

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	2023-24
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	₹ 261.59 Crore
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	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
14	Name of Assurance Provider	NA
15	Type of Assurance obtained	NA

II. PRODUCT & SERVICES

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

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

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

S No	Product /Service	NIC Code	% of the total turnover contributed
1	Banking & Financial Services	64191	100%

III. OPERATIONS

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

Location	Number of plants	Number of Offices	Total
National	NA	955 Branches, 3 Satellite branches, 2 Ultra Small Branches, 18 Regional Offices	978
International	NA	1 Representative Office in Dubai	1

19. Markets served by the entity:

a. Number of Locations

Locations	Number
National (No. of States)	26 States, 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 ?

NA

c. A brief on types of customers

The South Indian Bank Limited (the Bank) has positioned itself as a prominent player in the Indian banking sector, with a strategic focus on Retail Banking, Corporate Banking, and Treasury operations. By investing heavily in advanced technology, The Bank offers efficient and secure digital banking services, including SIBerNET (internet banking) and the SIB Mirror+ app (mobile banking).

Retail Banking

Retail Banking is at the heart of SIB's business strategy. The Bank provides a variety of deposit schemes such as savings accounts, current accounts, fixed deposits, and recurring deposits, all tailored to meet the diverse needs of customers with competitive interest rates and flexibility. SIB also offers a wide range of loan products, including home loans, personal loans, vehicle loans, and gold loans, helping customers achieve their financial goals and aspirations. By embracing fintech innovations, the Bank provides fintech loan solutions that require minimal documentation and offer quick disbursements.

Corporate Banking

The Corporate Banking is another key focus area of the Bank. The Bank offers an extensive range of products and services to address the financial needs of businesses and corporates, including working capital finance, term loans and trade finance facilities such as letters of credit and bank guarantees. The Bank places a strong emphasis on small and medium enterprises (SMEs), providing customized financial solutions to support their growth and operational requirements.

Comprehensive Financial Solutions

To offer holistic financial solutions, the Bank provides a range of third-party products beyond traditional banking services. These include life insurance, health and general insurance, mutual funds, demat and trading services, pension plans, and loans against securities.

National Presence and Customer Growth

With a robust network of 955 branches nationwide, the Bank upholds a customer-centric approach. As of March 2024, the Bank's total business reached ₹1.82 lakh crores, reflecting an impressive 11% increase from the previous fiscal year. Due to aggressive customer acquisition efforts, the customer base of the Bank has expanded significantly from 73 lakhs as on March, 2023 to 76 lakhs by March 2024.

By focusing on these core areas and continuously leveraging technological advancements, the Bank effectively meets the diverse needs of its customers while driving business growth and enhancing operational efficiency.

IV. EMPLOYEES

20.Details 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)	9814	5299	54%	4515	46%
2	Other than Permanent (E)	22	21	95%	1	5%
3	Total employees (D+E)	9836	5320	54%	4516	46%
WORKERS						
4	Permanent (F)	3302	1272	39%	2030	61%
5	Other than Permanent (G)	0	0	0	0	0
6	Total workers (F+G)	3302	1272	39%	2030	61%

Note: "Employees" include officers and Award Staff and workers include Award Staff. "Total employees" under point No. 3 includes the "Total workers" reported under point No. 6.

b. Differently Abled Employees & Workers

SL No.	Particulars	Total (A)	Male		Female	
			No. (B)	%(B/A)	No. (C)	%(C/A)
DIFFERENTLY ABLED EMPLOYEES						
1	Permanent (D)	7	5	71%	2	29%
2	Other than Permanent (E)	0	0	0	0	0
3	Total differently abled employees (D+E)	7	5	71%	2	29%
DIFFERENTLY ABLED WORKERS						
4	Permanent (F)	4	2	50%	2	50%
5	Other than Permanent (G)	0	0	0	0	0
6	Total differently abled workers (F+G)	4	2	50%	2	50%

21. Participation/Inclusion/Representation of Women

Particulars	Total (A)	No. and percentage of Females	
		No.(B)	% (B/A)
Board of directors	8	1	12.50%
Key Management Personnel*	6	1	16.67%

*Key Management Personnel includes MD & CEO

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

	FY 2023-24 (Turnover Rate in current FY)			FY 2022-23 (Turnover Rate in previous FY)			FY 2021-22 (Turnover Rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	5.46	3.67	4.64	5.32	4.35	4.88	3.96	4.30	4.11
Permanent Workers	7.53	3.64	5.14	4.68	4.63	4.65	4.07	4.45	4.30

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

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

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

VI. CSR DETAILS

24.

(i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Yes
(ii) Turnover (in ₹)	1,01,28,32,45,964.41
(iii) Net worth (in ₹)	84,02,40,39,965.07

VII. TRANSPARENCY AND DISCLOSURES COMPLIANCES

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes https://www.southindianbank.com/userfiles/file/greivance_redressal_policy.pdf	0	0	Nil	0	0	Nil
Investors (other than shareholders)	Yes https://www.southindianbank.com/content/redressalof-investorcomplaints/867	0	0	NA	0	0	NA
Shareholders	Yes. https://www.southindianbank.com/content/redressalof-investorcomplaints/867	235	0	1 Compliant which remained pending for the last financial year was resolved	130	1	Pending for resolution.
Employees and workers	Yes, the same is made available on the Bank's intranet and it is accessible to all the employees.	14	0	NA	4	0	NA
Customers	Yes https://www.southindianbank.com/userfiles/file/greivance_redressal_policy.pdf	36658	828	Out of 828 complaints 87 complaints are created post 15.03.2024 and none of this is exceeded stipulated TAT. There were no open complaints in Banking Ombudsman portal as on 31.03.2024.	43091	860	Out 860 complaints 184 complaints are created post 18.03.2023 and none of these have exceeded stipulated TAT.
Value Chain Partners	Yes	0	0	NA	0	0	NA
Other (please specify)	-	-	-	-	-	-	-

26. 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 / Opportunity (R/O)	Rational for identifying risk or opportunity	In case of risk, approach to adapt or mitigate	Financial implication of risk or opportunity (Indicate positive or negative implications)
1	Farming Community	Opportunity	Providing loans to the farming community is a significant opportunity for a bank since it can uplift the socio-economic status of farmers through tailored financial products and schemes. These loans enable farmers to invest in better equipment and technology, leading to increased agricultural productivity and income. Additionally, supporting the agricultural sector fosters rural development and strengthens the Bank's customer base and market presence.	<p>Following are the products offered in this segment:</p> <ul style="list-style-type: none"> • Kisan Credit Card- For financing the farmers engaged in Crop Cultivation, Animal Husbandry and Fisheries for meeting their working capital requirements under Interest Subvention scheme by Gol. • Dairy Loan under Tie-up- For financing the dairy farmers under Tie- up arrangement (Milk Union/ Private Dairies) to meet their working capital needs and also for purchase of cows. • Finance against Warehouse Receipt- To provide liquidity support to Farmers, Agro-processors and Traders who are stocking the commodities in Warehouses and to avoid distress sales of commodities. • Post-Harvest Loan under Contract Arrangements with Corporate- To provide short term post-harvest credit to the farmers who has registered with procuring company, based on the pay advice issued by the procuring company. • SIB Broiler Loan with Contract Arrangement- Loans extended to farmers engaged in "Contract Broiler Farming" arrangements under tie up with the Corporates for enabling them to construct poultry shed, feed room and for purchase of equipment. • PMFME – Govt Sponsored scheme– It's a Govt. Sponsored scheme to promote Micro Food and Agro processing Enterprises. 	<p>Positive: Financing to various farming activities helped to uplift the socio-economic status of farming community.</p> <p>Negative: The monitoring of the commodity price due to its volatility nature is an additional responsibility to safeguard the customer and Bank while doing finance against warehouse receipts.</p> <p>Negative: More effort is required for providing awareness to the farming community about the repayment guidelines of the loan in order to protect their credit worthiness.</p>

SL No	Material Issue Identified	Indicate whether Risk / Opportunity (R/O)	Rational for identifying risk or opportunity	In case of risk, approach to adapt or mitigate	Financial implication of risk or opportunity (Indicate positive or negative implications)
2	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>	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>Positive: Improvement in overall E & S performance of Bank's portfolio through enhanced risk management.</p> <p>Negative: Transition risk arising due to adoption of E & S guidelines. Increased expenditure to meet E & S performance standards.</p>

SL No	Material Issue Identified	Indicate whether Risk / Opportunity (R/O)	Rational for identifying risk or opportunity	In case of risk, approach to adapt or mitigate	Financial implication of risk or opportunity (Indicate positive or negative implications)
3	Sustainable Finance	Opportunity	To promote environmentally friendly initiatives, the Bank needs to encourage green deposits and green financing activities. This approach not only fosters eco-friendly practices but also supports the development of renewable energy, waste management, and other green technologies. By offering attractive interest rates and benefits on green deposits, the Bank can attract more investors, contributing to a cleaner and more sustainable future. Additionally, financing green projects helps reduce the carbon footprint, aligning with global sustainability goals and enhancing the Bank's reputation as a socially responsible institution.	As of March 31 st , 2024, the Bank has successfully mobilized ₹ 56.21 Cr through green deposits, with ₹ 51.53 Cr already channelled towards green financing initiatives. The Bank among the early adopters of the RBI's green deposit and finance framework, demonstrating their commitment to sustainability. Bank's Green Deposit policy and Green financing framework aims to mobilize deposits and use the proceeds for funding projects and activities that promote environmental conservation, renewable energy, energy efficiency and other green initiatives.	Positive: Improvement in overall sustainable finance performance of Bank's portfolio through enhanced risk management.
4	Digital lending	Opportunity	Digital lending is a significant opportunity for a bank as it enables streamlined and efficient loan processing through technology-driven platforms. This approach enhances customer convenience with faster approvals and minimal documentation. Additionally, digital lending expands the Bank's reach, allowing it to tap into a broader customer base and drive growth in the competitive financial market.	Under Personal Loan segment 59,708 no. of loans with total loan amount of ₹ 1,06,683.00 lakhs were disbursed under digital mode. In car loans, 50 nos. with total loan amount of ₹ 419.00 lakhs were processed under digital mode. The total no. of credit cards issued in the FY under digital mode is 2,18,868 with total credit limit of ₹ 2,82,383.00 lakhs. Bank's digital lending products helped to reduce usage of paper and enhanced customer experience such as the launch of Bank's lending product like personal loan, car loan etc. using mobile banking and internet Banking channel.	Positive: Improved turnaround time with customer satisfaction.

SL No	Material Issue Identified	Indicate whether Risk / Opportunity (R/O)	Rational for identifying risk or opportunity	In case of risk, approach to adapt or mitigate	Financial implication of risk or opportunity (Indicate positive or negative implications)
5	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> <ul style="list-style-type: none"> • Cyber threats to banking system. • Launch of Bank's lending product through mobile banking and internet Banking channel. • Various SMS and Email facilities. <p>The risk of a data breach poses a threat to the exposure of our customers' personally identifiable information, which in turn impacts our business relationship with them. This potential breach jeopardizes the confidentiality, integrity and security of sensitive customer data, potentially leading to breaches of trust and damaging our reputation.</p>	<p>IT Strategy Committee of the Board, IT Steering Committee and Information Security Committee are in place. Cyber security preparedness of the Bank is reviewed by Information Security Committee and IT Strategy Committee. The Bank has deployed FRM with AI capability to strengthen the Bank's applications and mitigate fraudulent attempts through behavioural analysis and identification of risk patterns. Security control applications such as WAF (Web Application Firewall), SIEM (Security Information and Event Management) and HIPS (Host Intrusion Prevention System) have been implemented to further strengthen security. The Bank has Internet Banking facility from Infosys which provides all the workflow capabilities required for each corporate. Moreover, it offers the security of Digital certificate integration thereby balancing convenience with security. 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). As a part of ISMS implementation, the Bank has prepared IS Security Policy and related IT risk management procedures. The Bank has put in place a number of security solutions to manage cyber-attacks. The Bank has implemented multiple advanced security solutions to protect IT infrastructure, employees, customers, partners etc. from malware, advanced persistent threats, denial of service type of attacks and variety of other threats and malicious attacks. The Bank has finetuned the information security systems in accordance with RBI guidelines.</p>	<p>Positive: Improved turnaround time with customer satisfaction.</p> <p>Negative: In the unfortunate case of a data breach, the Bank would experience adverse effects on its business operations. This could include disruptions to services, financial losses, damage to the Bank's reputation and erosion of customer trust. Additionally, such incidents would increase the risk of regulatory scrutiny and potential penalties from regulatory authorities.</p>

SL No	Material Issue Identified	Indicate whether Risk / Opportunity (R/O)	Rational for identifying risk or opportunity	In case of risk, approach to adapt or mitigate	Financial implication of risk or opportunity (Indicate positive or negative implications)
6	Ethical Behaviour	Risk	Adhering to ethical behaviour underscores the Bank's dedication to promoting ethical behaviour and maintaining integrity in all its dealings. By prioritizing ethical conduct, the Bank aims to not only retain its existing customer base but also attract new customers to the Bank. Upholding these values fosters trust, strengthens relationships and reinforces the Bank's reputation as a responsible and trustworthy financial institution.	The Bank has a strong governance framework in place to ensure that it is operating in a responsible and ethical manner. The framework is based on transparency, accountability, fairness and compliance. The Bank's governance practices promote fairness, inclusivity, and responsible decision-making, reflecting its dedication to upholding the highest ethical standards in all aspects of its operations. Conduct for the Board of Directors and Core Management Personnel of the Bank, as required under SEBI (LODR) Regulations, 2015 "on Corporate Governance." The confirmation from the Managing Director & CEO regarding compliance with the code by all the Directors and Senior Management Personnel forms part of the Report. The Code of Conduct and Ethics is displayed on the website of the Bank.	Negative: Unethical behaviour could directly impact the reputation of the Bank. It could also lead to loss of morale and employee productivity thereby affecting the top-line growth. By upholding ethical standards and treating both customers and employees with integrity and respect, the Bank cultivates a positive work environment and strengthens relationships with customer. The Bank has implemented 3-way replication also for most critical applications, to achieve minimum data loss.

SL No	Material Issue Identified	Indicate whether Risk / Opportunity (R/O)	Rational for identifying risk or opportunity	In case of risk, approach to adapt or mitigate	Financial implication of risk or opportunity (Indicate positive or negative implications)
7	Systematic Risk Management	Risk	This ensures financial stability, regulatory compliance and protection of stakeholders. It facilitates business continuity, reputation management and long-term sustainability by identifying, assessing, and mitigating potential risks effectively. These risks may stem from various sources, including financial, technological or lending risk. Such events or sequences of events possess the capacity to undermine or jeopardize the stability of the overall system.	Various initiatives such as comprehensive review of Credit Risk Policy and other Risk Management Policies have been conducted. Liquidity is also actively being managed through the ALCO forum, where the Bank is pursuing actively into increasing the sticky and retail deposits along with operationalising majority of the wholesale banking financing relationships. As part of the Business Continuity Management, the Bank's Operational Risk team is working in close coordination with various stakeholders to ensure smooth conduct of operations. The senior level executive committees like Credit Risk Management Committee (CRMC), Market Risk Management Committee (MRMC), Operational Risk Management Committee (ORMC) and Asset Liability Management Committee (ALCO) develop the risk management policies and vet the risk limits to ensure better control.	Negative: Failure to address any unmitigated risk with the potential to escalate into a systemic risk could have detrimental effects on the Bank's performance. Such risks pose a threat to the stability and integrity of the financial system, potentially leading to disruptions, financial losses and reputational damage.
8	Financial Inclusion	Opportunity	Expanding financial inclusion opens up access to banking services for currently marginalized and underprivileged communities, creating an effect of positive societal impact and contributes to the broader economic development and stability of society. Increase in business lending leads to higher turnover and better reach.	11% and 49% of branches are present in rural and semi-urban areas respectively.	Positive: Financial inclusion boosts Bank's profitability by expanding the customer base, increasing deposits and fostering product diversification, while also enhancing reputation.

SL No	Material Issue Identified	Indicate whether Risk / Opportunity (R/O)	Rational for identifying risk or opportunity	In case of risk, approach to adapt or mitigate	Financial implication of risk or opportunity (Indicate positive or negative implications)
9	Employee Benefits & Development	Opportunity	This boosts efficiency, reduces employee attrition, increases capabilities and creativity within the bank and enhances diversity which in turn enhances customer experience.	The Bank has sustained its Employee Recognition module, continuing the monthly recognition newsletter to showcase outstanding contributions and foster a culture of appreciation. The HR Department conducted multiple leadership training sessions, collaborating with institutions like IIM Bangalore, to enhance the strategic thinking, leadership abilities, and management skills of executive cadre employees, thereby strengthening the leadership pipeline. To optimize the tooth-to-tail ratio, aiming for 85% of the workforce in customer-facing roles, a dedicated team streamlined processes and reallocated resources, demonstrating significant progress towards this ideal balance. Recognizing the pivotal role of customer-facing employees, the Bank undertook initiatives such as strategic staff relocation to branches and specialized training programs to enhance frontline staff skills and align them with industry trends. The introduction of a Learning Management System (LMS) via web and mobile applications supports continuous learning and professional development, emphasizing the Bank's commitment to the personal and professional growth of its workforce. Technological advancements, including enhanced IT support for recruitment, and improved training management features through the SIB mHRMS mobile app, have simplified administrative tasks and fostered digital transformation.	Positive: A strong workforce with higher engagement, retention rate and diversity in the workforce brings new perspectives, experiences and ideas which enable innovation, enhances the performance and enables a positive culture in the organization and highlights the bank's efforts toward creating a conducive work environment.

SL No	Material Issue Identified	Indicate whether Risk / Opportunity (R/O)	Rational for identifying risk or opportunity	In case of risk, approach to adapt or mitigate	Financial implication of risk or opportunity (Indicate positive or negative implications)
				These initiatives and updates illustrate the Bank's strategic vision to enhance organizational efficiency, employee satisfaction, and customer experience through continuous improvement and technological integration.	
10	Regulatory & Legal Compliances	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.	The Bank has institutionalised a strong compliance culture and mechanism across the organisation, in pursuit of its strategic goals of transparency and trust, among all its stakeholders. The Bank has a dedicated independent Compliance Department headed by a Senior General Manager which operates as per a well-documented compliance policy for ensuring regulatory compliance, across all businesses and operations. The key functions of the department include tracking of regulatory updates affecting various business verticals of the Bank, dissemination of regulatory updates to functional units, monitoring of timely implementation of regulatory instructions, review of processes from a regulatory compliance perspective, providing guidance on compliance-related matters, vetting of Bank's policies and internal guidelines, imparting training to employees on compliance aspects among others. The Bank has a well-defined and structured mechanism to assess the compliance risk and monitor its mitigation measures, thereby ensuring the effectiveness of the compliance function in managing the compliance risk.	Negative: Non-compliance would lead to loss of reputation and consequently affect the business activities. 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.

SL No	Material Issue Identified	Indicate whether Risk / Opportunity (R/O)	Rational for identifying risk or opportunity	In case of risk, approach to adapt or mitigate	Financial implication of risk or opportunity (Indicate positive or negative implications)
11	GHG Emissions Management	Opportunity	Assessing the environmental impact of the Bank's own operations is a focus area. If these risks are not properly managed, they could negatively impact the operations and profitability. This also attracts scrutiny from stakeholders/ investors and generates a public perception of the Bank.	<p>The Bank is continually taking proactive action towards addressing climate change, reducing carbon footprint, minimising waste and pollution, and promoting sustainable energy and infrastructure development. The Bank has initiated steps to provide provision for Solar power generation in new buildings under construction, wherever possible.</p> <p>It is our duty to protect and improve the environment. The Bank is committed to minimising its impact on the environment and managing environmental risks effectively.</p>	Positive: GHG emissions management allows banks to mitigate risks, invest in low- carbon systems, fostering sustainability and market differentiation.
12	ESG Oversight	Opportunity	Having an efficacious ESG oversight on the Board level will augment the overall ESG performance and reflect the Bank's commitment to integrating responsible business practices within its growth model. Integrating ESG into the business practices would propel an enhanced risk management, governance, accountability reporting and decision-making. It would build the ability to identify and manage risks and opportunities related to environmental and social impact as well as build trust and transparency amongst investors and stakeholders.	<p>As part of developing a sustainable financing policy and for implementing ESG benchmarks in lending and also for addressing issues in Environmental risk management and governance, the Bank has formulated ESMS policy (for governing Lending standards) and ESG Policy (for addressing other ESG issues). The Board has constituted an Executive Level Committee for ESG implementing in the Bank.</p> <p>Executive Level Committee will be responsible for supervision and implementation of ESG activities in the Bank.</p>	Positive: Leadership oversight on the ESG strategy, action plan, and performance fosters a positive impact on the environment and community. It also enables the Bank to further embed robust monitoring mechanisms across ESG initiatives and business practices. As we move into the future, ESG will be the cornerstone of our financial success, competitive advantage and future accomplishments.

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/banks-policy-documents/540								
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, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<p>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, Integrated Risk Management Departments, Secretarial Department and Credit Department. are certified with ISO 9001:2015.</p> <p>The Bank received the PCI DSS certification which is an international benchmark for highest level of payment security in Cards.</p>								

-
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.
- In line with our commitment to sustainability, the Board of the Bank has approved the “Green Deposit Policy and Green Financing Framework,” which introduces a pioneering financial product known as the “Green Deposit.” This product enables depositors to contribute to sustainability objectives by channeling surplus funds into environmentally beneficial projects, following RBI guidelines issued on April 11, 2023.
- The Bank has formulated certain ESG Commitments as below:
- The Bank strives to make a positive impact through its CSR programmes.
 - Expand the Bank’s Retail, Agriculture and MSME (RAM) lending profile by leveraging its existing customer base.
 - Focus on improving asset quality and containing NPA levels.
 - Leverage technology to increase cross selling opportunities, reduce cost and enhance customer experience.
 - Improving Risk Management Systems to ensure long-term sustainability of our business.
-

<p>6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.</p>	<p>The Bank has committed to promoting sustainable finance and environmental stewardship. One of the ways we demonstrate this commitment is through the green deposit program. Green deposits are a unique financial product that allows customers to align their savings with environmentally responsible initiatives. By depositing funds into green deposit accounts, customers can be assured that their money is being used to support projects and activities that have a positive impact on the environment. The funds raised through Green Deposits are dedicated to supporting green financing activities. These activities aim to foster initiatives that have positive environmental impacts, including renewable energy, energy efficiency, sustainable agriculture, and other eco-friendly ventures. As of March 31, 2024, the Green Deposit scheme has successfully raised ₹ 56.21 crore, with ₹ 51.53 crore allocated to permissible green activities and projects for FY 2023-24. The remaining ₹ 4.68 crore is temporarily parked in liquid assets, as stipulated by the financing framework.</p> <p>The current key ESG performance parameters are as below:</p> <ol style="list-style-type: none"> 1. Fresh loans to exclusion list activities are restricted. 2. Bank's green deposit as on March 31, 2024 is ₹ 56.21 crore and Green Portfolio is ₹ 51.53 under Green Financing Framework. 3. 75 KW Solar plant has been installed and 150 KW plant is awaiting commissioning at multiple locations, with additional plan for further Solar installations. 4. We have commissioned 10 KLD[kilo liter per Day]sewage treatment plant at Kannur and 15 KLD plant at Administrative building Kakkanad and Installation of 75 KLD sewage treatment plant was completed awaiting commissioning. 5. Bank's present gender diversity ratio is 46%. 6. Imparted training to 79.56% of Employees on ESG. <p>The Bank had received the following sustainability awards: -</p> <ul style="list-style-type: none"> • The Bank has won the Data Quality Award instituted by TransUnion CIBIL for Best Bank under the Emerging Private Banks - Consumer Reporting
--	--

- The Bank have been awarded for AI Category from the Indian Express Group in the “Express BFSI Awards 2023” for the Personal Loans by going entirely digital and employing advanced analytics
- The Bank has won the Digital Lending Bank of the Year award in the Indian Banking Summit Awards ceremony for the Pre-Approved Personal Loans product
- The Bank’s digital/green initiatives have been recognised for the ESG Lead innovation among the Indian Banks. SIB won Gold award under the category ESG Lead Innovation in the Infosys Finacle India Banking Connect 2023
- The Bank has the following awards at the Governance Now 6th India BFSI Conclave & Awards: –
 1. Mr. Shibu K Thomas won the Digital Security Leader (CISO) award
 2. South Indian Bank was recognised as a Leader in the Digital Security category
- Six awards at IBA’s 19th Annual Banking Technology Conference, Expo & Citations, 2022-23 -Winner – Technology Bank of the Year
 - Winner – Tech Talent & Organization
 - Winner – IT Risk Management
 - Runner Up – Tech enabled Financial Inclusion
 - Special Mention – Digital Sales & Engagement
 - Special Mention – Fintech Collaboration

Governance, leadership and oversight

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

In an era where Environmental, Social, and Governance matters have become increasingly significant, the Bank has taken various step to promote sustainable and environmentally friendly practices. The Bank has focused on integrating ESG considerations into its core operations and identifying both risks and opportunities associated with these factors.

The Bank’s commitment to sustainable finance is reflected in several key policies and initiatives implemented during the FY 2023-24. The Bank developed a robust Environmental and Social Management System (ESMS) policy to govern the lending standards, alongside a Green Deposit Policy and Green Financing Framework to promote investments in green projects that contribute to sustainable development.

The Board's Corporate Social Responsibility Committee now oversees Bank's ESG activities, ensuring thorough reporting and review under the ESG framework. Managing Director & CEO is responsible for implementing ESG initiatives and BRSR reporting. Additionally, an Executive Level Committee has been established to supervise and implement the ESG activities of the Bank.

To enhance the ESG practices, the Bank has engaged a professional agency to assist with Business Responsibility and Sustainability Reporting (BRSR). Human Resources Department has also provided extensive training on the human rights, ESG investing and Green Financing through its e-learning platform, I-learn.

The Bank has taken significant steps to integrate environmental and social considerations into our business practices. To promote the usage of electrical vehicles by the employees of the Bank, the Bank has initiated steps to install two new DC fast charging station at our New Administrative building at Kakkanad, Kochi. To conserve energy, the Bank has implemented a new temperature policy for air conditioning and mandated the use of energy-efficient inverter AC units with a 5-star rating. Furthermore, the Bank has installed solar plants at multiple locations and replaced old CFL lights with LED lights in all bank-owned premises. The Bank has installed 75 KW solar plant at two locations and 150 KW solar plant is ready for commission.

The Bank's Green Deposit Policy and Green Financing Framework demonstrate our commitment to sustainable finance. This product allows our customers to align their savings with environmentally responsible initiatives, fostering projects that promote environmental conservation, renewable energy, and energy efficiency.

The Bank recognize its pivotal role in addressing sustainability challenges and are dedicated to facilitate the transition to a low-carbon economy. Through its diverse range of sustainable financing products and services, we aim to drive sustainable development and contribute to a greener future.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

Mr. P R Seshadri
MD & CEO
+91-487-2429333
md@sib.co.in

9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No).
If yes, details.

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.

10. Details of Review of NGRBCs by the Company:

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

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, Name of the agency.

	P1	P2	P3	P4	P5	P6	P7	P8	P9
Yes. CareEdge Analytics and Advisory Pvt. Ltd.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:
Questions

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
a. The entity does not consider the Principles material to its business (Yes/No)									
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:

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

Segment	Total Number of training and awareness programmes held	Topics / principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	3	Training on Risk Management Know Your Customer (KYC) and Anti Money Laundering (AML) Cyber Security	100%
Key Managerial Personnel	16	<ul style="list-style-type: none"> • Leveraging FinTech • Expectations & Challenges of Compliance Officers • Impact of Information Technology on Human Behaviour • Emerging Practices in Banking • Sensitisation for CCOs & CROs on Rewiring Compliance Architecture to Remain Future -Ready and Distress Immune • Opportunities and Threats in the NBFC Space • Legal aspects of emerging Practices in Banking • Risk Management • Compliance for Banks • International Hacking and Cyber Security 	66.67%

Segment	Total Number of training and awareness programmes held	Topics / principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Employees	13	Principle 1 - AML, KYC Essentials, Awareness On Phishing & Email Related Attacks, Combatting Financial Crime, Compliance In Banks - Case Studies, Enhanced Due Diligence, Information Security Awareness, Information Systems Acceptable Use Policy, Internal Ombudsman Scheme, Operational Risk, Operational Risk Management, Preventive Vigilance, Reporting Unauthorised Electronic Transactions, Risk Management - Credit Risk	98%
	21	Principle 3 - Basic Fire Safety Training, Behavioural Finance, Building Business Acumen, Change Management, Communication Skills, Conflict Resolution At Workplace, Critical Thinking, Customer Service Essentials, Decision Making Skills, Decision Making Tools, Emotional Intelligence At The Workplace, Grooming And Etiquette For Bankers, Influence : The Psychology Of Persuasion, Influencing And Negotiation Skills, Overcoming Procrastination At Work, Personal Effectiveness, Posh - Prevention Of Sexual Harassment At The Workplace, Tele-calling Skills, Time Management, Training To Employees On NGRBC Principles, Writing Effective Emails	98%
	3	Principle 5- Customer Rights Policy, ESG Investing, Human Rights Under ESG Framework In India	75%
Workers	13	Principle 1 - AML, KYC Essentials, Awareness On Phishing & Email Related Attacks, Combatting Financial Crime, Compliance In Banks - Case Studies, Enhanced Due Diligence, Information Security Awareness, Information Systems Acceptable Use Policy, Internal Ombudsman Scheme, Operational Risk, Operational Risk Management, Preventive Vigilance, Reporting Unauthorised Electronic Transactions, Risk Management - Credit Risk	91%

Segment	Total Number of training and awareness programmes held	Topics / principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
	21	Principle 3 - Basic Fire Safety Training, Behavioural Finance, Building Business Acumen, Change Management, Communication Skills, Conflict Resolution At Workplace, Critical Thinking, Customer Service Essentials, Decision Making Skills, Decision Making Tools, Emotional Intelligence At The Workplace, Grooming And Etiquette For Bankers, Influence : The Psychology Of Persuasion, Influencing And Negotiation Skills, Overcoming Procrastination At Work, Personal Effectiveness, Posh - Prevention Of Sexual Harassment At The Workplace, Tele-calling Skills, Time Management, Writing Effective Emails	92%
	3	Principle 5- Customer Rights Policy, ESG Investing, Human Rights Under ESG Framework In India	56%

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

Monetary

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

Non-Monetary

Particulars	NGRBC Principle	Name of the regulatory / Enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred ? Yes/No
Imprisonment		NIL		NA
Punishment		NIL		NA

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

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

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

Yes. Affirmed within the Code of Conduct policy, the anti-corruption and anti-bribery measures constitute integral components of the Bank's ethical guidelines. This policy underscores the institution's steadfast commitment to combatting corruption and bribery, emphasizing that employees are strictly prohibited from offering, promising, or providing anything of value to influence others under any circumstances. It explicitly extends this prohibition to payments facilitated indirectly through intermediaries or third parties. 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 2023-24 (Current Financial Year)	FY 2022-23 (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

Particulars	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NA	NIL	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NA	NIL	NA

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

During the year, there were no instances of fines, penalties, or regulatory actions imposed by law enforcement agencies or judicial institutions regarding cases involving corruption or conflicts of interest.

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payable	NA	NA

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along with loans and advances & investments, with related parties, in the following format

Parameter	Metrics	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	
Concentration of Purchases	a. Purchases from trading houses as % of total purchases			
	b. Number of trading houses where purchases are made from		NA	
	c. Purchases from top 10 trading houses as % of total purchases from trading houses.			
Concentration of Sales	a. Sales to dealers /distributors as % of total sales			
	b. Number of dealers/ distributors to whom sales are made		NA	
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/ distributors			
Share of RPTS in	a. Purchases (purchases with related parties/Total purchases)		NA	
	b. Sales (Sales to related parties/Total Sales)			
	c. Loans & advances (Loans & advances given to related parties / total loans and advances)	Not applicable, being a Banking Company Bank has not advanced any loans to any of its Directors which requires prior approval of RBI under Section 20 of Banking Regulations Act 1949 . Further other advances given to KMPs are as per service terms of employment in compliance with RBI guideline and % of the advance to related parties to total advances are nominal.		
	d. Investments (Investments in related parties / total investments made)	Not Applicable, except investment of ₹ 50.00 Lakh in Wholly Owned Subsidiary (M/s SIB Operations and Services Limited) the Bank is not having any investments in related parties/entities.		

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	% of value chain partners covered 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 etc.		

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/userfiles/file/rupay/disclosure/policy%20on%20materiality%20of%20and%20dealing%20with%20relatedparty%20transactions.pdf>

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
R&D	Given to the nature of operations as Financial Service Provider, this question is not applicable.	
Capex	The Bank has made following technological investments to improve the Environmental and Social impacts of the product offered by the Bank and processes in the Bank:	
	<p>1) Mobile Capture Solution (Mobile CTS) for outward clearing (Approx. Cost ₹ 50,00,000) It enables bank to capture CTS compatible outward cheque images from the Mobile device.</p>	<p>1) Trade MIS Dashboard (Approx. Cost ₹ 7,50,000) Customers can view online the MIS reports, open LC/BGs/Bills outstanding through Internet Banking replacing the need of going to branches for various reports.</p>
	<p>2) Digital execution of the revised Locker Agreement (In house development) Digitalization of locker agreements through NeSL DDE platform. BPM workflow developed for locker agreement renewal, where data entry is done by branches for the customer details and locker details which is required for locker agreement renewal. After the entry by the branches & RO approval, SMS link will be triggered to primary holder through NESL APIs.</p>	<p>2) To facilitate Foreign Outward Remittance for our NRE/Resident customers through channels (In house development) With this feature, customers can digitally transfer the funds abroad using our channels (Internet Banking & Mobile Banking) thereby can make hassle-free transferring and reduce the usage of stationery in the branches.</p>
	<p>3) E-BG via NeSL-Electronic BG issuance using NeSL (In house development) This process is a paperless model. Physical stamp paper is not required.</p>	<p>3) Periodic KYC update for customers through channels (In house development) Customers can update their KYC through Internet Banking & Mobile Banking instead of visiting the branch and submitting the documents to branch personnel.</p>

Current Financial Year	Previous Financial Year
<p>4) PL through Onescore app (No implementation cost but income sharing.) A new customer on boarding model for Personal Loans via Fintech partner M/s One Consumer Services. Through this model, customer can get the loan offer, loan eligibility check, loan acceptance, digital documentation, customer creation, loan account creation and Loan disbursal. All these happens in a single stretch without any paper works/ contacting the physical branch.</p>	<p>4) Deposit opening for Corporates – Sibernet (Approx. cost ₹ 2,00,000) Option is provided for corporate account holders to open a term deposit account through Internet Banking instead of visiting branches.</p>
<p>5) Digitization of Unit visit diary (In house development) Unit visit diary is to record the Stock unit visits the branches and to fix the next renewal date. The process was handled manually by the branches using physical registers and now the same is automated in CBS. The related documents also can be attached and stored in the system. Unit visit entry and the next due date arrival etc. are automated in the system.</p>	<p>5) Digital Banking Unit (Software – In house development Hardware – Approx cost ₹ 28.23 lakh) Specialized Banking hubs that will deliver digital-only banking services in both assisted and self-service mode. These units would house certain minimal technological infrastructure for delivering digital banking products and services as well as servicing existing financial products and services digitally.</p>
<p>6) New TBR module to handle ODCC accounts up to ₹ 1 Cr with GST validation (In house development) Paperless limit renewal happens through this module enabling the branches easily to renew the account.</p>	<p>6) BBPS – Biller onboarding portal (Approx cost ₹ 18,00,000) Bharat Bill Pay System (BBPS) is an integrated bill payment system in India offering interoperable and accessible bill payment services to customers. Using this online portal multiple billers can be onboarded in BBPS platform.</p>
<p>7) Trade MIS reports in Sibernet (Approx. Cost ₹ 2,00,000) To view details of LC, BG and Forward contract for corporate Sibernet users.</p>	<p>7) Mobile App for onboarding Domestic Accounts (In house development) A new mobile application has been developed for on-boarding Domestic SB accounts. Customer journey till the account gets opened will be handled digitally minimizing the usage of Account opening forms.</p>
<p>8) Deposit receipt through SIB Mirror+ Option to print deposit receipt online through SIB Mirror+ (mobile application of the Bank) was provided.</p>	<p>8) NSEIT Collection System (Approx cost ₹ 1.50 Crore) With the introduction of Collection Mobile application, the details related to loan repayment is being shared digitally minimizing excel usage and taking printouts. In the next phase, the collection is planned digitally where customer gets e-receipt on repayment.</p>

Current Financial Year	Previous Financial Year
<p>9) Centralised Payment Management System (CPMS) Approximate investment cost is ₹ 3.58 Crore.</p>	<p>9) Supply chain finance partnership (Approx cost ₹ 10 lacs) Supply Chain Financing through Vayana platform which facilitates dealer/vendor financing online.</p>
<p>10) Newgen SME LOS Solution (Phase I implementation cost - ₹ 2.68 Crore) The SME LOS launched in the Bank provides a flexible and stable loan platform for a seamless loan originating process, helping reduce the TAT and transparency in loan processing. A single work item takes the file from proposal initiation to final disbursement, making it a hassle-free process.</p>	<p>10) LOS Migration – Nucleus (Approx cost ₹ 10.06 Crores) New LOS platform for retail loans with CBS integration where on-boarding is done digitally.</p>

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

The Bank being part of the service industry, consumption of resources is limited. The Bank puts efforts to ensure it that purchases sustainable products from local suppliers and at a fair price. Some of the key initiatives the Bank has taken in this direction are as follows:

- The Bank considers energy efficiency standards while purchasing equipment. The star rated equipment such as air-conditioners, laptops, computers, lighting devices are considered as part of assessment criteria in all branches and offices.

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

As an institution providing financial services, the Bank's operations are not material resource intensive. However, as a responsible corporate citizen, the Bank has been focusing on maximising its resource consumption efficiency, reducing waste generation while focusing on improving its process efficiency and productivity. Even as digitization of products and services has been reducing the requirement of paper, it remains a significant resource consumed during the Bank's normal course of business, and it has focused on reducing its paper consumption further by scaling up recycling, procuring paper from more sustainable sources, and rationalizing printing requirements internally within the business. For procurement of equipment that are required to run our banking operations, such as computer hardware, lighting devices, air conditioners and DG sets, the Bank considers green procurement and ensures that energy efficiency standards are duly considered during the purchase of such equipment.

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)	The Bank has engaged a PCB certified external agency, Green evo tech for the disposal of plastic and paper wastes on weekly basis.
(b) E-waste	Bank has empanelled M/s Trittech Systems for the disposal of E-waste and other scrap items lying in SIB Branch/offices across PAN India. The vendor will process the e-waste as per the guidelines mentioned in the E-Waste (Management) Rules, 2016 vide G.S.R. 338(E) dated 23 rd March, 2016 & as per amended rules 2018, dated 23 rd March, 2018 available in the Ministry of Environment & Forests Notification dated 23 rd March, 2016 by the Government and updated from time to time. The Process of E-waste disposal is detailed below: <ol style="list-style-type: none"> 1) Branches may raise request through a module in the internal application. 2) Respective Regional office may forward the request to DTD-Hardware team for approval. 3) 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. 4) After approval may issue disposal orders to the respective empanelled vendor for collecting the e waste from branches. Along with disposal order system will generate pro-forma invoice for the sale amount. 5) Green Certificate/Destruction certificate will be provided by the vendor within 30 days from the date of E-waste collection.
(c) Hazardous waste	Preventive maintenance of DG is happening on a quarterly basis. DG oil sludge and DG filter are taken back by a vendor periodically.
(d) other waste.	Bank has engaged an external vendor for the disposal of food waste on daily basis.

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.

NA

Leadership Indicators

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

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
----------	---------------------------	---------------------------------	--	---	--

NA

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

Name of the product /Service	Description of the risk/concern	Action Taken
NA		

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

Indicate Input Material	Recycled or re-used input material to total material	
	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
NA		

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Re-used	Re-cycled	Safely Disposed	Re-used	Re-cycled	Safely Disposed
Plastics (including packaging)	-	-	6 Metric tonnes approximately	-	-	-
E-waste	-	-	3.820 Metric tonnes (3820 KG)	-	-	-
Hazardous waste	-	-	DG oil sludge- Approx. 100 litres	-	-	-
Other waste	-	-	3 Metric tonnes per year	-	-	-

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

Indicate Product Category	Reclaimed products and their packaging materials as % of total products sold in respective category
NA	

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

Essential Indicators

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

Category	% of employees 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 Employees											
Male	5299	5299	100%	5299	100%	NA	NA	5299	100%	0	0%
Female	4515	4515	100%	4515	100%	4515	100%	NA	NA	0	0%
Total	9814	9814	100%	9814	100%	4515	100%	5299	100%	0	0%
Other than permanent employees											
Male	21	21	100%	21	100%	NA	NA	21	100%	0	0%
Female	1	1	100%	1	100%	1	100%	NA	NA	0	0%
Total	22	22	100%	22	100%	1	100%	21	100%	0	0%

b. Details of measures for the well-being of Workers

Category	% of employees 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 Employees											
Male	1272	1272	100%	1272	100%	NA	NA	1272	100%	0	0%
Female	2030	2030	100%	2030	100%	2030	100%	NA	NA	0	0%
Total	3302	3302	100%	3302	100%	2030	100%	1272	100%	0	0%
Other than permanent employees											
Male											
Female							NIL				
Total											

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Cost incurred on well-being measures as a % of total revenue of the company	12.33	12.98

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

Benefits	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF*	99.78%	100%	Y	99.75%	100%	Y
Gratuity	99.78%	100%	Y	99.75%	100%	Y
ESI	NA	NA	NA	NA	NA	NA
Others-Please specify	-	-	-	-	-	-

* 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

Majority of the premises/offices are located in the Ground Floor and the entry ways have ramp facility for differently abled employees and workers. Ramp Facility are provided at ATM/CRM wherever possible. Moreover, 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 primary goals outlined in the Bank's HRM policy is to ensure equal opportunity for all employees, as stated: "To provide fair, transparent, and equal opportunity to all employees at all levels irrespective of caste, creed, gender, and ethnicity." This policy is readily accessible to all internal stakeholders via the Bank's intranet platform.

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%	97.23%	100%	97.14%
Female	100%	97.65%	100%	99.03%
Total	100%	97.34%	100%	98.55%

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 stationed at any Branch/Office have the right to address their grievances to the Branch Manager/Redressal Cell at the Regional Office/ Department. Resolutions or responses to these grievances will be provided by the Branch Manager/Redressal Cell at the Regional Office/Department within seven days. If the worker remains dissatisfied with the resolution or response, they may escalate their grievance to the Grievance Redressal Cell at the Head Office level, comprising the Head of the Human Resources Department and a Chief Manager from the Human Resources Department. The final decision will be conveyed by the Head of HR within seven days of receiving the recommendation from management. Employees/workers have the option to register their grievances through the internal portal. The Bank's employee grievance redressal policy can be found at 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 2023-24			FY 2022-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	9814	9390	95.68%	9653	8637	89.47%
Male	5299	5066	95.60%	5316	4772	89.77%
Female	4515	4324	95.77%	4337	3865	89.12%
Total Permanent Workers	3302	3047	92.28%	3439	2924	85.02%
Male	1272	1157	90.96%	1366	1141	83.53%
Female	2030	1890	93.10%	2073	1783	86.01%

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On health and safety Measures		On skill upgradation		Total (D)	On health and safety Measures		On skill upgradation	
		NO. B	% (B/A)	No.C	% (C/A)		No. (E)	% (E/D)	No.(F)	%(F/D)
Employees										
Male	5320	375	7.05%	3554	66.80%	5339	31	0.58	2463	46.14%
Female	4516	271	6.00%	2371	52.50%	4339	20	0.46	1122	25.86%
Total	9836	646	6.57%	5925	60.24%	9678	51	0.53	3585	37.05%
Workers										
Male	1272	93	7.31%	876	68.87%	1366	27	1.98	570	41.73%
Female	2030	183	9.01%	1625	80.05%	2073	18	0.87	900	43.42%
Total	3302	276	8.36%	2501	75.74%	3439	45	1.31	1470	42.74%

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No.(B)	% (B/A)	Total (C)	No.(D)	% (D/C)
Employees						
Male	5320	5320	100%	5339	5339	100%
Female	4516	4516	100%	4339	4339	100%
Total	9836	9836	100%	9678	9678	100%
Workers						
Male	1272	1272	100%	1366	1366	100%
Female	2030	2030	100%	2073	2073	100%
Total	3302	3302	100%	3439	3439	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 several measures to ensure a secure working environment for its employees. Detailed guidelines and emergency response procedures have been disseminated to all Bank outlets to address contingencies such as fire, flood, earthquakes, etc. Additionally, the Bank has appointed a qualified Fire & Security Officer (FSO) who conducts training sessions at branches on the proper use of fire extinguishers and conducts emergency evacuation drills. Moreover, each Bank outlet is equipped with smoke sensors that are integrated with intrusion alarm panels. In the event of smoke or fire detection, these sensors activate local alarms and simultaneously transmit alerts to a centralized command center. These alerts are monitored in real-time, and the command center promptly notifies the fire and rescue department in case of an emergency.

- 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 established a dedicated department responsible for overseeing all aspects related to the physical security of its assets and personnel. Under the purview of this department, a comprehensive remote e-surveillance system has been implemented. This system enables the reporting of incidents related to work-related hazards, which are visually verified through an integrated CCTV network. Subsequently, appropriate mitigation measures are taken in accordance with established procedures. Moreover, the smoke sensors integrated into the alarm system installed at offices facilitate the recording and analysis of risk events through the Command Centre.

The Bank typically conducts routine hazard identification and risk assessment through methods like regular audits, employee feedback, incident reports and compliance reviews. Non-routine assessments involve specific projects, changes in regulations or emerging threats often utilizing specialized teams or consultants to ensure comprehensive coverage.

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

Due to the nature of the banking business, the risk of work-related hazards to employees is minimal. Nevertheless, the Bank has implemented a range of measures to guarantee a safe working environment for its staff. Comprehensive guidelines and emergency response procedures have been distributed to all Bank outlets to address potential emergencies such as fire, flood, and earthquakes.

The Bank has established clear channels for workers to report hazards promptly, such as through internal reporting systems, detailed guidelines and emergency response procedures are being issued to all outlets of the Bank.

- 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 covering its employees.

11. Details of safety related incidents

Safety Incident / Number	Category	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees		
	Workers		
Total recordable work-related injuries	Employees		
	Workers		
No of fatalities	Employees		NIL
	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 is committed to maintaining a safe and healthy workplace through a range of initiatives, including:

- i. Regular internal communications and alerts disseminated to employees regarding safety-related matters.
- ii. Periodic demonstrations of fire safety equipment to ensure staff members are familiar with their usage.
- iii. Conducting mock drills at various premises to familiarize staff with evacuation procedures in emergencies. Each floor in multi-storey premises is assigned a floor marshal to oversee the drill.

- iv. Providing an annual medical allowance to all employees and reimbursing the cost of annual medical check-ups for employees aged 40 and above, as well as their spouses, for employees upto Scale IV.
- v. Offering medical insurance coverage for employees and their dependent family members.
- vi. Providing additional buffer coverage in special cases where the staff medical insurance does not fully cover medical expenses.
- vii. Organizing free medical camps at various premises, including eye, dental, and ear check-ups.
- viii. Establishing corporate tie-ups with medical institutions to offer special benefits to staff, such as free consultations, subsidized medical check-ups and diagnostic treatments. These benefits are also extended to immediate family members.
- ix. Hosting monthly webinars and health talks conducted by professionals on relevant health topics.

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

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Filed during the year	Pending resolutions at the end of the year	Remarks	Filed during the year	Pending resolutions at the end of the year	Remarks
Working Conditions	NIL	NA	NA	NIL	NA	NA
Health & Safety	NIL	NA	NA	NIL	NA	NA

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	The Bank continues to prioritize health and safety across all its branches and offices. Electrical audits are conducted every three years to identify and address potential hazards within the electrical systems. For the current period, all branches and offices have undergone the necessary electrical audits, with corrective actions implemented promptly where required. A follow-up post-rectification audit is then conducted to ensure the effectiveness of the rectifications.
Working Conditions	The Bank remains committed to providing a positive and supportive work environment for all employees. The Bank continually assess and improve working conditions based on feedback and best practices. This ongoing commitment to employee well-being and workplace excellence is reflected in our internal policies and initiatives aimed at fostering a conducive work atmosphere.

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.

No instances requiring corrective action for health and safety have arisen, demonstrating the Bank's proactive stance. Nonetheless, as a proactive measure, the Bank organizes health camps, conducts monthly health talks and webinars, and has established corporate partnerships with various medical labs and hospitals. Additionally, evacuation drills, facilitated by floor marshals, are conducted at bank premises to familiarize employees with necessary actions during incidents. Moreover, Crisis Management Teams are established at the Head Office and other control offices to enhance preparedness for unforeseen events.

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 offers group personal accident policy to all employees and workers, with the Bank covering the associated costs.

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

The 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 Department 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:

Category	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 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
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. The Bank hosts an exclusive training program called “Peep into Retirement” designed for employees nearing retirement age. This program focuses on delivering sessions covering topics such as tax planning, superannuation benefits, lifestyle and fitness. These sessions aim to equip individuals with valuable insights and knowledge to better navigate their retirement years.

5. Details on assessment of value chain partners:

Particulars	% of value chain partners (by the value of business done with such partners) that were assessed
Health and safety practices	The Bank expects all its partners to adhere to the relevant standards of working conditions, ensuring the well-being and safety of employees.
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:

- 1 Describe the processes for identifying key stakeholder groups of the entity

The Bank recognizes that its activities impact a wide range of stakeholders, including customers, regulators, peers, business partners and communities. The Bank believes that transparent communication and meaningful engagement with these stakeholders are crucial for fostering and maintaining strong long-term relationships. By engaging with diverse stakeholders, SIB gains insights into the social, environmental, and economic impacts—both direct and indirect—of its activities. The feedback, guidance and critiques from stakeholders enable SIB to operate as a responsible corporate citizen.

The Bank conducts proactive and focused engagements with various stakeholder groups to identify material issues, evaluate business strategies and operations and assess products, services and solutions. This approach

helps to minimize reputational risk and positively influences both the internal and external environments. SIB's key internal stakeholders include senior management and employees, while external stakeholders encompass shareholders and investors, customers, regulatory authorities, communities and NGOs, industry peers, vendors and service providers and the media. Throughout the year, SIB actively engages with these stakeholders through various methods.

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

Sl. No.	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	Customer	No	Email Letters Website Social Media Direct interaction Over Phone Newspaper Customer Experience Group Mobile Application	Ongoing basis. Based on customer needs/ regulatory requirements/ educating customers	Engaging customer throughout entire period of loan products/ savings product.
2	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.
3	Investors/ Shareholders	No	Annual General Meeting Investor presentation Email SMS Letters Earning call Financial Results Stock exchange filing Press release Website	Need basis	To keep investors/ shareholders updated about the Bank's business activities and performance.

Sl. No.	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
4	Regulators	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.	Emails Letters Direct Interaction	Ongoing basis	Through CSR reaching out to socially and economically disadvantaged people.
6	Value chain partners	No	Emails 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 Bank'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 Business Correspondents and Financial Literacy Counsellors. For expanding financial inclusion activities, Bank is having 50 Business Correspondents and 22 Financial Literacy Counsellors as on 31-03-2024, 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 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	Number of employees and workers covered (B)	% (B/A)	Total (C)	Number of employees and workers covered (D)	% (D/C)
Employees						
Permanent	9814	5355	54.56%	9653	4302	44.60%
Other than permanent	22	7	31.82%	25	21	84.00%
Total Employees	9836	5362	54.51%	9678	4323	44.70%
Workers						
Permanent	3302	1440	43.61%	3439	1003	29.20%
Other than permanent	0	0	0	0	0	0%
Total Workers	3302	1440	43.61%	3439	1003	29.20%

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

Category	FY 2023-24 Current Financial Year					FY 2022-23 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal Minimum Wage		More than minimum wage	
		No. (B)	% (B/A)	No.(C)	% (C/A)		No. (E)	% (E/D)	No.(F)	% (F/D)
	Employees									
Permanent	9814	0	0%	9814	100%	9653	0	0%	9653	100%
Male	5299	0	0%	5299	100%	5316	0	0%	5316	100%
Female	4515	0	0%	4515	100%	4337	0	0%	4337	100%
Other than permanent	22	0	0%	22	100%	25	0	0%	25	100%
Male	21	0	0%	21	100%	23	0	0%	23	100%
Female	1	0	0%	1	100%	2	0	0%	2	100%
Workers										
Permanent	3302	0	0%	3302	100%	3439	0	0%	3439	100%
Male	1272	0	0%	1272	100%	1366	0	0%	1366	100%
Female	2030	0	0%	2030	100%	2073	0	0%	2073	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:

a. Median remuneration / wages:

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	2	16,866,127	0	-
Key Managerial Personnel**	4	4,721,019	1	5,687,390
Employees other than BoD and KMP	5319	1,319,778	4517	1,023,698
Workers	1272	680,744	2030	643,724

*Excluding sitting fees paid for attending Board and Committee Meetings.

**Excluding MD & CEO

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Gross wages paid to females as % of total wages	38.34	38.02

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 designated focal points to handle issues in accordance with statutory guidelines. For instance, concerning sexual harassment in the workplace, the Bank has established an Internal Complaints Committee for women. All officers and employees are advised to reach out to the Presiding Officer of the Internal Committee in the event of any related complaints. The Bank promptly and discreetly investigates instances and/or complaints of sexual harassment and acts in accordance with the relevant guidelines of the act.

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

The Bank upholds compliance with various statutory requirements and strictly adheres to the grievance redress mechanism mandated by them. 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.

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed During the Year	Pending resolution at the end of year	Remarks
Sexual Harassment	7	0	NIL	0	0	NIL
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. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	7	0
Complaints on POSH as a % of female employees / workers	0.15	0
Complaints on POSH upheld	2	0

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

The Bank maintains a zero-tolerance policy towards all forms of discrimination or harassment, ensuring comprehensive protection for the complainant against any adverse consequences. In compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013, the Bank has established an internal committee headed by Presiding Officer from a Senior level executive of the Bank. All officers and employees are encouraged to reach out to the Presiding Officer of the Internal Committee in case of any complaint. The Committee promptly and discreetly investigates instances and/or complaints of sexual harassment and acts in accordance with the prescribed guidelines of the act.

Similarly, the Bank's Public Disclosure System (PDS) or Whistle-blower policy condemns any form of harassment, discrimination, victimization or unfair practices directed towards whistle-blowers. Measures are in place to minimize the difficulties whistle-blowers may face as a result of disclosing information. The identity of the whistle-blower is kept confidential to the extent permitted under law. Additionally, any other employee assisting in the investigation process receives the same level of protection as the whistle-blower.

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

(Yes/No)

Yes. Human rights considerations are integrated into all contracts to ensure compliance with labour laws, codes, and other welfare acts.

10. Assessments of the year

Category	% 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	

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

There hasn't been a need to take corrective action towards addressing health and safety as no such incidents have been present.

Leadership Indicators

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

The Bank views Human Rights as an inherent component of all its policies, with no instance requiring alteration of policies or processes to align with human rights and grievances. As an institution committed to professional integrity, the Bank places high importance on equal opportunity for all employees and endeavours to foster a discrimination-free environment. It strictly prohibits discrimination or harassment based on various factors including race, color, religion, social or ethnic origin, sex, age, disability, HIV status, sexual orientation, gender identity, marital status, family medical history or genetic information, and family or parental status. The Bank's code of conduct delineates guidelines aimed at fostering the right environment within the institution. Moreover, the Bank supports the ethical and professional development of its workforce through various training programs designed to enhance skills and promote a culture of integrity.

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

- 4 Details on assessment of value chain partners

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	
Discrimination at workplace	The Bank ensures compliance with all relevant laws, including those related to human rights, labor and welfare. Human rights considerations are integrated into all contracts, aligning with labor laws, codes and other welfare acts.
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.

During the period, no instances aroused which demanded a corrective action plan.

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

Essential Indicators:

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

Parameter	FY 2023-24 (Current Financial Year) (Giga Joules)	FY 2022-23* (Previous Financial Year) (Giga Joules)
From renewable sources		
Total electricity consumption (A)	850.9	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	850.9	-
From non-renewable sources		
Total electricity consumption (D)	69,262.73	81,429.4
Total fuel consumption (E)	3,011.30	2,984.51
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	73,124.93	84,413.91
Total energy consumed (A+B+C+D+E+F)	73,124.93	84,413.91

Parameter	FY 2023-24 (Current Financial Year) (Giga Joules)	FY 2022-23* (Previous Financial Year) (Giga Joules)
Energy intensity per rupee of turnover (Total energy consumed/ revenue from operations in Cr.)	7.22	10.49
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	-	-
Energy intensity in terms of physical output	-	-
Energy intensity (optional) - per employee	-	-

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

*The values for FY2022-23 have been restated due to the change in scope and approach of the calculations. The restated values have been published in this report.

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

NA

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

Parameter	FY 2023-24	FY 2022-23
Water Withdrawal by Source (In Kiloliters)		
(i) Surface water	-	-
(ii) Groundwater	61,761.00	53,223.50
(iii) Third party water (tanker)	-	-
(iv) Seawater / desalinated water	-	-
(v) Water from municipal corporation	-	-
(vi) Water Bottles / Aquaguard (Ltr X number of bottle) (KL)	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	61,761.00	53,223.50
Total volume of water consumption (in kilolitres)	61,761.00	53,223.50
Water intensity per rupee of turnover (Total water consumption / Revenue from operations (in Cr.))	6.09	6.61
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	-	-
(Total water consumption / Revenue from operations adjusted for PPP)	-	-
Water intensity in terms of physical output	-	-
Water intensity (optional) – per employee	-	-

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

4. Provide the following details related to water discharged:

Parameter	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(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	49408.80	42578.80
With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	49408.80	42578.80

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

NA

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

Parameter	Please specify unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
NOx			
Sox			
Particulate matter (PM)			
Persistent organic pollutants (POP)		NA	
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			
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			NA

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

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23* (Previous Financial Year)
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)	TCO ₂ e	202.89	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)	TCO ₂ e	15199.32	17,869.23
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations (in Cr.))		1.52	2.25
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)			
Total Scope 1 and Scope 2 emission intensity in terms of physical output -			
Total Scope 1 and Scope 2 emission intensity (optional) – per employee -		-	-

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

* The values for FY 2022-23 have been restated due to the change in scope and approach of the calculations. The restated values have been published in this report.

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

97.5% of Banks transactions were done digitally during the Financial Year. For FY 23-24 Bank has commissioned 75 KW Solar plant at two locations and 150 KW solar plant at two other location are ready for commissioning. Bank has issued circular to keep the Air conditioner temperature at Branches/Departments/ RO set to 24 Degree Celsius. Bank has issued circular to replace CFL lights with more energy efficient LED lights wherever there is a requirement of replacement. Bank has issued circular to use recycled papers to the extent possible.

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

Parameter	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	6.00 MT	-
E-waste (B)	3.10 MT	-
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	0.72 MT	-
Radioactive waste (F)	-	-

Parameter	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
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)- DG oil sludge	0.10 MT	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)- Food waste	3 MT	-
Total (A+B + C + D + E + F + G + H)	12.92 MT	-
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations (In Cr.))	0.001	-
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	-	-
Waste intensity in terms of physical output	-	-
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
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	3.10 MT	
(ii) Re-used	-	
(iii) Other recovery operations	-	
Total	3.10 MT	
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of Waste		
(i) Incineration	-	
(ii) Landfilling	-	
(iii) Other disposal operations	9.82 MT	
Total	9.82 MT	

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

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

The Bank has arrangements with Self-helping groups for the collection and disposal of waste from office/ branches, who will segregate the bio degradable and non-bio-degradable waste separately. In cities, the collection of waste is handled by professional teams accredited from Pollution control board. Majority of the bio degradable waste generated are used for the manufacturing of manure. The reuse/Recycling of the waste material is limited due to the nature of the business. The paper scraps are used to sell, for recycling.

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any
NA			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web Link
NA					

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

Leadership Indicators:

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): **NA**
 For each facility / plant located in areas of water stress, provide the following information:
 (i) Name of the area: NA
 (ii) Nature of operations: NA

(iii) Water withdrawal, consumption and discharge in the following format

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		NA
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
---No treatment		
---With treatment – please specify level of treatment		
(ii) Into Groundwater		
---No treatment		
---With treatment – please specify level of treatment		
(iii) Into Seawater		
---No treatment		
---With treatment – please specify level of treatment		
(iv) Sent to third-parties		
---No treatment		
---With treatment – please specify level of treatment		
(v) Others		
---No treatment		
---With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

Since the bank is not involved in manufacturing operations, its water usage is limited to the purpose of human consumption only.

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

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	Bank does not measure Scope 3 emissions, however, plans to track the data in the upcoming financial year.	
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity (optional) – per employee	Metric tonnes of CO2 equivalent/employee		

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

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

NA

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

Sl. No	Initiative undertaken	Outcome of the initiative
1	LED Lights	The Bank has completed the replacement of CFL lights with more energy efficient LED lights at all bank own building. For leased premises, they have issued a circular to replace the old light fittings with LED light fittings whenever a replacement is occurring.
2	Digitisation	The Bank's consistent recognition in the top 10 Digital Transaction Achievement lists by MeitY (Ministry of Electronics & Information Technology) underscores the efficacy of their digital banking endeavours. The share of digital transaction of the Bank has grown to 97.5 per cent in the Financial Year 2023-24. The Bank has already enabled more than 250 processes through Robotic Process Automation (RPA) and are prepared to continue the automation endeavour in the upcoming years as well..

5 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 the Bank formulated a DR Policy which provide a framework for the ongoing process of planning, developing and implementing disaster recovery management for IT Systems.

6 Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard

NIL

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

NA

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 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.

Name of authority	Brief of the case	Corrective actions taken
		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:

SL No.	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
--------	-------------------------	-----------------------------------	--	---	------------------------

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.

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
NA					

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)
NA						

- 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:

Particulars	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directly sourced from MSMEs/ small producers Directly sourced within India	Not applicable owing to the nature of the business. As a financial institution, our inputs primarily consist of technological infrastructure, platforms, and services. Therefore, procurement options for an organization like ours are limited. However, considering our nationwide presence, Bank procure consumables such as stationery items from local suppliers in the vicinity of our branches.	

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

Location	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Rural	4.37	4.31
Semi-urban	27.40	27.64
Urban	53.05	53.10
Metropolitan	15.18	14.95

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
NIL	

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 Rs)
1	Kerala	Wayanad	20,00,000
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?		
(c)	What percentage of total procurement (by value) does it constitute?		

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:

SI No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
				NA

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
		NA

6. Details of beneficiaries of CSR Projects:

SI No.	CSR Projects	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Education	4,90,985	Majority of the programs serve the vulnerable and marginalized group. More than 70.11 % of the beneficiaries were from marginalized groups.
2	Gender Equality	1,27,454	
3	Health Care	12,84,359	
4	Promoting Sports	701	
5	Environmental Sustainability	10,000	

PRINCIPLE 9: Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators

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

The Bank 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, 2021.

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

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

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

Particulars	FY 2023-24 (Current Financial Year)		Remarks	FY 2022-23 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	23	0	NIL	10	0	NIL
Advertising	0	0	NIL	0	0	NIL
Cyber-security	2686	503	Sum total of all unauthorized transaction complaints dealt by Bank's Banking Operation Group and 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.	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.

Particulars	FY 2023-24 (Current Financial Year)		Remarks	FY 2022-23 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Delivery of Services	0	0	NIL	0	0	NIL
Quality of Services	0	0	NIL	0	0	NIL
Restrictive Trade Practices	0	0	NIL	0	0	NIL
Unfair Trade Practices	3	0	NIL	17	0	NIL
Other	33946	325	Other complaints include service quality, staff behaviour, technology and credit related complaints.	42000	630	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	Nil
Forced recalls	

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). Privacy Policy for customers is available in website: <https://www.southindianbank.com/content/privacy-policy/289>

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 Department 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.

The 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, Government of India to create awareness for prevention of cybercrimes.

- 7 Provide the following information relating to data breaches:
- Number of instances of data breaches
0
 - Percentage of data breaches involving personally identifiable information of customers
NA
 - Impact, if any, of the data breaches
NA

Leadership Indicators

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

Information on products offered by the Bank is available in the Bank's official website www.southindianbank.com and can be assessed under the weblink <https://www.southindianbank.com/content/personal-banking/loans/12>

The details of Bank's credit products are available in Bank's social media platforms like Facebook, Instagram, X, LinkedIn and YouTube.

The features of the products are made available in the Bank's internet banking and mobile banking solutions.

Also, via Segmented Campaigns (Mailers/ SMS), Performance Campaigns (Google, Meta etc.), FM Radio, Theatre, Out of Home channels, etc. the information of credit products are made available in the public domain.

- 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. In the Financial Literacy centres allotted to the Bank, monthly camps are conducted by Bank's appointed Financial Literacy counsellors to educate consumers about safe and responsible usage of credit products. Segmented mailer campaigns are conducted to educate the consumers to reduce the cyber risk and loan scams.

- 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 complies with all disclosure norms as required by RBI.