ESG. The engagement takes place through various channels as part of an ongoing process. The Company is engaging with an ESG rating agency to understand areas of improvement and enhance disclosure on ESG. The Company is engaged on various evolving aspects of ESG and hence stakeholder interactions are important. We also intend to make it a regular exercise to engage with stakeholders and incorporate their feedback into the company's strategy.

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

The Company's CSR activities focus on the disadvantaged, vulnerable and marginalised segments of society. CSR activities are mentioned separately in the Annual report. The Bank has adopted several financial inclusion initiatives, including appointment of more Business Correspondents and Financial Literacy Counsellors. For expanding financial inclusion activities, Bank is having 68 Business Correspondents and 19 Financial Literacy Counsellors as on 31-03-2023, in the state of Kerala and Tamil Nadu.

PRINCIPLE: 5 Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	9653	4302	44.6%	9195	2	0.02%
Other than permanent	25	21	84.0%	24	0	0.00%
Total Employees	9678	4323	44.7%	9219	2	0.02%
Workers						
Permanent	3439	1003	29.2%	3398	0	0%
Other than permanent	0	0	0.0%	0	0	0%
Total Workers	3439	1003	29.2%	3398	0	0%

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

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to Minimum Wage		More than minimum Wage		Total (D)	Equal to Minimum Wage		More than minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. F	% (F/D)
Employees										
Permanent	9653	0	0%	9653	100%	9195	0	0%	9195	100%
Male	5316	0	0%	5316	100%	5128	0	0%	5128	100%
Female	4337	0	0%	4337	100%	4067	0	0%	4067	100%
Other than permanent	25	0	0%	25	100%	24	0	0%	24	100%
Male	23	0	0%	23	100%	23	0	0%	23	100%
Female	2	0	0%	2	100%	1	0	0%	1	100%
Workers										
Permanent	3439	0	0%	3439	100%	3398	0	0%	3398	100%
Male	1366	0	0%	1366	100%	1375	0	0%	1375	100%
Female	2073	0	0%	2073	100%	2023	0	0%	2023	100%
Other than permanent	0	0	0%	0	0%	0	0	0%	0	0%
Male	0	0	0%	0	0%	0	0	0%	0	0%
Female	0	0	0%	0	0%	0	0	0%	0	0%

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	2	11259674	0	-
Key Managerial Personnel*	4	28,88,621.70	1	30,07,934.24
Employees other than BoD and KMP	5311	11,36,940.81	4336	8,71,466.44
Workers	1366	6,17,543.38	2073	5,51,344.07

Excluding sitting fees for attending Board / Committee Meetings.

*Excluding MD&CEO

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

Yes. The Bank has focal points assigned to address the issues as per the extent statutory guidelines. For example in the Sexual harassment at workplace, the Bank has an internal complaints committee for women. All officers / employees are advised to contact the Presiding Officer of the Internal Committee in the case of any related complaints. The Bank enquires instances and/or complaints of sexual harassment promptly and discreetly and initiate action as per the extent guidelines of the act.

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

The Bank is compliant to various statutory requirements and adheres to the grievance redress mechanism mandated by them. It condemns and prohibits all forms of human right violations. The bank has POSH, Insider Trading Policies and vigil mechanism in place. Statutory requirements such as payment of minimum wages, PDS,

Sexual Harassment at Workplace (Prevention, Prohibition and Redressal) Act, 2013 etc. that has more relevance in the Banking context is rigorously followed. The Bank has POSH, insider trading and vigil mechanism in place.

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

	FY 2022-23			FY 2021-22		
	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	0	0	NIL	2	0	Resolved
Discrimination at workplace	0	0	NIL	0	0	NIL
Child Labour	0	0	NIL	0	0	NIL
Forced Labour/ Involuntary Labour	0	0	NIL	0	0	NIL
Wages	0	0	NIL	0	0	NIL
Other Human rights related issues	0	0	NIL	0	0	NIL

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

The Bank shows zero tolerance towards any form of discrimination or harassment and it is ensured that the complainant is well protected from any such adverse consequences.

The Bank complies with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and has an active internal complaints committee for women. All officers / employees are advised to contact the Presiding Officer of the Internal Committee in the case of any complaint. The Bank enquires instances and/or complaints of sexual harassment promptly and discreetly and initiate action as per the extent guidelines of the act. Similarly, PDS or Whistle blower policy condemns any kind of harassment, discrimination, victimization or any unfair practice adopted against whistle blowers. The Bank shall take steps to minimize the difficulties, which the whistle blower may experience as result of making the disclosure. The identity of the whistle blower shall be kept confidential to the extent possible and permitted under law. Any other employee assisting the investigation process too shall be extended the same level of protection as the whistle blower.

8. Do human rights requirements form part of your business agreements and contracts?

(Yes/No)

Yes. Human rights is part of all contracts as compliance to Labour Laws/Code and other welfare codes/Acts is always made part of all contracts.

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	The Bank is in full compliance with the laws as applicable.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

Not applicable

Leadership Indicators

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

The bank has always seen Human Rights as inherent part of all its policies. There hasn't been an instance where the bank has to alter its policy / process in order to align with human rights and grievances. As an institution with the right professional flare, the bank is highly committed to the principle of equal opportunity for all employees and also believes in fabricating an environment which is free of discrimination. The bank has strictly prohibited discrimination or harassment based on race, colour, religion, or belief, social or ethnic origin, sex, age, physical, mental or sensory disability, HIV Status, sexual orientation, gender identity and/ or expression, marital status, family medical history or genetic information, family or parental status. The code of conduct lays down guidelines that facilitate the right environment in the bank. The bank nurtures its employees with the right ethics and code of conduct by organizing various training programs designed for the better enhancement and development of the workforce.

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

The Bank upholds the principle of Human Rights in all its dealings.

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?

Most of the premises/ offices are working at Ground floor and have ramp facility for differently abled employees and workers. ATM/CRM are provided with ramp facility wherever possible. Bank has a practice of posting differently abled employees in a convenient branch which has adequate facilities.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	The bank is in compliance with all applicable laws. Human rights is part of all contracts as compliance to Labour Laws/ Code and other Welfare codes/ Acts is always made part of all contracts.
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

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

No such instances warranting a corrective action plan was necessitated during the Fiscal.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

1. Details of total energy consumption (in Giga Joules) and energy intensity, in the following format:

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A)	8,075.64	Not available
Total fuel consumption (B)	2984.51	Not available
Energy consumption through other sources (C)	-	-
Total energy consumption (A+B+C)	11,060.15	Not available
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees Cr.)	1.37	Not available
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

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

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

Not Applicable.

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

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	53,223.50	-
(iii) Third party water (tanker)	-	-
(iv) Seawater / desalinated water	-	-
(v) Water from municipal corporation	-	-
(vi) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	53,223.50	-
Total volume of water consumption (in kilolitres)	53,223.50	-
Water intensity per rupee of turnover (Water consumed / turnover in ₹ Cr.)	6.61	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

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

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

No

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

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx			
Sox			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

Not applicable since the company is into the banking business.

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

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

Parameter	Unit	FY 2022-23	FY 2021-22
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)	Tonnes of CO ₂	201.08	-
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)	Tonnes of CO ₂	1772.16	-
Total Scope 1 and Scope 2 emissions per rupee Cr. of turnover	Tonnes of CO ₂	0.25	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

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

7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.
- The Bank has initiated steps to provide provisions for solar power generation in new buildings under construction, wherever possible.
 - 95% of Banks transactions were done digitally during the Financial Year.
 - Bank replaced lights from 2X2 lights in Head Office and Annexure buildings to more power saving LED lights. No

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

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)		
E-waste (B)		
Bio-medical waste (C)		
Construction and demolition waste (D)		
Battery waste (E)		
Radioactive waste (F)		
Other Hazardous waste (Oil-soaked cotton waste, DG filters, paint cans, chemical cans, paint residue, oil sludge, DG chimney soot, coolant oil and used oil) . 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)		
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled		
(ii) Re-used		Not applicable
(iii) Other recovery operations		
Total		
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration		
(ii) Landfilling		Not applicable
(iii) Other disposal operations		
Total		

The company currently does not generate a significant amount of e-waste. However, moving forward, the company intends to handle any waste generated in an environmentally friendly manner.

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**

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.

We have engaged self-helping groups for the collection and disposal of waste from offices/branches. They will segregate the bio degradable and non-bio degradable waste separately. In many cities the collection of waste is handled by professional teams having accreditation from Pollution Control Board and most of the bio degradable waste is used for the manufacturing of manure. Due to the nature of business, reuse/ recycling of waste material is limited. However, we are selling out paper scraps for recycling.

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

Sl. No	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any
1			Not Applicable
2			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not applicable					

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

Sl. No	Specify the law / regulation / guidelines which was not complied with	Provide details of the noncompliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
1				
2	The bank complies with all the applicable environmental laws			

Leadership Indicators

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

Parameter	FY 2022-23	FY 2021-22
From renewable sources		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	-	-
From Non-renewable sources		
Total electricity consumption (D)	8,075.64	Not available
Total fuel consumption (E)	2,984.51	Not available
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	11,060.15	Not available

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.

2. Provide the following details related to water discharged:

Parameter	FY 2022-23	FY 2021-22
(i) To Surface Water		
– No treatment		
– With treatment – please specify level of treatment		
(ii) To Groundwater		
– No treatment		
– With treatment – please specify level of treatment		
(iii) To Seawater		
– No treatment		
– With treatment – please specify level of treatment		
(iv) Sent to third-parties		
– No treatment		
– With treatment – please specify level of treatment		
(v) Others		
– No treatment		
– With treatment – please specify level of treatment		
Total Water discharged (in kilolitres)		

Since the company is not involved in manufacturing operations, its water usage is limited to the purpose of human consumption only. The details related to water discharge have not been tracked by the company.

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

3. 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: **Not Applicable**

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

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

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

The Company does not measure Scope 3 emissions, however, plans to track the data in the upcoming financial year.

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

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

Not applicable

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

Sl. No	Initiative undertaken	Outcome of the initiative
1	LED Lights	Bank replaced lights from 2X2 lights in Head Office and Annexure Buildings to more power saving LED Lights.
2	Digitisation	95% of Bank's transactions were done digitally during the Financial Year.

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

The bank has developed a Business Continuity Policy for Information Systems to ensure continuation of critical business processes in the event of any business or information technology (IT) infrastructure failure, thereby minimizing the potential impact. It shall help reduce the impact of disruption, caused by disasters and security failures to an acceptable level through a combination of preventive and recovery measures. Also we have formulated a DR Policy which provide a framework for the ongoing process of planning, developing and implementing disaster recovery management for IT Systems.

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.

NIL

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

Not applicable

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. (As below)
- 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.

Sl. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State / National)
1	Indian Bank's Association (IBA)	National
2	Southern Indian Bank Staff Training College	Multiple Southern States
3	Indian Institute of Banking and Finance (IIBF)	National
4	National Institute of Bank Management (NIBM)	National
5	Foreign Exchange Dealers Association of India (FEDAI)	National
6	Federation of Indian Export Organisations (FIEO)	National
7	International Chamber of Commerce (ICC) India	National

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

No adverse orders have been received from any regulatory authority w.r.t. anti-competitive conduct by the entity.

Leadership Indicators

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

Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
1	Bank is a member of IBA and actively provides feedback to the regulator through IBA. Representatives of the Bank has associated with various working groups of the regulator as well as industry bodies which will help in strengthening the Indian financial ecosystem.			
2				

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.

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
1					
2			Not Applicable		

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

Sl. No	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
1						
2				Not Applicable		

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

The bank has a grievance redressal policy to receive and address grievances from its stakeholders.

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

Parameter	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers		
Sourced directly from within the district and neighbouring districts	Not applicable owing to the nature of the business	

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
	Not Applicable

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

Sl. No	State	Aspirational District	Amount spent (In INR)
1	Jharkhand	Ranchi	1,40,000

- 3 (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)
The Bank being in the financial services sector, the procurement needs are limited. Daily consumables are sourced through local vendors at a fair price.
- (b) From which marginalized /vulnerable groups do you procure?
Not tracked for the year
- (c) What percentage of total procurement (by value) does it constitute?
Not tracked for the year

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:

Sl. No	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
1		Not Applicable		
2				

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

Name of authority	Brief of the Case	Corrective action taken
Not Applicable		

6. Details of beneficiaries of CSR Projects:

Sl. No	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
	Education	39,000	Majority of the programs serve the vulnerable and marginalized group. Around 70% of the beneficiaries were from marginalized groups.
	Environmental Sustainability	1,60,000	
	Gender Equality	50,000	
	Healthcare	24,000	
	Promotion of sports	160	

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.

Bank follows a three tier complaint management system. The customer Care is the designated point of receipt of all complaints. Complaints received through all channels (namely calls/emails/letters, regulators, Bank's Web based Grievance Redress Management System[WebGRM], walk-in customers etc.) are incorporated in Bank's Centralised Complaint Management System. From here, these are assigned to and dealt by SPOC at various stake holder departments. Any complainant who is not satisfied with the response provided at Tier 1 has the option to escalate the complaint to Bank's Nodal and Principal Nodal Officers [Tiers 2 and 3 respectively]. Bank rejects complaints only with the concurrence of Internal Ombudsman as stipulated in Internal Ombudsman Scheme, 2018.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not applicable
Safe and responsible usage	
Recycling and/or safe disposal	

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

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	10	0	NIL	9	0	NIL
Advertising	0	0	NIL	1	0	NIL
Cyber-security	1036	228	Sum total of all unauthorized transaction complaints dealt at Bank's Banking Operations Group & Complaints tagged under the category [Fraud / FRM Block among Internet Banking / Mobile Banking related complaints] Complaints pending are only the unauthorized transactions with higher TAT of 90 days.	1215	0	NIL
Delivery of Products	0	0	NIL	0	0	NIL
Quality of Products	0	0	NIL	0	0	NIL
Restrictive Trade Practices	0	0	NIL	0	0	NIL
Unfair Trade Practices	17	0	NIL	3	0	NIL
Details of essential services	28	2	Complaints tagged under the category Infrastructure / Branch Details. Both complaints lodged toward end of March and have not exceeded TAT.	53	0	NIL
Other	42000	630	Other complaints include service quality, staff behaviour, technology and credit related complaints.	41818	1258	Other complaints include service quality, staff behaviour, technology and credit related complaints.

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		Nil

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes.

In order to provide guidelines for cyber security and data privacy for the employees of the Bank, a Board approved Cyber Security policy and Information System Security Policy is in place. The purpose of the Cyber Security Policy is to set the guiding principles for establishing cyber security of the information systems and to provide proactive and timely response to potential and emerging cyber-attacks / threats. The purpose of Information System Security policy is to provide a framework to ensure the protection of Bank's information assets, and to allow the use, access and disclosure of such information in accordance with appropriate standards, laws and regulations. Also, Cyber Crisis Management Plan (CCMP) is in place, to provide the requisite strategy, direction and roadmap towards cyber threat mitigation. IT Departments and CISO Office are ISO 27001 certified for the implementation of Information Security Management System (ISMS).

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

In order to provide guidelines for cyber security and data privacy for the employees of the Bank, a Board approved Cyber Security policy and Information System Security Policy is in place. Also, Cyber Crisis Management Plan (CCMP) is in place, to provide the requisite strategy, direction and roadmap towards cyber threat mitigation. IT Departments and CISO Office are ISO 27001 certified for the implementation of Information Security Management System (ISMS). In order to consider cyber security from the bank-wide perspective, a steering committee of executives known as Information Security Committee is formed with formal terms of reference. The Chief Information Security Officer (CISO) is the member secretary of the committee. The committee serves as an effective communication channel for management's cyber security aims and directions. Bank has a fully operational Security Operation Centre (SOC) and network & end point security devices to monitor any security incident and to take appropriate actions. SOC is operational on a 24 X 7 basis. The Bank is using several monitoring tools for identifying, monitoring, recording and analysing security events or incidents within the real-time IT environment. Employees are updated with the latest security threats and the best security practices. In order to ensure continuous awareness on best cyber security practices and cyber security risks, a dedicated internal web portal to disseminate relevant security information has been set up and it is accessible to all employees. The Bank provides cyber security awareness to its customers on a continuous basis through various channels like SMS/ Email/Website/ Social media, etc. Cyber Jagrookta (Awareness) Diwas is observed on the first Wednesday of every Month as advised by the Ministry of Home Affairs, Govt. of India to create awareness for prevention of cybercrimes.

Leadership Indicators

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

The information about all the products offered by the Bank is available on the website. Further, all branches also have information about products displayed in the Branches. The web link is as follows: <https://www.southindianbank.com/>

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

The Bank through its website provides information about safe and responsible banking and /or use of banking services to all its customers. Bank uses E-mail, SMS, Social Media, Direct interactions, Pamphlets, notices to educate consumer about the safe and responsible usage of products and services. The web link of the same is as follows: <https://www.southindianbank.com/helpdesk/helpdeskdetails.aspx?hdl=17>

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

Information about disruption of essential services are mentioned on the Bank's website as well as communicated to customers through email/ SMS.

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

Details of product parameters like interest rate etc. are displayed on the website. Further, details of interest rate on credit and savings products are displayed in the branches. The Bank is in compliance with all disclosure norms as required by RBI.

5. Provide the following information relating to data breaches:

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

NIL

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

NIL