



PARIVARTAN
A step towards progress

Leading Responsibly

INVESTING IN A SHARED FUTURE



Delivering world-class banking across India

Our unrivalled reach enables us to deliver essential banking services to the remotest corners of the country and drive social transformation.



Largest private sector bank and a top player in all segments



Focusing on semi-urban and rural areas to drive sustained growth



A comprehensive suite of offerings tailored to evolving customer needs



Making banking simple and convenient with technology; driving financial inclusion

Our reach

5,608
Bank
branches

16,087
ATMs and Cash
withdrawal
machines

15,756
Total Business
Correspondents

2,902
Cities/towns

120,093
Employees

50%
Branches in semi-urban
and rural markets

As of March 31, 2021



Our ESG approach is to...

1. Demystify
2. Simplify
3. Adopt and Imbibe ESG throughout the Bank

.....We want to make it a way of life



Our current ESG Strategy is focused on....

Climate Change, Community and Society, Employment Practices, Customers, **Responsible Finance**, Procurement Practices, Governance, Transparency and Accountability.



Current Ratings & Disclosures



MSCI
ESG RATINGS



CCC B BB BBB A **AA** AAA



Dow Jones
Sustainability Indexes

The bank's score on
DJSI is at 56 (75
percentile)

- Sustainability Report (as per GRI Guidelines (Comprehensive) published since FY 13-14, verified by a third party)

- Integrated Report as part of Annual Report since FY 18-19 (IIRC Framework)



Top constituent of
Nifty 100 ESG index



The bank's CDP (Carbon Disclosure Project) rating for 2020 was B

Board Governed Action Committee



Environment Committee

- Infrastructure
- Facilities and Administration
- Information Technology



Social & Governance Committee

- Legal/ Company Secretary
- Human Resources
- Marketing
- Corporate Communications



Product Responsibility Committee

- Wholesale Credit Risk
- Retail Risk
- Enterprise Risk/Emerging Risks
- Responsible Banking (Investment & Wholesale Banking)
- Retail Products

Social Objectives..

Under the umbrella of 'Parivartan'



Parivartan in Progress

Parivartan, our CSR initiative, aims at driving holistic and sustainable development by empowering socio-economically challenged groups across the country.

Focused interventions in 5 key areas



Rural
Development



Promotion
of Education



Skill Training
and Livelihood
Enhancement



Healthcare
and Hygiene



Financial Literacy
and Inclusion

Leveraging technology to drive inclusive growth...

Our strong technology backbone helps us expand reach and deliver superior customer experience

Our digital connect



SmartUp Programme for promoting Entrepreneurship

21 Social Impact start-ups in the Ed-tech and skill development sectors, supported

Common Services Centres (CSCs)

4414 Groups and 29,663 members

supported through Self Help Groups and Joint Liability Groups (SHG/JLG) loans via CSC network



85 million lives impacted



Rural Development

21

States

1970

Villages

8,800+

Water conservation structures constructed

28,300+

Acres of agricultural land treated

31,905+

Solar lights installed



Promotion of Education

20.7+ million

Students benefitted

1.96+ million

Teachers trained

0.27+ million

Schools supported



Skill Training and Livelihood Enhancement

0.78+ million

Women in SHGs trained

0.17+ million

Individuals trained

12.9 million

Households covered



Healthcare and Hygiene

23,500+

Toilets constructed

1,800+

Sanitation drives conducted

1.18 Lakh+

People Benefitted through Health camps

Rs.220 cr for COVID relief



Financial Literacy and Inclusion

1.88+ million

Financial literacy camps conducted

14.2+ million

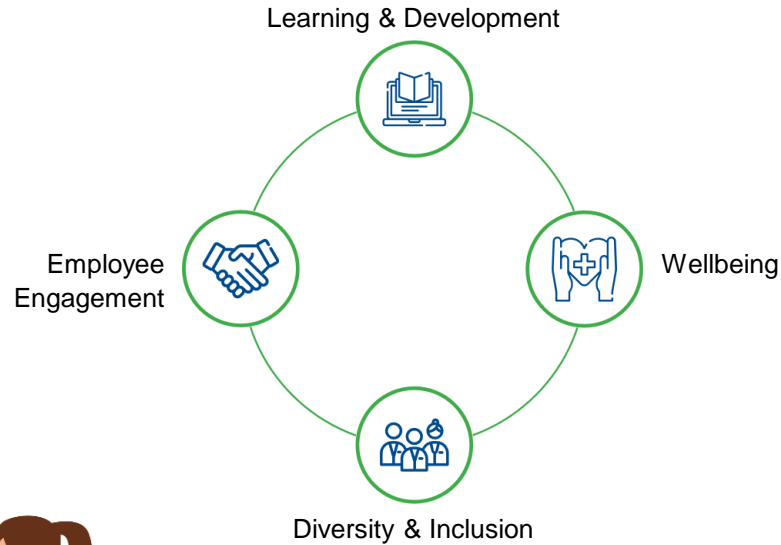
Individuals impacted

Creating conducive environment for employees

Requirements on human capital enhancement are proactively analysed and actualised



Our employee focus areas



Training and Development

- 98.37% of employees trained

127+ Lakh

Total person-hours spent on training

1.8 Lakh+

Person Hours of training on Human Rights

Employee Engagement

- 'Vibes' – a developmental tool all managers to receive feedback from team
- 'Voice' – organisation wide sentiment survey by third party

44,130

Participants in Employee Connect programs

75%

Employee Engagement Score*

Our strength is in our diversity

The bank aims to cherish and maintain its inclusive culture and work environment



Gender diversity

- The Gender Diversity ratio is 21% in **2020-21** and we **target to achieve 25% by FY 2024-25**

Campaigns and programs

- Shrishti - A flagship programme on diversity aiming to create a level-playing field for women employees.
- A campaign called – ‘Uncovering Unconscious Biases’ that focused on creating an inclusive work environment was launched

June 21st to be celebrated as Inclusion Day: Initiatives on gender and diversity amongst. Differently abled to be rolled out in 24 months

100+ women in middle management to be mentored under Career Accelerator Program

Governance & Ethics

Our Corporate Governance philosophy, enunciated in our ESG framework, provides direction around the cardinal principles of independence, accountability, transparency, fair disclosures, responsibility and credibility in the way we conduct our operations.



Corporate Governance policies include

- Code for corporate governance
- Policies to prevent insider trading, govern-related-party transactions
- Policies around Prevention of Sexual Harassment
- Whistle blower policy

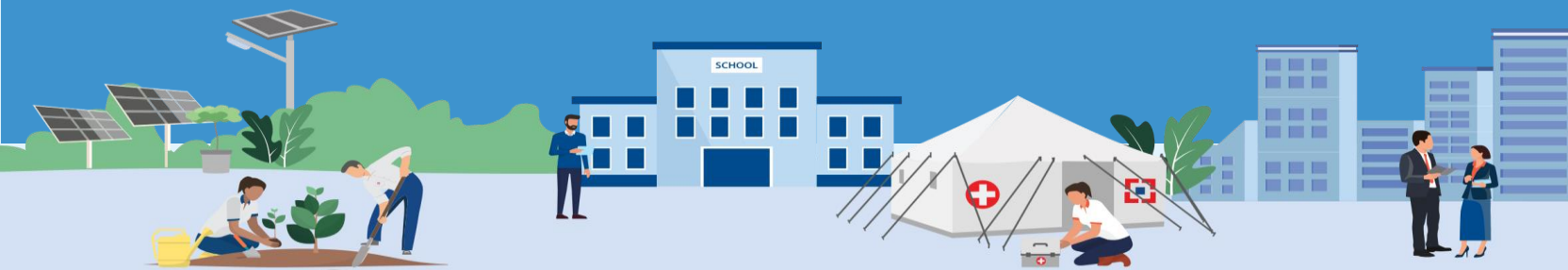
Culture of transparency and accountability

- Board initiatives toward transparency include – Policy for appointment and fit and proper criteria for Directors, Charters of Board-level committees

Board comprises experts from diverse fields

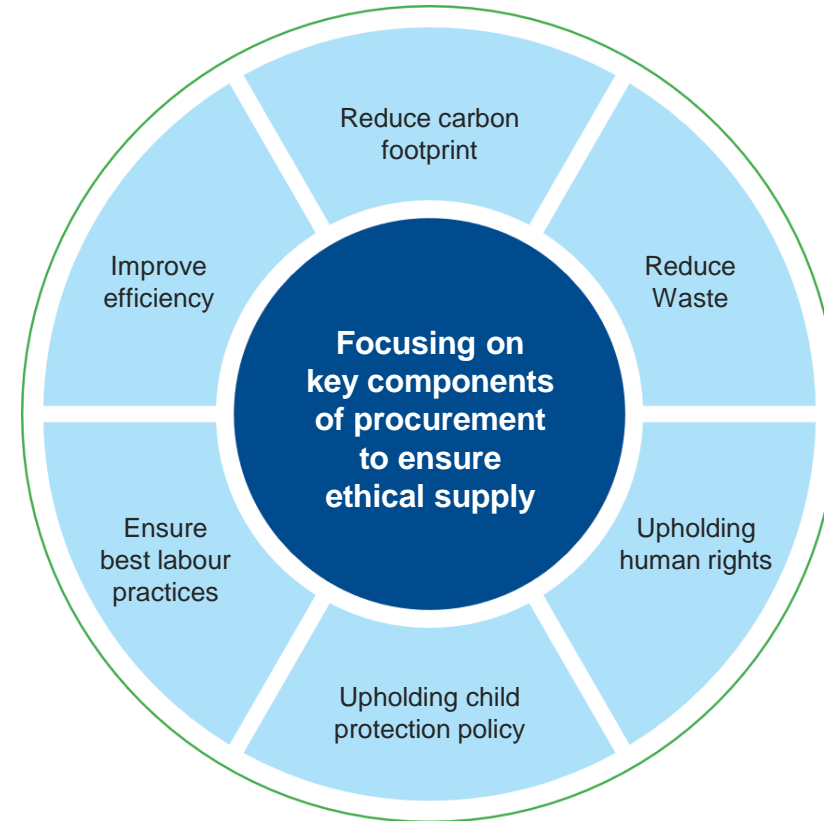
- Functional directors are highly experienced professionals in their respective areas

Environmental Objectives..



Procurement Practices

The Bank recognizes the need to work closely with its suppliers to mitigate any procurement risks. We encourage the suppliers to follow the highest level of compliance norms / labour laws



Benchmarking on



Recycled products



Environmentally friendly



Locally sourced



Energy efficient

Carbon neutral by FY 2031-32

1.Reduce Consumption

2.Transition to Renewable Energy Sources

3. Offset



Climate Change Goals

Carbon Neutral



Steps:

1. To decrease absolute emissions and energy consumed aligned with SBTi targets (Currently at 315,583 MT CO₂)
2. Increase Rooftop Solar Capacity in large offices to 500 KW (Currently at 198 KW) by FY 24-25
3. Purchase renewable energy as 50% of total sourced electricity by FY 25-26
4. Create single use plastic free offices by FY 22-23
5. Plant 25 Lakh trees by FY 24-25
6. Reduce water consumption by 30% by FY 23-24

Improving our footprint



33% Reduction in Scope 1+ Scope 2 emissions in FY 21 over FY 19 (base year)

6313.90 tCO₂e of GHG emissions avoided due to reduced diesel consumption in DG in FY21 over FY20

39% Reduction in diesel consumption in DG sets in FY21 over FY20

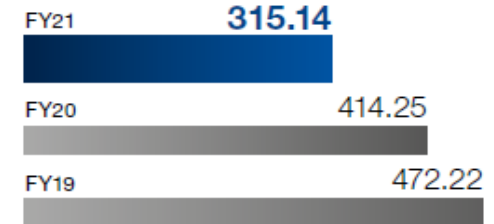
25,000 tCO₂e/per year sequestration potential created through our plantation activities so far

Initiatives to cut emissions

- Green Event guidelines (Marketing) helped avoid usage of 1.5 Million Square Ft paper
- 13% of procured stationery is recycled paper

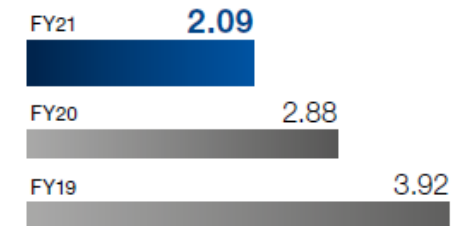
Reduction in Absolute emissions

('000 tonnes of CO₂e)



GHG EMISSIONS INTENSITY - SCOPE 1 + SCOPE 2

(tCO₂/ INR Crore income)



Energy management



198.3 KW
Solar capacity

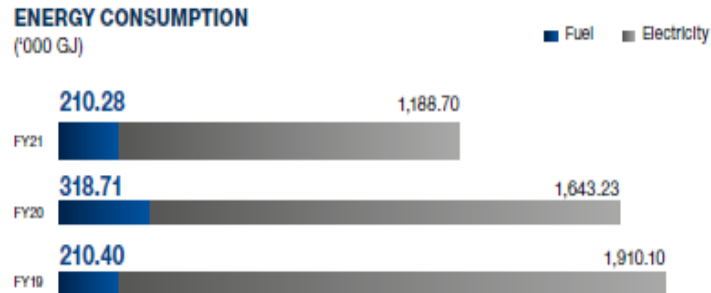


LEED certified buildings:
Mumbai and Bhubaneswar Offices Certified 'Gold' by Leadership in Energy and Environmental Design (LEED)



Upcoming office in Mohali and Palava Training Centre
Constructed as per standards of Indian Green Building Council (IGBC) gold certification

Energy Consumption



Energy Management

- Energy Efficient Lighting
- Energy Efficient space cooling
- Efficient Data Centres
- Building Management & Green Building

Energy Reduction

- **126 Million kWh** Reduction in grid electricity consumption during FY21 over FY20
- **4.4 Million kWh** energy saved due to auto controls in branches

Renewable Energy

- A cumulative solar capacity of **198.3 KW**

Managing Waste

- Zero single-use plastic water bottles from all our hub-offices pan-India.
- Three Rs - Reduce, Reuse and Recycle followed

Waste Management

167.88 MT

E-waste disposed through recyclers during FY 20-21



*During 2019-20

Responsible financing for a sustainable future

Environment, Health and Safety parameters are integral to our overall credit risk assessment and monitoring process.



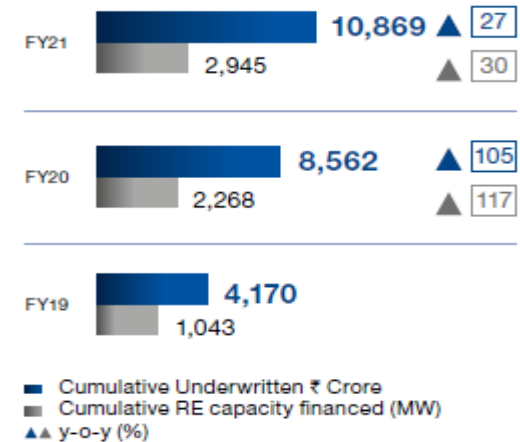
463 loan proposals screened and approved through the SEMS (Social & Environment Management System) framework

Responsible lending

- Clearance on Environment, Health and Safety parameters (EHS) is a prerequisite for funding approval.
- All financed projects include clauses prohibiting child labour, compulsory/forced

Renewable Energy

RENEWABLE ENERGY FINANCING



Factors considered before any credit call as per bank's ESG policy



Social consideration

- Employment generation, upliftment of the region
- Compliance with labour laws
- No exploitation or forced labour



Resettlement & Rehabilitation

- Impact on livelihood
- Facilities provided to the families and its acceptability
- Number of villages, Project affected Persons (PAP)



CSR Initiatives

- Schools and other welfare projects by the company



Emissions

- Air, water, noise, waste on its acceptability
- Air /Water Pollution, Hazardous Waste Management/ Ecological impact, Disaster management.

Creating real impact... Highlights

Environmental, Social & Governance (ESG) Snapshot



Have pledged to become Carbon Neutral by **FY 31-32**

In FY 2020-21, we recorded **~23% reduction** in absolute combined Scope 1 and Scope 2 emissions over FY 19-20

2945 MW cumulative renewable energy capacity financed by the bank

1.6+ Million Trees planted through our afforestation programs to combat climate change

Our **Holistic Rural Development Programme (HRDP)** spans across **21 states** covering **0.57 million households** in over **1,970 villages**.

21% women employees as of FY 20-21 against a target of 25% in FY 24-25

Our Training the Teacher initiative reached over **20.7 million** students across **28 states** and **union territories**

44,130 employees engaged through 16 employee engagement events across multiple cities

~ 64% of the board are independent directors

30 years - Average experience of Board Members

6.7 Lakh + Person hours spent by employees on Anti corruption, AML and KYC trainings

Thank You