

# Annual Business Responsibility Report 2014-15

In line with the National Voluntary Guidelines on  
Social, Environmental and Economic Responsibilities of Business



We understand your world

## Business Responsibility and Us

At HDFC Bank, we believe in responsible business. This belief has not only contributed to our consistent growth but also in building the trust of our stakeholders. In the last financial year, we continued our efforts towards inclusive growth and development of the communities we operate in. Through a wide range of projects such as supporting education and providing life skills to underprivileged communities, designing initiatives for employee wellbeing, and taking a customer-centric approach in product-design, we have been making efforts to enhance the lives of our stakeholders.

Sustainability, Corporate Social Responsibility (CSR) and Business Responsibility at the Bank are driven by a Board-level CSR Committee. In the reporting period, under the guidance of the CSR committee, we have strived consistently to integrate aspects of community development, responsible governance, stakeholder inclusiveness and environmental responsibility into our business practices and operations. We have captured our strategy and performance associated with each of these aspects in our first Sustainability Report (<http://www.hdfcbank.com/assets/pdf/SustainabilityReport.pdf>, in accordance with the Global Reporting Initiative (GRI) G3.1 guidelines including the Financial Sector Supplement) that was released during the reporting period.

This report is our third Annual Business Responsibility Report and is in-line with the National Voluntary Guidelines (NVG). The following sections of the report focus on four major aspects of business responsibility at HDFC Bank, these being Responsible Governance, Environmental Responsibility, Social Responsibility and Responsibility towards Stakeholders.

Reporting Organisation	: HDFC Bank Limited
Corporate Identity Number	: L65920MH1994PLC080618
Registered Address	: HDFC Bank House, Senapati Bapat Marg, Lower Parel, Mumbai – 400013
Website	: <a href="http://www.hdfcbank.com">www.hdfcbank.com</a>
E-mail ID	: <a href="mailto:investors.helpdesk@hdfcbank.com">investors.helpdesk@hdfcbank.com</a>
Financial Year Reported	: FY 2014-15

HDFC Bank Limited is a publicly held banking company (industrial activity code: 64191) engaged in providing a range of banking and financial services including commercial banking and treasury operations. The bank is governed by the the Banking Regulation Act, 1949.

The Director Responsible for Business Responsibility at HDFC Bank is:

Name:	Paresh Sukthankar
Designation:	Deputy Managing Director, HDFC Bank
DIN No.:	1843099

For any clarifications regarding this report or Business Responsibility at HDFC Bank, contact the BR head:

Name:	Nusrat Pathan
Designation:	Head, Corporate Social Responsibility
Tel:	022 30751040
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## Responsible Governance

At HDFC Bank, we seek to adopt the best of corporate governance practices while adhering to set guidelines, and strive to uphold the trust of our stakeholders through transparent business disclosures on our performance.

Our 'Code of Conduct and Ethics' guides employees to understand the principles and commitments that they are expected to adhere to. The Code also helps us maintain high standards of corporate governance while dealing with conflicts of interest.

The Board of Directors of the Bank is governed by the provisions of Companies Act 2013, Banking Regulations Act, 1949 and the listing agreement requirements of the Indian Stock Exchanges in terms of its composition. As of 31<sup>st</sup> March 2015, our Board comprises eleven Directors of which five are independent, five non-independent and one Director who was appointed by the Board as an additional Director on 31<sup>st</sup> March 2015. The status of this Director whether independent or non-independent will be determined when appointed by the shareholders at the ensuing Annual General Meeting of the Bank on 21<sup>st</sup> July 2015. Three members of the Board are Executive Directors.

In order to make informed decisions, the Board has constituted committees that oversee specific business areas and monitor activities within their purview. These committees include the Audit and Compliance Committee, Investor Grievance Committee, Risk Policy and Monitoring Committee, Credit Approval Committee, Premises Committee, Nomination and Remuneration Committee, Fraud Monitoring Committee, Customer Service Committee and Corporate Social Responsibility (CSR) Committee. The committees meet periodically during the year to review and monitor areas within their purview and recommend changes as and when required. In the reporting period, the CSR Committee was actively involved in developing the CSR strategy and monitoring the initiatives with due compliance to Section 135 of Companies Act, 2013.

By following the aforementioned frameworks, we ensure compliance with applicable governmental and regulatory rules. Any lapses due to lack of proper understanding or interpretation of a guideline are resolved with utmost priority. We do not engage in policy advocacy, but are actively involved in consultations and discussion forums with the government and other bodies in the Banking industry.

VOTED BY INVESTORS AND ANALYSTS AS:

- THE BEST MANAGED COMPANY IN INDIA
- BEST CEO (ADITYA PURI)
- THIRD IN CORPORATE GOVERNANCE AND INVESTOR RELATIONS

IN A POLL CONDUCTED BY FINANCEASIA, 2014-15

<sup>1</sup>The Code of Conduct and Ethics covers guidelines on Human Rights, Ethics, Corruption, Bribery, Transparency and Environment. These guidelines cover only HDFC Bank and do not extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others.

## Responsibility towards Stakeholders

At HDFC Bank, maintaining strong relationships and engaging with stakeholders on a consistent and continuous basis has helped us maintain a leadership position in the financial sector. We have specific and customised measures to ensure continued engagement with our internal and external stakeholders.

### Employees

A motivated workforce is the key to achieving important business goals. We believe that our employees are our greatest assets. Our employee strength stands at 76,286 as of 31<sup>st</sup> March 2015. 309 of these employees form the only employee association of the Bank.

### Learning and Development

To enhance the learning and development of our employees, we conduct courses in technical as well as behavioural aspects of their jobs. These focused training sessions are conducted through the year where employees learn aspects of innovative banking operations and behavioural solutions such as effective planning, decision making etc. In the reporting period, an average of 36 hours of training per employee was provided.

### Gender Inclusion

We endeavour to create an inclusive workspace where our women employees feel safe. As of 31<sup>st</sup> March 2015, we have 12,680 women employees. In order to create a gender-inclusive environment, we conduct special workshops that promote leadership amongst women and recognise their contribution by way of special awards. The health benefits provided to employees are extended to create customised plans for expectant mothers. Those who sign onto the programme receive expert advice from medical professionals and gynaecologists who hand hold the would-be-mothers in managing their pregnancy. Additionally, we also provide facilities such as extended maternal leaves and an onsite crèche at our largest location to enable young mothers to pursue their careers.

The safety of our female staff is made the responsibility of their respective supervisors who are guided by our safety guidelines. All cases of harassment are treated with great sensitivity and are escalated in time for resolution. The Internal Complaints Committee (ICC) investigates complaints/instances that are reported and ensures resolution through a fair and transparent process. In the reporting year, all reported cases were investigated by the ICC and successfully resolved. Our policy and the process of redressing is governed by The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

### Wellness and Engagement

We undertake several initiatives on a periodic basis to keep our employees informed, engaged and empowered. Some of our key employee engagement activities include a photography contest, an online singing contest (Voice Hunt), special workshops for women and sports events like Stepathlon and Josh Unlimited.

This year, we introduced an online library 'India Reads.com' which is accessible to all our employees across the country. We also launched 'HDFC Bank Cares' to create awareness and to address the healthcare needs of our employees. Under this initiative, regular health tips and monthly health newsletters are circulated. There is a dedicated toll-free helpline for Bank staff as well as their families which can be used during medical emergencies. On-site health and dental check-up camps and seminars are also organised in major hub offices.

### Customers

At HDFC Bank, we greatly value the trust that our customers place in us. Our vast customer base extends from urban and metropolitan centres to semi-urban and rural hinterlands of the country. Through a network of 11,766 ATMs and 4,014 branches (including 3 international branches), and an array of digital banking options, we have been serving every segment of our customer base with a wide range of customised and need-based products and services.

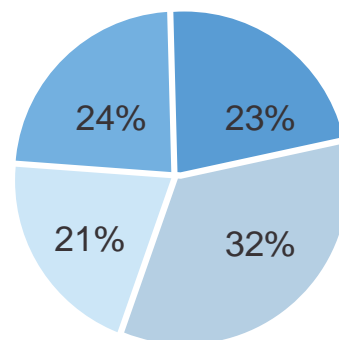
## Improving Access

At HDFC Bank, we consistently aim to reduce the gap in access to financial services in the country by offering avenues of savings and credit to the low-income society in a comprehensive and affordable manner. To cater to the basic banking needs of the financially underprivileged and relatively untapped geographical areas, we have adopted a customer-centric approach. In line with this approach, we offer the Basic Savings Bank Deposit Account (BSBDA) which provides customised solutions to suit the needs of different classes of customers.

### Pradhan Mantri Jan Dhan Yojana

In the reporting period, we sustained the spirit of providing basic banking facilities to the unbanked population in our execution of the Pradhan Mantri Jan Dhan Yojana (PMJDY) through our branches, Bank Mitras and other alternate channels. Under this mission, we were allocated 1,449 urban wards and 453 Sub Service Areas (SSA), across 25 States and 2 Union Territories. We identified unbanked households in allocated wards and SSAs by conducting household surveys, which were completed well within the deadline set by Department of Financial Services (DFS). Further, account opening for all unbanked households was completed with 100% of the unbanked households provided with bank accounts. The Bank's Yamuna Nagar branch has been recognised by DFS for achieving the highest value in a branch across the country. By using appropriate technology, we achieved all our targets within the deadline of 31<sup>st</sup> Jan 2015 and are now among the leading private sector banks in terms of Account Value and number of accounts opened under PMJDY.

SPREAD OF BRANCHES  
As of 31<sup>st</sup> March 2015



■ Rural    ■ Semi-urban  
■ Urban    ■ Metropolitan

## Creating customised offerings



(L TO R) ALI MOHAMMAD SAGAR, PARLIAMENTARY AFFAIRS MINISTER, J&K, GHULAM QADIR PARDESHI, MLC, FAROOQ AHMAD SHAH, DY COMMISSIONER, SRINAGAR, ZUBAIR IQBAL, CIRCLE HEAD - J&K, HDFC BANK, FAYAZ AHMAD, CEO, STATE HAJJ COMMITTEE, J&K AT THE LAUNCH OF THE FOREXPLUS CARD FOR HAJJ AND UMSRAH PILGRIMS



In the reporting period, the Bank launched an exclusive ForexPlus card for Hajj and Umrah pilgrims to make payments during the pilgrimage in a convenient and secure manner. This card also helps pilgrims avoid carrying Saudi Riyals in cash, which might get misplaced. The ForexPlus card can be also be used to withdraw money from ATMs and comes with a back-up card which can be activated in case of loss or damage to the primary card. The card can be reloaded from any branch of the Bank in case the amount loaded in the card is exhausted. Through this initiative the Bank is reaching out to close to 1.7 lakh pilgrims across India who are expected to make the annual pilgrimage.

### Ensuring responsible service

We give utmost importance to serving our customers responsibly. At HDFC Bank, responsible service encompasses following ethical practices, ensuring data privacy and security, communicating effectively, seeking regular feedback, and addressing grievances to satisfaction. Regular engagement with customers helps us achieve each of the above while understanding their expectations and accordingly improving our service.

We are a member of the Banking Codes and Standards Board of India (BCSBI) and are committed to follow the prescribed standards of banking practices as detailed in the 'Code of Bank's Commitment to Customers'. Effective systems have been put in place to ensure transparent and accurate communication with customers. Complete and correct information is passed onto customers to help them make informed decisions. Adequate terms and conditions are also explained as and when required.

Our Communication and Awareness Committee (CAAC) monitors compliance with RBI guidelines on customer education to help prevent fraud attempts and to mend the loop holes in data security. In case of service-deficiencies such as unauthorised debiting of accounts and payment of cheques after acknowledgement of stop payment instructions, our Customer Compensation Policy allows for customers to be compensated for the financial losses they may have incurred.

Through feedback channels such as surveys, daily internal checks, quarterly call evaluations and service quality assessments, we endeavour to seek feedback from our customers to analyse the levels of satisfaction as well as to understand their issues. Customers with grievances are encouraged to approach designated authorities for recording, resolution and escalation of their complaints. Such complaints are resolved in a timely manner and efforts are made to prevent recurrence wherever possible. In cases where customers do not receive a response within one month from date of complaint or in cases of dissatisfaction with the response received from the bank, the Banking Ombudsman appointed by the Reserve Bank of India (RBI) may be approached.

Customer Complaints	ATM transaction disputes on HDFC Bank's ATMs	ATM transaction disputes on other banks' ATMs	Other than ATM transaction disputes	Credit Card Complaints
Pending at the beginning of the year	159	1601	455	0
Received during the year	11300	82572	72075	3
Resolved during the year	11388	82839	72034	3

### Investors

The Legal & Secretarial Department is responsible for handling investor-related complaints handed through SEBI and the Stock Exchanges. Out of a vast shareholder base, we received 2,886 complaints during the year 2014-15, all of which except 3 were attended to and resolved.

## Our Environmental Responsibility

At HDFC Bank, we constantly strive to reduce our impact on the environment and mitigate climatic risks through environment-friendly initiatives. Since 2010, we have been undertaking the estimation of our carbon footprint each year and have been disclosing our environmental performance through the Carbon Disclosure Project (CDP). In addition, we continuously seek to improve our environmental performance by promoting the use of environment friendly practices as detailed below:

### Digital Banking

- Electronic media over print communication
- Multiple alternate service points for paperless transactions
- Encouraging retail customers to subscribe to e-statements

### Energy Efficiency

- Replacement of aged chillers with energy efficient chillers
- Star-rated and energy efficient ACs and Diesel Gensets
- Switching off the branch signage after 11 pm
- Replacing inefficient lighting with LED lights in offices

### IT Initiatives

- Video conferencing and video chatting on IP phone, to cut down on travel
- Automated shutdown of server and desktops, to reduce power consumption
- Monthly monitoring of printer usage in many of the offices
- Responsible e-waste disposal

### Renewable Energy

- ATMs with Solar powered/Lithium UPS installation in areas of fluctuating power supply

### Waste Management

- Strong emphasis on recycling of paper and plastic at all the branches
- Policy to manage and dispose the e-waste in an efficient and harmless manner
- Waste water recycling facility in one of our hub locations

### Resource Conservation

- Filters on taps to reduce flow of water
- Proximity sensors in washrooms
- Usage of reusable cups and plates
- Motion sensors to switch off lights in unoccupied rooms

## Social and Environmental Risk Management System (SEMS)

Our Social and Environmental Risk Management System (SEMS) helps screen projects that we finance. Under this system, all projects worth more than INR 10 Cr and for a period of more than five years are assessed for risks related to negative social and/or environmental impacts before an approval is given. During the reporting period, 73 term loans aggregating INR 6,965.62 Cr were disbursed after being screened through SEMS.

### Promoting Digital Banking

We began our digital journey by launching NetBanking services in 1999, and SMS banking in 2000. Since then we have progressed on this journey, having developed a mobile site and subsequently a mobile application for our customers. During the reporting period, we clinched the top position in mobile banking transactions across India's Banking sector.

### *Bank Aap Ki Muththi Mein*

Customer convenience is central to our concept of being “digital”. As part of our 'Go Digital' offering, we have launched 'Bank Aap Ki Muththi Mein', an initiative that virtually transforms a smart phone into a bank branch. It offers customers the option of carrying out a wide range of over 75 financial and non-financial transactions without needing to visit a branch or an ATM. It is a technology-agnostic initiative available on the three popular smartphone platforms of iOS, Android, and Windows.

The initiative also extends to basic feature-phone users with SMS and missed-call banking as well as a mobile site. Customers can send text messages or call a toll-free number to know their account balance, get a mini statement, request a check book, or obtain a detailed account statement. The SMS banking service (and the Android app) is also available in Hindi for a broader demography.

### Chillr

In March 2014, we launched Chillr in partnership with MobMe, a technology firm based in Kochi. A first-of-its kind application, Chillr is a mobile app that is linked directly to the customer's bank account, and allows them to instantly transfer money to any contact in their phonebook 24 hours a day, seven days a week. With this app, customers no longer have to ask for account information and wait for a set duration of time in order to add beneficiaries when they wish to transfer money. Further, no passwords are stored on the phone and the app can be accessed only with an M-PIN known to the customer alone.

Chillr also acts as an important tool for financial inclusion in rural markets, allowing migrant workers to remit money to their families back home in a secure manner. We have also piloted the use of Chillr for our Sustainable Livelihood Initiative (SLI), a programme that reaches out to people at the bottom of the pyramid by providing them with livelihood finance and skills training.

In the realm of digital banking, we await the launch of a digital wallet and market place for various online merchants, which enables contactless payments over mobiles using near-field communications (NFC) technology. We are also in the process of digitising our processes and reducing the number of physical signatures. Through such initiatives, we are working towards becoming a digital bank that is fast and efficient in finding out the needs of our customers through analytics and helps them access relevant financial products and services whenever necessary.



CUSTOMERS WITH NITIN CHUGH, HEAD, DIGITAL BANKING, HDFC BANK, (CENTRE) AT THE NATIONAL LAUNCH OF 'GO DIGITAL - BANK AAPKI MUTHTHI MEIN' ON THE BANKS OF THE RIVER GANGES IN VARANASI



## Our Social Responsibility

We believe that business prosperity and inclusive growth are interdependent. Continuing on the path that we are committed to, we have endeavoured to create sustainable impact on society through our CSR initiatives.

### Financial Literacy and Empowerment

Our Sustainable Livelihood Initiative (SLI) is a model that has helped empower thousands of people, particularly women in the rural parts of the country. SLI forms one of the primary pivots that drive the Bank's Board-mandated target to empower 1 Crore families (5 Crore Indians) and make a difference to their lives. SLI involves a holistic approach of not only offering training and enhanced occupational skills to underprivileged members of the community but also providing them with credit counseling, financial literacy training and enabling market linkages which empowers them financially. This approach of offering credit also eliminates middle men and money lenders, allowing beneficiaries to use the full amount of the disbursed loan productively. Through SLI, members of the community have availed themselves of credit and utilised it for occupations such as tailoring, designing jewellery, setting up grocery shops etc. Under this initiative, we have covered 1.25 million households in the reporting period. Capacity Building programmes were conducted for 1,49,424 beneficiaries. 1,25,937 Credit Counseling programmes were conducted, covering 11,40,030 beneficiaries.

### SLI IMPACT OVER THE YEARS

3.92 million households in  
12,650 villages in 25 states

1,90,646 Credit Counseling  
programmes for 21,43,184  
beneficiaries

Capacity Building training for  
3,07,070 beneficiaries

### Promoting Education

With the aim of having every child in 'school and learning', our interventions in education are aimed at strengthening and ensuring the quality of education that children receive. With the intention of attaining these objectives, we have initiated a multitude of projects, reaching out to about 27,000 students.



ATUL BARVE, BRANCH BANKING HEAD – EAST, (CENTRE) LAUNCHING THE CAREER EDUCONNECT INITIATIVE



STUDENTS SUPPORTED UNDER THE CAREER EDUCONNECT INITIATIVE

#### Integration of out-of-school children

- Through the Community Engagement and Empowerment Programme (CEEP) in Kolkata, 270 children in the age group of 8-14 years were mainstreamed into the education system through accelerated learning and remedial education

#### Providing educational support

- Education support was provided for special groups such as tribal students, girls and other vulnerable sections of society through tie ups with professional training institutes
- Educational Crisis Scholarship Support (ECSS) programme - Special scholarship was provided to students who were unable to continue to pay for their education due to crises. The Bank supported students with their school/college fees in the interim period while their families overcame the crisis situation

#### Career counseling services

- Career counseling services were provided to 10,000 rural school children in 3 districts in Assam, in partnership with an NGO called FUEL (Friends Union for Energizing Lives)
- The Bank supported 12 career counseling centers in Gujarat which help bridge the skill gap between the underprivileged youth and requirements of industry

#### Other interventions

- Developing resource schools in Punjab to showcase best practices of primary education
- Encouraging experiential learning through Mobile Science Lab (MSL) with Agastya International Foundation
- Infrastructural support towards sanitation, water and other infrastructural requirements in schools

## Skills Training and Livelihood Enhancement

Our livelihood and skill development initiatives are focused on training and capacity building of youth and women from economically weaker sections of the society. We have partnered with various NGOs to support learning opportunities for youth in high growth sectors including Auto, Banking, Construction, Hospitality, Organised Retail, IT and ITES. In Chittorgarh, Rajasthan we have groomed youth on personality development along with technical training, Spoken English and basic computer skills through the iLEAD programme. Another initiative in Karnataka has trained 520 youth in IT skills, mobile repairing and servicing, BSPA, and beautician course.

With an aim of creating awareness amongst farmers about conservation of soil fertility while achieving higher yields, we have also undertaken an enviro-social project which trains farmers in implementing organic farming. This project has also enabled market linkages that promote collective bargaining for sale of yield.

As part of our project on sustainable livelihoods, we have worked towards capacity building of close to 3.07 lakh women. These women have undergone training in both on-farm and non-farm based sectors to enhance their micro entrepreneurial skills.

## Blood Donation Camps

In 2007, we launched a one-day nationwide blood donation drive and encouraged people to support a single social cause across our vast network. Today the Annual Blood Donation Drive has become one of our largest ongoing activities. Riding on the GUINNESS WORLD RECORD™ last year, the blood donation drive this year saw 1,55,599 volunteers donating 1,28,642 units of blood on a single day across multiple centres pan India.

## Rural Development

We undertake several initiatives to address the developmental needs of rural communities, from providing infrastructural support to running community-based campaigns. In two remote villages in Madhya Pradesh, we are supporting a project which aims to build awareness on better land management, land use practices and water conservation. The objective of this intervention is to promote natural resource management and to improve the livelihood of the community.

We have undertaken construction and renovation of school and community toilets to provide better access to safe and hygienic sanitation to members of these communities, particularly women and girls. Over time, we want to further our objectives in this regard and undertake more sanitation projects in other parts of the country.

We also support a primary healthcare and Diagnostic Centre in Kedarghati, Uttarakhand which reaches out to close to 50 surrounding villages.

## Milk-To-Money

Under our Milk-To-Money (MTM) initiative, we work closely with dairy co-operative societies and farmer producer organisations to reduce risks of quality dilution by middlemen and help dairy farmers increase their productivity. The 'Milk-To-Money ATM' system generates payment instructions for farmers by the amount and quality of milk deposited in the machine. The system sends out details of payments to be processed by the Bank, which are then credited into the farmers' accounts. The programme has brought 46,002 dairy farmers in Rajasthan and Gujarat under the organised banking fold.

## The Way Forward

We have a firm commitment towards making a difference to the community and contributing to the welfare of the society by way of empowering individuals through our Sustainable Livelihood Initiative, financial inclusion initiatives as well as our community development initiatives towards educational and livelihood training. In FY 2014-15, we spent 1.2% of our average Profit after Tax over the last three years, towards these initiatives. With a robust CSR policy in place, we have undertaken several CSR initiatives across various focus areas. It is our constant endeavour to deepen our engagement with customers and to increase the outreach of our CSR programmes to serve underprivileged communities across the country.

We have set ourselves targets for each of our programmes concerning various stakeholders. We have taken measures to ensure responsible and effective execution of the plans in our journey towards achieving these targets.

## Annexure 1: Policies of HDFC Bank

Questions	Principles of the NVG								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Do you have policies for	Y	N	Y	Y	Y	Y	N	Y	Y
Has the policy been formulated in consultation with the relevant stakeholders?	Y	-	Y	Y	Y	Y	-	Y	Y
Does the policy conform to any national /international standards? If yes, specify?	Y <sup>#</sup>	-	Y <sup>#</sup>	Y <sup>#</sup>	Y <sup>#</sup>	Y <sup>#</sup>	-	Y <sup>#</sup>	Y <sup>#</sup>
Is it a board approved policy?	Y	-	Y	Y	Y	Y	-	Y	Y
If yes, has it been signed by MD/owner/CEO/appropriate Board Director?	Y	-	Y	Y	Y	Y	-	Y	Y
Does the Company have a specified committee of the Board/Director/Official to oversee the implementation of the policy?	Y	-	Y	Y	Y	Y	-	Y	Y
Indicate the link for the policy to be viewed online.	Note 1	-	Note 1	Note 1	Note 1	Note 1	-	Note 3	Note 2
Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	-	Y	Y	Y	Y	-	Y	Y
Does the company have an in-house structure to implement the policy?	Y	-	Y	Y	Y	Y	-	Y	Y
Does the Company have a grievance redressal mechanism related to the policy to address stakeholders' grievances related to the policy?	Y	-	Y	-	Y	-	-	-	Y
Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	Y*	-	Y*	-	Y*	-	-	Y*	Y*

P1	We have a Whistle Blower policy and guidelines on anti -bribery and anti -corruption, transparency and ethical behaviour. These form part of our Code of Conduct and Ethics Manual.
P2	We have internal guidelines on procurement of energy efficient equipment. Considering the nature of our business, this principle has limited applicability for us.
P3	Our Code of Conduct and Ethics Manual details policies for Equal Opportunity and Prohibition of Sexual Harassment in the workplace.
P4	We adhere to the RBI guidelines on Priority Sector Lending and Financial Inclusion, which are aimed at marginalised and vulnerable stakeholders. We do not have a specific policy to address this principle.
P5	Our Code of Conduct and Ethics Manual details a policy on Respect for Human Rights, which adheres to the principles in the United Nations' Universal Declaration of Human Rights
P6	Considering the nature of our business, this principle has limited applicability for us. Segments of our business are guided by policies which incorporate elements of environmental risk and opportunities in them. For example, our Wholesale Credit Risk Policy details a Social and Environmental Management System (SEMS) for screening and monitoring social and environmental risks associated with projects. As part of our Code of Conduct and Ethics Manual, we encourage employees to prevent any wasteful use of natural resources and to be committed to improving the environment, particularly with regard to the emission of greenhouse gases, and to endeavour to offset the effect of climate change in all spheres of activities.
P7	We do not take part in any lobbying or policy advocacy.
P8	We have a CSR policy which guides all our CSR activities and includes activities we undertake for marginalised and vulnerable stakeholders. While there is no formal policy in place specifically for equitable growth and development, we have a comprehensive Sustainable Livelihood Initiative (SLI) aimed at achieving this objective.
P9	Our Code of Conduct and Ethics Manual details policies to ensure privacy and confidentiality of customers' data, to provide products and services which offer value in terms of price and quality and meet the applicable standards / guidelines as decided by the regulator and other authorities, to provide reliable and meaningful information and not make exaggerated claims about our products and services. Some of the policies addressing customer welfare include the Customer Compensation Policy, Grievance Redressal Policy, and the Customer Acceptance, Customer Care and Customer Severance Policy.

# All policies have been developed as a result of detailed consultations and research on the best practices adopted by banks and organisations across the industry, and as per the requirements of HDFC Bank.

\* All policies of the Bank are evaluated internally.

Note 1: These policies of the Bank are internal documents and are not accessible to the public.

Note 2: <http://www.hdfcbank.com/personal/customer-centre> (Our Corporate Commitment)

Note 3: [http://www.hdfcbank.com/assets/pdf/CSR\\_Policy.pdf](http://www.hdfcbank.com/assets/pdf/CSR_Policy.pdf)

## Annexure 2: Mapping to the SEBI Framework

Question	Reference Section
<b>Section A: General Information About the Company</b>	
1. Corporate Identity Number (CIN) of the Company	Business Responsibility and Us
2. Name of the Company	
3. Registered Address	
4. Website	
5. E-mail id	
6. Financial Year Reported	
7. Sector(s) that the Company is engaged in (industrial activity code-wise)	Our Environmental Responsibility
8. List three key products/services that the Company manufactures/provides (as in balance sheet)	
9. Total number of locations where business activity is undertaken by the Company	Responsibility towards Stakeholders - Customers
i. Number of International Locations (Provide details of major 5)	Responsibility towards Stakeholders - Customers
ii. Number of National Locations	Responsibility towards Stakeholders - Customers
10. Markets served by the Company - Local/State/National/International	Responsibility towards Stakeholders
<b>Section B: Financial Details of the Company</b>	
1. Paid up Capital (INR)	Annual Report
2. Total Turnover (INR)	Annual Report
3. Total profit after taxes (INR)	
4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	Annual Report
5. List of activities in which expenditure in 4 above has been incurred:-	Annual Report
<b>Section C: Other Details</b>	
Does the Company have any Subsidiary Company/ Companies?	Yes
Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)	No
3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]	No
<b>Section D: BR Information</b>	
1. Details of Director/Directors responsible for BR	Business Responsibility and Us
a) Details of the Director/Director responsible for implementation of the BR policy/policies	
DIN Number	
Name	
Designation	
b) Details of the BR head	Business Responsibility and Us
DIN Number (if applicable)	

Name	
Designation	
Telephone number	
e-mail ID	
3. Governance Related to BR	
<ul style="list-style-type: none"> <li>Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year</li> </ul>	Responsible Governance
<ul style="list-style-type: none"> <li>Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?</li> </ul>	Business Responsibility and Us
Section E: Principle-wise Performance	Reference Section
Principle 1: Ethics, Transparency and Accountability	
Does the policy relating to ethics, bribery and corruption cover only the company?	
Does it extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs /Others?	Responsible Governance
How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management?	Responsibility towards Stakeholders
Principle 2: Sustainable Products and Services	
List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.	Our Environmental Responsibility
For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):	
Does the company have procedures in place for sustainable sourcing (including transportation)?	Not Applicable*
Has the company taken any steps to procure goods and services from local and small producers, including communities surrounding their place of work?	Not Applicable*
If yes, what steps have been taken to improve their capacity and capability of local and small vendors?	Not Applicable*
Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.	Our Environmental Responsibility
Principle 3: Employee Well Being	
Total number of employees.	
Total number of employees hired on temporary/contractual/casual basis.	
Number of permanent women employees.	
Number of permanent employees with disabilities	Responsibility towards Stakeholders - Employees
Do you have an employee association that is recognised by management?	
What percentage of your permanent employees is members of this recognized employee association?	
Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.	Responsibility towards Stakeholders - Employees
What percentage of your under mentioned employees were given safety and skill up-gradation training in the last year?	Responsibility towards Stakeholders - Employees
Principle 4: Valuing Marginalised Stakeholders	
Has the company mapped its internal and external stakeholders?	Responsibility towards Stakeholders
Out of the above, has the company identified the disadvantaged, vulnerable & marginalised stakeholders?	Responsibility towards Stakeholders - Customers
Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders.	Our Social Responsibility



Principle 5: Human Rights	
Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?	Responsible Governance
How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?	Responsibility towards Stakeholders
Principle 6: Environment	
Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.	Responsible Governance
Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc.?	Our Environmental Responsibility
Does the company identify and assess potential environmental risks?	Our Environmental Responsibility
Does the company have any project related to Clean Development Mechanism?	No
Has the company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy, etc. Y/N.	Our Environmental Responsibility
Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?	Not Applicable*
Number of show cause/legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.	
Principle 7: Policy Advocacy	
Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:	Responsible Governance
Have you advocated/lobbied through above associations for the advancement or improvement of public good?	
Principle 8: Inclusive Growth	
Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8?	Our Social Responsibility
Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organisation?	Our Social Responsibility
Have you done any impact assessment of your initiative?	Our Social Responsibility
What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken.	Our Social Responsibility
Have you taken steps to ensure that this community development initiative is successfully adopted by the community?	Our Social Responsibility
Principle 9: Customer Welfare	
What percentage of customer complaints/consumer cases are pending as on the end of financial year.	Responsibility towards Stakeholders
Does the company display product information on the product label, over and above what is mandated as per local laws?	Responsibility towards Stakeholders
Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as of end of financial year	Responsibility towards Stakeholders
Did your company carry out any consumer survey/consumer satisfaction trends?	Responsibility towards Stakeholders

\* Considering the nature of our business, this question is not very relevant for our activities



We understand your world