

# Business Responsibility & Sustainability Report

FY 2022-23

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L67190WB2014PLC204622
2. Name of the Listed Entity	Bandhan Bank Limited
3. Year of Incorporation	2014
4. Registered Office Address	DN-32, Sector – V, Salt Lake, Kolkata – 700 091, West Bengal
5. Corporate Address	Floors 12-14, Adventz Infinity@5, BN-5, Sector V, Salt Lake City, Kolkata - 700 091, West Bengal
6. E-mail	investors@bandhanbank.com
7. Telephone	+91 33 6609 0909
8. Website	www.bandhanbank.com
9. Financial Year for which reporting is being done	April 1, 2022 – March 31, 2023
10. Name of the Stock Exchange(s) where shares are listed	<ul style="list-style-type: none"> <li>National Stock Exchange of India Limited ('NSE')</li> <li>BSE Limited ('BSE')</li> </ul>
11. Paid-up Capital	₹1610,83,64,800 (161,08,36,480 Equity Shares)
12. Name and Contact Details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR Report	Siddhartha Sanyal, Executive Vice President Telephone No.: 033-66090909 / 033-40456456 Email ID: info@bandhanbank.com
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)	The Bank is not required to prepare consolidated financial statement, hence, this Report is made on a standalone basis.

### II. Products/services

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

Sl. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
1.	Banking Products & Services	The banking products and services include treasury, retail banking, microfinance, corporate/wholesale banking and other third party product distribution.	100%

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

Sl. No.	Product/Service	NIC Code	% of total Turnover Contributed
1.	Banking Products & Services	64191	100%

### III. Operations

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

Location	Number of plants	Number of branches / offices, BU and ATMs	Total
National	Not Applicable	6,437*	6,437*
International		0	0

\*4,588 Banking Units, 1,411 Branches, 438 ATMs

**17. Markets served by the entity:**

	Locations	Number
a. Number of locations	National (No. of States)	34 States and Union Territories
	International (No. of Countries)	Not applicable
b. What is the contribution of exports as a percentage of total turnover of the entity?	Not applicable	
c. A brief on types of customers	The Bank caters to a diversified customer base, including individuals, government, corporates, MSMEs, societies and trusts, start-ups, farmers, education institutions, etc., who has account with the Bank and/or are in business relationship with the Bank.	

**IV. Employees****18. Details as at the end of Financial Year, i.e., FY 2022-23**

## a. Employees and workers (including differently abled):

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	69,702	62,526	89.70%	7,176	10.30%
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total employees (D + E)	69,702	62,526	89.70%	7,176	10.30%
<b>WORKERS</b>						
4.	Permanent (F)					
5.	Other than Permanent (G)					Not Applicable
6.	Total workers (F + G)					

## b. Differently abled employees and workers

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	6	6	100%	-	-
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees (D + E)	6	6	100%	-	-
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)					
5.	Other than permanent (G)					Not Applicable
6.	Total differently abled workers (F + G)					

**19. Participation/inclusion/representation of women**

	Total (A)	No. and the percentage of females	
		No. (B)	% (B/A)
Board of Directors	13	2	15.38%
Key Management Personnel*	4	-	-

\*includes two directors

**20. Turnover rate for permanent employees and workers**

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	31.60%	43.43%	32.78%	23.25%	33.00%	24.19%	17.38%	24.70%	18.11%
Permanent Workers	Not Applicable								

## V. Holding, Subsidiary and Associate Companies (including joint venture)

### 21. a. Name of the holding/subsidiary / associate companies / joint ventures –

The Bank does not have any holding/subsidiary/ associate companies / joint ventures.

### b. Do the entities indicated above participate in the Business Responsibility initiatives of the listed entity? (Yes/No)

Not Applicable

## VI. CSR details

### 22. i. Whether CSR is applicable as per Section 135 of the Companies Act, 2013:

Yes

### ii. Turnover:

₹18,37,32,503 ('000) [FY 2022-23]

### iii. Net Worth:

₹18,40,19,639 ('000) [FY 2022-23]

## VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanisms in Place (Yes/No) (If yes, then provide web-link for grievance redressal policy)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at the close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at the close of the year	Remarks
Communities	Yes-CSR Policy & Policy on Inclusive Growth & Equitable Development (CSR-Policy-2021_1.pdf (bandhanbank.com), Business-Responsibility-and-Sustainability-Reporting-policy-210123.pdf (bandhanbank.com))	1	1	A case was filed by the pro-Bengali advocacy organization Bangla Pokkho entailing all banking documents published by the Bank should be in English, Hindi and Bengali.	0	0	-
Investors (other than shareholders)	Yes	0	0	-	0	0	-
Shareholders	Yes-Policies on Principle 4- Business-Responsibility-and-Sustainability-Reporting-policy-210123.pdf (bandhanbank.com)	169	3	The Bank's robust grievance redressal system ensured swift resolution of all cases. Pending complaints have since been resolved by the time of the publication of this report.	424	0	-
Employees	Yes-Policies on Principle 4- Business-Responsibility-and-Sustainability-Reporting-policy-210123.pdf (bandhanbank.com)	514	62	Includes 41 carry-forward court cases and 6 new cases out of which 12 have been disposed of. All the complaints have been redressed by the time of publication of this report.	209	69	Includes 41 pending court cases

Stakeholder group from whom complaint is received	Grievance Redressal Mechanisms in Place (Yes/No) (If yes, then provide web-link for grievance redressal policy)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at the close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at the close of the year	Remarks
Customers	Yes-Grievance Redressal Policy (Microsoft Word - Board Approved Customer Policy- June 2021 Version 7 (bandhanbank.com)	37,951	1,734	Out of 1,734 cases, 314 are court cases, of which 13 have been disposed of by the time of publication of this report.	35,972	587	Includes 214 pending court cases.
Value Chain Partners	Yes-Policies on Principle 4- Business-Responsibility-and-Sustainability-Reporting-policy-210123.pdf (bandhanbank.com)	0	0	-	0	0	-
Regulators/ Govt. Agencies	Yes	10	0	10 instances are pertaining to penalties imposed by RBI on account of cash outage and service deficiency	-	-	-

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

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

Materiality assessment is the process of determining topics (issues) that can impact economic, environmental, social and governance attributes in banking operations. It has the potential to influence the decisions of stakeholders, who are willing to partner like customers, shareholders, lenders and investors. The preliminary step in materiality assessment is to identify and consult with the right set of stakeholders (or representatives) who can provide useful insights. The materiality assessment process includes –

- Identification of sector specific material topics:** The process involves identifying relevant peer companies across the banking sector and mapping standards like Global Reporting Initiative ('GRI'), United Nations Sustainable Development Goals ('UN SDGs'), International Integrated Reporting Council ('IIRC') requirements, to understand the appropriate material topics.
- Identification of external stakeholders:** The Bank assesses the impact of its banking operations on its investors, customers, employees, community, regulatory bodies, government, value chain partners, media, civil and societies to evaluate ways to further improve stakeholder value creation.
- External stakeholder consultation:** The Bank liaisons with external stakeholders and seeks their perception and comments on the identified material topics. Such material topics are further prioritized basis of the importance it holds to each stakeholder group and their feedback.
- Prioritization of material topics relevant to the Bank:** External stakeholder responses are first assessed and collated. The collated material topics are categorized into low, medium and high categories and finally the materiality map is finalized post consultation with the decision-making committee and senior leadership team.

The Bank remains committed towards implementing relevant policies to ensure responsible banking conduct and undertake required sustainability initiatives. Based on the prioritized material topics, the Bank has identified relevant risks and opportunities that are mentioned below. This report includes information, which is material to all stakeholders of the Bank, and it presents an overview of the Bank's businesses and associated activities. The Bank discloses matters that substantially impact or affect the Bank's ability to create value. To ensure effective mitigation of identified risks, the Bank carries out a materiality analysis, to identify topics material to the Bank and its stakeholders. The sensitivity of an issue to stakeholders and the Bank, in terms of importance, forms the basis of the materiality analysis, which in turn guides the processes for identifying, managing, and devising specific action plans for addressing these material aspects. Every material topic is taken into account, and the Bank has policies and procedures in place to address these topics in order to create sustainable growth and long-term value.

Sl. No.	Material issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Positive/ Negative Financial Implications
1.	Climate Change Related Risks	Risk	<ul style="list-style-type: none"> <li>Climate-related risks refer to the potential risks that may arise from climate change or from efforts to mitigate climate change, its impact and the economic and financial consequences.</li> <li>It can impact the financial sector through two broad channels- physical risks and transition risks.</li> <li><b>Physical Risk:</b> The physical impacts from climate change will feed through to an economy in a various ways, including damages to physical assets through extreme weather, reduced agricultural productivity, heat-related health and medical issues, and loss of biodiversity.</li> <li><b>Transition Risk:</b> It refers to the risks arising from the process of adjustment towards a low-carbon economy. A range of factors influences this adjustment, including changes in climate related policies and regulations, the emergence of newer technologies, shifting sentiments and behaviour of customers. The process of transition, i.e., reducing carbon emissions may have a significant impact on the economy.</li> <li>The uncertainty about the timing and severity of climate related risk like physical risk and transition risk threatens the safety, soundness and resilience of regulated entities (REs) and in turn it affects the overall stability of the financial system.</li> <li>Financial, reputational, regulatory and market risk implications are becoming increasingly prominent with increased threat of climate change such as but not limited to floods, droughts, erratic rainfall, supply chain disruptions, change in market perception and shift towards more environmentally friendly products and services.</li> </ul>	<ul style="list-style-type: none"> <li>The Bank has a robust governance structure to develop climate related risk mitigation strategy, ensure effective implementation of the identified levers and monitor performance against such risks at regular intervals.</li> <li>The Bank ensures that climate related risks like water risk assessment outcomes, emission and energy consumption portfolios are properly reflected in all financial decisions such as in Internal Capital Adequacy Assessment Process (ICAAP)* and conduct stress testing or vulnerability analysis.</li> <li>*(ICAAP under Basel accord – a mechanism to ensure institutions strategic focus, business plan and internal procedures for ensuring adequate possession of long-term capital resources to cover all material risks.)</li> <li>The Bank is deliberating to embark on a journey of advocating sustainability in its value chain, such as assessment of GHG emission footprint of its lending portfolio, lender's customer targets and commitments on ESG resource optimization, evaluating quantum of collateral positioned in high-risk flood / drought prone areas, checking green building certifications of real estate portfolios, social inclusivity of corporates, SME &amp; MSME customers.</li> <li>Within its operation, the Bank is considering greening of the branches and data centres, eliminating the use of paper in the operations, introducing option of e-receipts on registered mobile numbers at their ATMs, evaluating options of switching over to renewable energy for sourcing power gradually and future proofing operations against regulatory requirements.</li> </ul>	<p>Negative financial implications:</p> <ul style="list-style-type: none"> <li><b>Financial/Credit risk:</b> Rising frequency and severity of extreme weather events can impair the value of assets held by the Banks' customers, or impact supply chains affecting customers' operations and profitability and lead to higher loan defaults and NPAs.</li> <li><b>Market risk:</b> Increased volatility in investments because of shifts in investor preferences or climate induced adverse effects might lead to decline in lending portfolio valuation.</li> <li><b>Reputational risk:</b> Failure to address the challenging climate change vulnerabilities will affect stakeholders' trust resulting in loss of customer base.</li> </ul>

Sl. No.	Material issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Positive/ Negative Financial Implications
2.	Employee Engagement	Opportunity	<ul style="list-style-type: none"> <li>• People transformation is one of the agenda for the Bank's Vision 2025. People are at the forefront of customer interactions and also the strongest brand ambassadors on ground.</li> <li>• The Bank's Human Resources (HR) policies and practices are designed with the objective of empowering people and providing them an environment where they can deliver their best every day.</li> <li>• Building an innovative work environment to foster employee well-being, enhance relationships and sustain long-term productivity by providing work life balance, better career progression, healthy &amp; safe working environment and aim towards becoming an appealing employer.</li> </ul>	-	<p>Positive financial implication:</p> <p>Employee welfare initiatives might lead to higher talent retention and improves the Bank's brand image and impact performance of the employees.</p> <p>Our human resources management strategy is centred on creating a supportive, interesting, and collaborative workplace while continuing to be customer-centric, performance-driven, and future-ready. Your Bank has received the "Gallup Exceptional Workplace Award" in recognition of its efforts in the area of employee engagement. We rank among the most prestigious companies that are genuinely altering how people perceive work and life as an award winner.</p>
3.	Customer Value	Opportunity	<ul style="list-style-type: none"> <li>• Ensuring customer satisfaction and maintaining transparency are essential for business growth, as they help to maintain customer trust and make them feel valued.</li> <li>• Our fast-paced growth momentum and agility opens up scope for tapping changing needs of customers and address their emerging preferences.</li> </ul>	-	<p>Positive financial implication:</p> <p>Improved customer satisfaction through customized customer experiences will ensure improved business through customer retention and factor existing customer recommendations for tapping new customers.</p> <p>The Bank scored 46 on the Nielsen's Net Promoter Score ('NPS'), which was higher than the industry benchmark.</p>
4.	Community Engagement and Development	Opportunity	<ul style="list-style-type: none"> <li>• Facilitating socio-economic development of the disadvantaged communities through programmes on health, education, livelihood and environment.</li> </ul>	-	<p>Positive financial implication:</p> <p>The Bank can acquire benefits of promoting social equality and reap significant rewards in terms of value creation and increased tax savings.</p>
5.	Human Rights	Opportunity	<ul style="list-style-type: none"> <li>• The Bank plays a vital role in building the economy, as it has substantial leverage over a range of sectors and business activities.</li> <li>• The Bank advocates for safeguarding fundamental human rights of its people and work towards developing a diverse workforce.</li> </ul>	-	<p>Positive financial implication:</p> <p>Protecting human rights across value chain is an affirmative action, it creates competitive advantage and enhances brand reputation.</p>

Sl. No.	Material issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Positive/ Negative Financial Implications
6.	Regulatory & Statutory Compliance	Risk	<ul style="list-style-type: none"> <li>Financial institutions face expanding regulatory and reporting requirements to ensure transparency in their operations for building stakeholder confidence and benchmarking themselves against the best practices in Corporate Governance.</li> <li>Growing footprint has accelerated the hiring process with increased manual interventions across various banking operations. Thus, there is risk of unintended slippages resulting in non-compliance.</li> </ul>	<ul style="list-style-type: none"> <li>The Bank has a robust due diligence mechanism for monitoring transactions, performing customer background checks and evaluating all lending decisions for tackling litigation matters timely.</li> <li>Similarly, the Bank's, processes, policies, procedures, systems and tools ensure that there are no regulatory non-compliances arising in its operations. The Bank also obliges with all statutory reporting requirements.</li> </ul>	<p>Negative financial implication:</p> <p>Failure to comply with regulatory laws may result in substantial fines, penalties and cause damage to the Bank's reputation.</p>
7.	Business Ethics & Governance	Risk	Corporate conduct and ethical practices are central to safeguard reputation and business success of financial institutions.	<ul style="list-style-type: none"> <li>By adopting a strong ethical culture, the Bank maintains its reputation as a trusted financial institution.</li> <li>Effective governance practices help in minimising its exposure to business and ethics related risks like fund embezzlement, insider trading and money laundering. The Bank takes control of their compliance mechanism and monitors performance diligently and periodically.</li> </ul>	<p>Negative financial implication:</p> <ul style="list-style-type: none"> <li>The Bank will incur legal expense resulting from breach of maintaining ethical and governance standards.</li> <li>Customer preference might get influenced if they perceive that the Bank is not governed effectively, leading to reduced business scope.</li> <li>Failure to conduct proper customer due diligence may result in higher fraud funding and greater loan defaults.</li> </ul>
8.	Risk & Crisis Management	Risk	Integration of ESG risks in banking operations is a must for building resilient organization. These risks are increasingly becoming uncertain and volatile.	<ul style="list-style-type: none"> <li>The Bank has developed a robust crisis management framework to respond to trying situations and provide training to all executives, board members and key employees on how to tackle such situations.</li> </ul>	<p>Negative financial implication:</p> <p>Absence of proactive crisis management practices might lead to unanticipated losses on account of market disruptions, change in policy, data service disruptions.</p>
9.	Data Privacy & Digitalization	Risk	Owing to regulatory requirements, the Bank must comply with data protection and privacy regulations to ensure that customer data is kept secure and confidential to avoid any penal measures such as fines, and penalties.	<ul style="list-style-type: none"> <li>The Bank ensures implementation of robust cybersecurity measures and data protection policies and procedures to prevent data breaches, cybercrimes and provides guaranteed confidentiality of customer information.</li> <li>The Bank ensures that customers' data is treated sensitively &amp; sensibly across the entire value chain of its business. The Bank ensures that the customer data used for various assessment processes follow the required regulatory guidelines.</li> </ul>	<p>Negative financial implication:</p> <p>Failure to ensure protection of customer data, prevention of cyber-attacks can result in reputational damage, regulatory action, loss of business and incur legal liability.</p>

Sl. No.	Material issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Positive/ Negative Financial Implications
10.	Financial Inclusion	Opportunity	As the economy progresses, we need to include weaker sections of the society. This section includes women, rural India, people moving up the economic ladder and people having new banking need; thus, these new segments will help to build tomorrow's economy hence their needs should be addressed.	-	Positive financial implication:  Providing innovative financial products to individuals and businesses to those who are currently excluded from the traditional banking system will provide deeper market penetration and will unleash the Bank's true growth potential.

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

The National Guidelines for Responsible Business Conduct ('**NGRBC**') as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

P1	Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive towards all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect and make efforts to protect and restore the environment
P7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Y/N)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Y/N)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web link of the policies, if available	<a href="https://bandhanbank.com/sites/default/files/2023-01/Business-Responsibility-and-Sustainability-Reporting-policy-210123.pdf">https://bandhanbank.com/sites/default/files/2023-01/Business-Responsibility-and-Sustainability-Reporting-policy-210123.pdf</a>								
2. Whether the entity has translated the policy into procedures. (Y/N)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Y/N)	Y	Y	Y	Y	Y	Y	Y	Y	Y
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.	National Guidelines on Responsible Business Conduct, 2019, Ministry of Corporate Affairs, Government of India								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Nil								
6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	Not applicable								



## GOVERNANCE, LEADERSHIP AND OVERSIGHT

### 7. Statement by director responsible for the business responsibility report, highlighting ESG-related challenges, targets, and achievements

Dear Shareholders,

The global banking sector is increasingly recognising the importance of ESG considerations in the operations, owing to its inherent risk mitigation, growth and innovation spurring capacity. During the climate conference, members of the Glasgow Financial Alliance for Net Zero (GFANZ), representing more than 450 of the world's biggest banks and pension funds across 45 countries, committed to limiting greenhouse gas emissions. The growing trends of green bonds, sustainability bonds, social & SDG bonds, ESG loans, and financed emissions have led to a significant revolution in sustainability-linked financial instruments. The Bank recognises that, in the Indian context, ESG considerations are still emerging and there is a need for greater awareness and action. Your Bank, however, remains focussed on being a part of the transformation such as enhanced regulatory stringency, greater investor enquiry on financial institution robustness and increased customer awareness on ESG products, among others.

The macroeconomic environment has become challenging as companies are paving their way into ESG transition. They are dealing with inflated prices of energy, carbon, and commodities over a longer period of time than first envisaged. The Bank is focussed on working on sustainable initiatives, investing in green energy, digitalisation, increasing energy efficiency, water conservation efforts, sustainable product design, improved human well-being and social equity. All of these initiatives are driving 'greenflation' (long-term structural inflationary pressures), which weighs on companies' profit margins and is also challenging politics and society – especially when corporates are passing on their higher input costs to end consumers. Your Bank remains committed to providing the most optimum transition strategy to the stakeholders and lowering the pressure on access to capital and cost of capital advocating adherence to all regulatory requirements to ensure adequate liquidity in the economy.

As a responsible Bank, your Bank focuses on overcoming the challenges of affordability and reachability, and incentivising the unbanked, not-so-developed communities and promote financial literacy. The Bank prioritises the social and economic well-being of the stakeholders and thus offers various initiatives and programmes to support communities. The Bank takes pride in its commitment in upholding high standards of business responsibility and sustainability.

The Bank's aim is to contribute responsibly towards the ESG transition journey by evaluating all significant environmental and social impact on its operations and incorporating the concept of sustainability in the Bank's value chain. Such trends may include greater disclosures on non-financial products and other metrics, accounting for the quantum of purchased electricity, the use of diesel generator sets at branches, along with the use of paper in banking forms, statements, and value human capital. The Bank has embraced the era of digitalisation and has undertaken strategic initiatives to make processes more seamless, agile, and efficient. Moreover, as a responsible Indian corporate, the Bank has embarked on a journey towards Net Zero and is currently in the process of evaluating the baseline GHG emission and remodifying its strategies and processes to align with India's commitment towards Net Zero Green House Gas (GHG) Emissions by 2070.

It is a great pleasure to announce the release of the Bank's Business Responsibility and Sustainability Report, which is based on the prescribed SEBI guidelines and adheres to the core elements of the NGRBC principles. BRSR is the next step towards sensitising greater scrutiny of corporate sustainability efforts by investors, regulators, financial rating agencies and the broader public to assess the robustness of processes and procedures, internal control mechanism of non-financial performance. Having understood that, Bandhan Bank's journey to become a responsible banker of the future focusses on ensuring all its stakeholders and value chain partners utilise natural resources in a manner that it creates value for the future generations.

Chandra Shekhar Ghosh  
Managing Director & CEO  
(DIN: 00342477)

<b>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).</b>	Board of Directors
<b>9. Does the entity have a specified Committee of the Board/ Director responsible for decision-making on sustainability related issues? (Yes / No). If yes, provide details</b>	Yes. The Corporate Social Responsibility & Sustainability Committee of the Board (' <b>CSR&amp;SCB</b> ') is responsible for the oversight of the sustainability related matters.

**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	✓	✓	✓	✓	✓	✓	✓	✓	✓									
	The CSR&SCB reviewed the Compendium of the BRSR policies that are based on the 9 principles of the NGRBC guidelines and based on the recommendation of the CSR&SCB, the Board of the Bank approved the same. The BRSR disclosures were reviewed by the CSR&SCB and approved by the Board.									Annually								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Bank operates in compliance with applicable laws and regulations. All statutory requirements are complied with across all banking operations. The compliance department and the Inspection & Audit department independently monitor the compliance of all statutory requirements at the management level. The Audit Committee of the Board and the Risk Management Committee of the Board review the compliances.									Annually								

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

Yes. The processes and compliances are subject to scrutiny by internal auditors and regulatory bodies, as applicable. From a best practices perspective as well as from a risk perspective, policies are periodically reviewed/evaluated and updated by various department heads and approved by the Board. The report has been reviewed by the department in charge of Policy Implementation and Process Management. However, the Limited Assurance of the Integrated Report of FY 2023 is provided by Ernst & Young Associates LLP.

**SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE****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	<ul style="list-style-type: none"> <li>Governance &amp; Assurance</li> <li>Financial Markets</li> <li>IT &amp; Cyber Security</li> </ul>	46%
Key Managerial Personnel (KMP)*	5	<ul style="list-style-type: none"> <li>Code of Conduct</li> <li>POSH</li> <li>Health Bytes</li> <li>Zero Tolerance</li> <li>Risk Culture</li> </ul>	100%

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 other than Board of Directors or KMPs	173	<ul style="list-style-type: none"> <li>• Induction Training</li> <li>• Business Ethics &amp; Policies</li> <li>• Code of Conduct</li> <li>• Gender sensitivity</li> <li>• Women empowerment</li> <li>• Employment Laws</li> <li>• Consumer Protection &amp; Grievance Redressal</li> <li>• Compliance in Banking</li> <li>• KYC-AML &amp; CFT</li> <li>• Risk Management</li> <li>• POSH</li> <li>• Health Bytes</li> <li>• Zero Tolerance</li> <li>• Risk Culture</li> </ul>	100%
Workers	NA	-	NA

\*includes two directors

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					
	NGRBC Principle	Name of the regulatory / enforcement agencies / judicial institutions	Amount (₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine Settlement Compounding Fee	No fine/ penalty/ punishment/ award/ compounding fee/ settlement amount was paid in proceedings by the entity or by directors/KMPs with regulators/law enforcement agencies/judicial institutions, in FY 2022-23 that was material to the Bank and disclosed as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. For any other details please refer to Schedule 18.8 to the Financial Statement provided in the Annual Report of the Bank for FY 2022-23.				
Non-Monetary					
	NGRBC Principle	Name of the regulatory / enforcement agencies / judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)	
Imprisonment Punishment		NIL			

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not applicable	

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.

Link:- <https://bandhanbank.com/sites/default/files/2023-01/Business-Responsibility-and-Sustainability-Reporting-policy-210123.pdf>

The Bank has an anti-bribery and anti-corruption policy embedded in the Code of Conduct section of the HR Policy and is also available on the website as part of the Compendium of BRSR Policies. Every new joinee signed the hard copy and also digitally in the HRMS portal for the first time use. Subsequently, every year in the month of April all employees including KMP and senior management digitally undertake the annual code of conduct declaration, containing the anti-bribery and anti-corruption provisions of the Bank.

Additionally, the Bank has a formal Policy on Vigilance and whistleblower mechanism, which aims to effectively implement systems and procedures to prevent corruption, serving as a deterrent for any wrongdoing. The Bank has established a two-tier system, viz.,

(i) the Chief of Internal Vigilance ('CIV') and (ii) the Disciplinary Committee which bears the responsibility of (a) investigating any alleged or proven misconduct employees by an employee and (b) taking necessary punitive actions, respectively.

The Bank is extremely strict in taking measures against wrongdoings, misconduct and cases of bribery and corruption, adhering to its zero-tolerance practice. Furthermore, the CIV takes measures to prevent bribery by conducting periodic reviews and checks on high-value purchases made by the Bank, scrutinizing assets held or declared by senior management and employees and probing into any reported cases of conflicts of interest involving employees. These measures ensure 100% compliance from all employees, as the Bank strives towards zero cases of non-compliance. The CIV apprises the MD & CEO about the monthly vigilance activities and submits the report to the Audit Committee of the Board.

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

	FY 2022-23	FY 2021-22
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NA	NA

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

	FY 2022-23		FY 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of Directors	NIL	NA	NIL	NA
Number of complaints received in relation to issues of Conflict of Interest of KMPs	NIL	NA	NIL	NA

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

NIL.

The Bank's internal robust mechanism, controls, check and balances ensure that there has been no such cases of non-compliance and hence, no corrective actions were required.

## 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	Percentage of value chain partners covered (by value of business done with such partners) under the awareness programmes
NIL	-	NIL

**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. The Bank has framed the Code of Conduct for Directors in terms of Regulation 17(5) of the SEBI LODR relating to Corporate Governance and is available on the Bank's website.

Link to policy:- <https://bandhanbank.com/sites/default/files/2020-12/Code-Conduct-for-Directors.pdf>

The Code of Conduct for the Board of Directors of the Bank is laid down with an aim to ensure transparency and high ethical standards in managing the affairs and operations. A Board member is required to disclose any actual or prospective conflicts of interest on his appointment and on annual basis. The Board members have made full and complete disclosure of any actual/potential conflict of interests on appointment / annual basis. Non-disclosure of conflict of interest by any Board member would be treated as a non-compliance.

During the year under review, the Bank has not entered into any materially significant transactions with its Directors or Relatives of the Directors, which could lead to potential conflict of interest between the Bank and these parties, other than transactions entered into in the ordinary course of its business.

All the members of the Board of Directors of the Bank have affirmed compliance with the said Codes as applicable to them.

**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.**

	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R&D	NA	NA	The Bank is a service provider and a regulated entity and operates as per the Banking Regulations. Therefore, the scope of R&D to improve environmental and social impacts is not material to the Bank.
Capex	NA	NA	<p>The Bank is a service provider and a regulated entity and operates as per the Banking Regulations. Therefore, the scope of Capex to improve environmental and social impacts is not material to the Bank. However, the Bank has taken several environmental and social initiatives, as mentioned below.</p> <p><b>Environmental</b> – The Bank has transitioned effectively into a digital banking ecosystem. This has helped the Bank in reducing its usage of paper across its branches and operations. The Bank has also invested in various innovative technologies and IT transformations across all its branches. The bank has launched a Fully Digital Saving Account Neo+. The pilot for Neo+ Account with vKYC has been launched in August 2022 across select branches and online customers. The Bank has also launched its all new Corporate Banking platform. Our new and improved CIB platform was launched in May 2022 and this platform has won the Award for ‘Best Digital Channel/Platform Implementation’ (December 2022) by IBS Intelligence.</p> <p>The energy efficient lighting system and water-saving technology have led to a reduction of power and water usage. The seamless transactions through mobile and net banking have led to reduction in commuting time to the branches, thereby considerably reducing vehicular emission and cost from commutation and energy consumption.</p> <p><b>Social</b> – The Bank has established banking outlets catering to the underbanked rural and semi-urban areas leading to greater financial inclusion in the remote areas. The Bank has brought banking to the doorsteps of marginalised and economically backward communities through these Business Units. The Bank has taken several initiatives of financial literacy and financial empowerment amongst vulnerable groups such as rural housewives, and women entrepreneurs, ensuring inclusivity and ease of access for all sections of society, to banking services.</p> <p>During the pandemic and post-pandemic restrictions, many of the customers of your Bank lost their livelihoods, which made them financially vulnerable. To strengthen the customers, your Bank came up with products specifically designed for these situations and ensured that the customers get the maximum financial assistance during the toughest time in their lives.</p> <p>To overcome digital-based challenges, the Bank is providing training to enhance customer awareness on the benefits of digital payments and various other aspects, such as seeding bank accounts with mobile numbers and Aadhaar.</p> <p>During the FY under review, your Bank launched the first of its kind ‘Android PoS’, a testament to the commitment to providing innovative and customer-centric solutions to merchants and promoting digital payments in remote areas.</p>

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

No. Owing to the nature of the banking products and services offered, sustainable sourcing may not be a significant material topic for the Bank. However, the Bank endeavours to integrate sustainability in the supply chain(s) for its products and services across its business portfolio.

The Bank’s supply chain includes outsourced agencies, third-party service providers, transporters, suppliers of materials and capital goods, franchisees, dealers and distributors. The Bank recognizes the need to work closely with the suppliers to reduce waste, improve efficiency and reduce carbon footprint and continuously work towards ensuring greater integration of environmental factors in its procurement practices.

The Bank has developed a dedicated policy on sustainable sourcing as part of its commitment to BRSR Principle 2. The policy encourages the Bank to raise awareness of supply chain members to comply with applicable laws and regulations. The CSR&SCB shall oversee the compliance with the policy.

3. Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for:
- Plastics (including packaging),
  - E-waste,
  - Hazardous waste, and
  - Other waste.

The products and services offered by the Bank do not entail the usage of a high quantum of plastic or any hazardous material. Hence, owing to the insignificant footprint, the reclamation for reusing and recycling is not material to the Bank.

- Plastics – The plastic usage in the products is minimal, hence, reclamation of plastics is not applicable.
- E-waste – E-waste generated from the banking operations across all offices and branches are responsibly disposed of by third-party service providers.
- Hazardous Waste – Owing to the nature of the operations as a banking facility, there isn't much scope for the generation of hazardous waste from the Bank's branches and offices that are owned and controlled by third parties.
- Other Waste – Paper waste is disposed of for recycling by third-party service providers.

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.

No. As the Bank does not have major plastic usage in its products and services, the Bank does not qualify for any EPR obligation. The Bank will also phase out any plastic usage, however minuscule in quantum, from its operations.

#### 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.
Not applicable					

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

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

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2022-23	FY 2021-22
Not applicable		

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

Bandhan Bank Limited is a service provider and the Bank's services do not include any significant packaging material, except for the new account opening kits.

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

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

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

**ESSENTIAL INDICATORS**

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent employees</b>											
Male	62,526	62,526	100%	62,526	100%	NA	-	-	-	-	-
Female	7,176	7,176	100%	7,176	100%	7,176	100%	NA	NA	-	-
<b>Total</b>	<b>69,702</b>	<b>69,702</b>	<b>100%</b>	<b>69,702</b>	<b>100%</b>	<b>7,176</b>	<b>100%</b>	-	-	-	-
<b>Other than Permanent employees</b>											
Male											
Female											Not Applicable
<b>Total</b>											

Note: From April, 2023 onwards, 100% male employees are eligible for paternity benefits.

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

Category	Total (A)	% of workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent workers</b>											
Male											
Female											Not Applicable
<b>Total</b>											
<b>Other than Permanent workers</b>											
Male											
Female											Not Applicable
<b>Total</b>											

**2. Details of retirement benefits for the current and previous financial years:**

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

\*Gratuity is deposited with the Bandhan Bank Gratuity Fund Trust

**3. Accessibility of workplaces: Are the premises/offices 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.**

Yes, the Bank has developed a dedicated policy on Human Rights as part of the commitment to BRSR Principle 5 and ensures non-discrimination and fair treatment for all its employees. The Bank's branches and offices have appropriate systems and processes in place to ensure compliance with the policy and with statutory provisions.

The Bank has taken several measures to create an inclusive environment such as installing ramps, signage and elevators for ease of movement of people with locomotive disability. The Bank ensures that doorways and corridors are wide enough for wheelchair users. Additionally, we have made the restrooms, workstations, and common areas accessible and equipped with the necessary accommodations. The Bank is also committed to promote digital accessibility where information and communication technology is accessible to all and/or compatible with assistive technology devices.

**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, the Bank has equal opportunity statement in its HR policy and the extract of the same is also available in the Compendium of BRSR policies under Principle 5.

Web-link: <https://bandhanbank.com/sites/default/files/2023-01/Business-Responsibility-and-Sustainability-Reporting-policy-210123.pdf>

The Bank believes that promoting equal opportunity in the workplace based on merit and ability can create an environment conducive to higher engagement and productivity. The Bank has achieved this by communicating the coverage of the policy to all employees in an appropriate and meaningful manner. In line with sustainable development ethos of non-discrimination, inclusive growth, the hiring and performance evaluation, compensation, training and employee benefits, are devoid of any discrimination based on caste, religion, disability, gender, sexual orientation, race, colour, ancestry, marital status or affiliation with a political, religious or union organization or majority/minority group.

**5. Return to work and retention rates of permanent employees that took parental leave.**

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	The Bank has taken proactive measures to incorporate systems and procedures for its employees to take paternity leave w.e.f. April 2023		NA	NA
Female	68.61%*	95.37%	NA	NA
<b>Total</b>	<b>68.61%*</b>	<b>95.37%</b>	<b>NA</b>	<b>NA</b>

\*Includes employees that are scheduled to return to work post March 31, 2023

Note: With respect to the above 68.61%, additional 4% have since returned and 18.39% are on extended leave.

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

Yes/No (If Yes, then give details of the mechanism in brief)	
Permanent Workers	Not applicable
Other than Permanent Workers	Not applicable
Permanent Employees	<p>Yes. The HR policy of the Bank incorporates the Policy on Prevention of Sexual Harassment (POSH) for addressing issues related to sexual harassment. An Internal Committee (IC) consisting of one Presiding Officer and three members is constituted at the head office to enquire into and provide redressal of Sexual Harassment complaints. The composition of the IC consists of at least one external member and one-half of the total member are women officials. In addition to POSH, the Bank has also built an in-house grievance redressal system and is available in the HRMS portal of the Bank. The grievance redressal mechanism lays down guidelines that need to be followed by the organization, which include the following:</p> <p><b>Conflict Resolution</b> An employee who feels that he or she is being subjected to harassment should first, where possible, make his / her disapproval clearly known to the individual(s) concerned and ask that the behaviour be stopped. If there is no apparent change in the behaviour of the respondent, the employee concerned can make use of either an informal or formal resolution process for redressing their complaint.</p> <p><b>Freedom from Retaliation</b> A person who in good faith brings a complaint of harassment against another person, shall not be subjected to any form of retaliation. The Bank prohibits retaliation against anyone who files a complaint in good faith, and retaliation in itself constitutes misconduct subject to disciplinary action. Discriminating against an employee who has made a complaint of harassment or deleteriously affecting the terms and conditions of employment or work environment of the employee will be construed as retaliation.</p> <p><b>Confidentiality</b> All employees who are aware of a harassment complaint, or involved in its resolution, must recognize the seriousness of the situation and respect the sensitivity and confidentiality that must be accorded to the matter. The employees must refrain from discussing the complaint amongst themselves or with anyone who does not have a 'need to know'. Every effort will be made to preserve the dignity and self-respect of the parties to the complaint.</p> <p><b>Action against false complaints</b> False or malicious complaints can seriously damage a person's reputation, career, and relationships. If anyone makes a false or malicious complaint of harassment and it is so established after a thorough and proper investigation, the complainant will face disciplinary action, depending on the situation.</p>
Other than Permanent Employees	Not applicable



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

The Bank promotes freedom of association; however, the employees are not part of any trade union and the Bank does not engage in any collective bargaining agreements. The Bank ensures that all employee grievances are reported anonymously and addressed by the management after conducting a detailed investigation.

Category	FY 2022-23			FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees/ workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/ workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union (D)	% (D/C)
<b>Total Permanent Employees</b>	<b>69,702</b>	-	-	<b>60,211</b>	-	-
Male	62,526	-	-	54,414	-	-
Female	7,176	-	-	5,797	-	-
<b>Total Permanent Workers</b>						
Male						Not Applicable
Female						

**8. Details of training given to employees and workers:**

Category	FY 2022-23					FY 2021-22				
	Total (A)	On Health and safety measures*		On Skill upgradation		Total (D)	On Health and safety measures*		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Male	62,526	62,526	100%	61,634	98%	54,414	14,848	27%	50,293	92%
Female	7,176	7,176	100%	6,950	98%	5,797	2,332	40%	5,101	88%
<b>Total</b>	<b>69,702</b>	<b>69,702</b>	<b>100%</b>	<b>68,584</b>	<b>98%</b>	<b>60,211</b>	<b>17,180</b>	<b>29%</b>	<b>55,394</b>	<b>92%</b>
<b>Workers</b>										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

\*Includes digital awareness campaign

**9. Details of performance and career development reviews of employees and workers:**

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	62,526	48,722	78%	54,414	41,204	76%
Female	7,176	4,781	67%	5,797	3,975	69%
<b>Total</b>	<b>69,702</b>	<b>53,503</b>	<b>77%</b>	<b>60,211</b>	<b>45,179</b>	<b>75%</b>
<b>Workers</b>						
Male						
Female						Not Applicable
<b>Total</b>						

\*The performance management system is available to all employees and the new joiners who have joined before September. The new joiners after September are considered for the next year performance management cycle.

The policy on performance management is provided in the HR Policy and is available in the HRMS portal of the Bank for all employees. The Bank has a dedicated learning and development wing that provides ample learning opportunities to all employees. The learning management system provides online training to all employees. The performance appraisal system of the Bank provides career development opportunities and feedback for continuous improvement. The performance appraisal process starts with the employee conducting self-appraisal followed by the assessment of the supervisor via appraisal feedback and discussion. The performance appraisal ratings are reviewed/ calibrated by a committee. Once the ratings are finalized, promotion and recognition announcements are initiated and key performance areas (KRA) for the next year are set.

**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 of such system?

Yes. The Bank is cognizant of the responsibility towards providing a healthy and safe work environment to the employees and has developed a dedicated policy as part of the commitment to BRSR Principle 3. Sustainability Compliance Review Committee (SCRC) shall be responsible for monitoring the compliance of EHS performance of the Bank. The Bank is in the process of evaluating the scope of occupational health and safety management system to outline safety standards for the employees and customers to ensure regulatory compliance and promotion of public health and safety. The Bank organizes regular trainings, such as mock drills on its premises for its employees on matters of fire safety, emergency response, and basic first aid.

- 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 in collaboration with building management team of the office premises organizes and participates in mock fire drill sessions to create awareness amongst employees on how to evacuate in the event of fire or any other unforeseen contingency. Fire Marshalls and Fire Warden are nominated and trained for ensuring adequate support if any such event occurs.

- c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)

Not applicable as there are no workers associated in the Bank's operations.

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

Yes. The Bank continuously reviews human resource development and evaluates the best practices offered in the banking sector, to gain competitive advantage within the industry. The Bank offers extended insurance coverage to the employees in the form of top-ups, flexibility to pay monthly premiums to spread the payment over a year and aim for higher cover and enhanced coverage of dependents to encompass parents-in-law. It also provides for digital medical services/tele medication by way of typing up with leaders like Practo in this field thereby not only catering to its employees but their dependent family members also. The Bank also has introduced a Medical Assistance rider to cater to Accident cases for its employees.

**11. Details of safety-related incidents**

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.08	-
	Workers	Not applicable	Not applicable
Total recordable work-related injuries	Employees	11	-
	Workers	Not applicable	Not applicable
No. of fatalities (safety incident)	Employees	4	-
	Workers	Not applicable	Not applicable
High consequence work-related injury or ill-health (excluding fatalities)	Employees	7	-
	Workers	Not applicable	Not applicable

**12. Describe the measures taken by the entity to ensure a safe and healthy workplace.**

The Bank has developed a dedicated policy on Workplace Health and Safety, as part of its commitment to BRSR Principle 3 and is committed to conduct its operations with due regard for the environment and ensure a safe and healthy workplace for its employees. The good health and safety of employees are of great importance to the Bank. While the Bank has put in place internal systems and procedures for the creation and maintenance of a safe and healthy environment at the workplace, employees are required to follow safety guidelines and internal processes. The Senior Management Personnel, through members of the respective Management Committees, will ensure the implementation of this Policy while the Sustainability Compliance Review Committee (SCRC) will be regularly monitoring the compliance with the Policy, under the supervision of the CSR&SCB. The Bank provides safety training programs for all its employees, including emergency preparedness training, safety training, basic first aid training. The Bank is also committed to encourage a culture of personal safety, implementation of which is done by conducting trainings for employees and service providers.

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	NIL	NIL	-	NIL	NIL	-
Health and Safety	NIL	NIL	-	NIL	NIL	-

**14. Assessments for the year:**

% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
Health and Safety practices	100%
Working Conditions	100%

**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 and safety practices and working conditions.**

The Bank has formulated its Security policy, Procedures and guidelines in line with recommendation of Indian Banks' Association, directives issued by RBI, advisories issued by Govt. authorities and industry best practices. All the Banking outlets, ATMs and offices are equipped with latest security & safety gadgets required to create a safe working environment for customers and employees of the Bank and protect the assets of the Bank by creating viable deterrence to miscreants.

**The Bank confirms –**

- Installation of electronic surveillance system at all the ATMs. All Banking outlets and ATMs across the country are complied with adequate physical security measures as per advisory issued by RBI.
- Implementation of all the Physical Security measures at Currency Chests of the Bank as per RBI guidelines.
- Full Compliance of all regulatory and statutory norms pertaining to the security & safety of the units.
- Conducting regular security & safety awareness training programmes to promote and sustain the security culture across the Bank.

**LEADERSHIP INDICATORS**
**1. Does the entity extend any life insurance or any compensatory package in the event of death of?**

(Y/N)	
Employees	Y
Workers	Not Applicable

**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 conducts periodic review meetings with value chain partners such as vendors and service providers to assess their performance and adherence to statutory norms. The Bank inculcate in its agreement a sense of accountability and transparency in all operations across the supply chain partners. Invoices of value chain partners are cleared subject to deduction of any applicable TDS. The Bank also takes confirmation of the GST deposited by the vendors on the payments made by the Bank.

**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 rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:**

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
	Employees	11	-	-
Workers	Not Applicable			

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

Yes. The Bank offers transition assistance support to facilitate continued employability to people attaining retirement age. Requisite approvals are sought for to evaluate the competency of the candidate based on the performance showcased during his/her service tenure and requisite retention terms are reviewed before advancing extended employment offer. Retired personnel may be rehired to act as consultants or strategic advisors to the Bank and are eligible for all employee benefits except Provident Fund contribution.

**5. Details on assessment of value chain partners**

% of value chain partners (by value of business done with such partners) that were assessed	
Health and Safety practices	None
Working Conditions	None

**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.**

Not applicable

**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's stakeholder identification approach takes into consideration the dependency, spontaneity, responsibility, vulnerability, and influence while identifying key stakeholder groups, taking into consideration all entities who have a direct and indirect influence on the business operations, such as:

- Shareholders and Investors
- Customers
- Regulatory bodies
- Suppliers
- Communities
- Employees
- Media

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

Key Stakeholders	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/ Half Yearly/ Quarterly / Others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders and Investors	No	<ul style="list-style-type: none"> <li>• Annual General Meeting</li> <li>• Email</li> <li>• Investors meet</li> <li>• Press releases</li> <li>• Newspaper advertisements</li> <li>• Website</li> </ul>	<ul style="list-style-type: none"> <li>• Yearly</li> <li>• Quarterly</li> <li>• Periodically</li> </ul>	<ul style="list-style-type: none"> <li>• Improved profitability and growth of the organization</li> <li>• Robust corporate governance mechanisms</li> <li>• Compliance</li> <li>• Transparent and effective communication</li> <li>• Investor servicing</li> </ul>
Customers	No	<ul style="list-style-type: none"> <li>• Surveys</li> <li>• Print, digital and social media</li> <li>• 24X7 toll-free number</li> <li>• Direct interaction with bank employees</li> <li>• Doorstep banking centres and home visits</li> <li>• Financial Literacy programme and customer meets</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing Activity</li> </ul>	<ul style="list-style-type: none"> <li>• Convenience and Ease of Transaction</li> <li>• Quick response to issues raised through grievance redressal mechanisms</li> <li>• Innovative technology Applications</li> <li>• Transparent communication Product/ service availability</li> <li>• On-time delivery of product/service</li> </ul>
Employees	No	<ul style="list-style-type: none"> <li>• Induction programmes / trainings /workshops</li> <li>• Individual performance appraisal</li> <li>• Periodic communication meetings anchored by leadership</li> <li>• Employee engagement, wellness, team building and celebration events</li> </ul>	<ul style="list-style-type: none"> <li>• Need Basis</li> <li>• Periodically</li> </ul>	<ul style="list-style-type: none"> <li>• Caring and empowering work environment</li> <li>• Personal development and growth</li> <li>• Health and safety</li> <li>• Responsive grievance handling process</li> <li>• Employee benefits and Competitive compensation</li> <li>• Employee welfare and social security</li> <li>• Employee alignment to common organisation goals</li> </ul>

Key Stakeholders	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/ Half Yearly/ Quarterly / Others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Local communities	Some members of the local communities belong to SHGs, low income groups.	<ul style="list-style-type: none"> <li>• Collaboration with independent parties/civil society organisations</li> <li>• Formation of village institutions and regular meetings thereon</li> </ul>	<ul style="list-style-type: none"> <li>• Need Basis</li> </ul>	<ul style="list-style-type: none"> <li>• Strengthening of livelihood opportunities</li> <li>• Improvement of social infrastructure for a hygienic and healthy living environment</li> <li>• Economic and social empowerment</li> <li>• Financial literacy and improving access to financial services</li> </ul>
Vendors and suppliers	Some of the vendors are identified as a part of vulnerable/ marginalized group (Women entrepreneur)	<ul style="list-style-type: none"> <li>• Vendor meets</li> <li>• Pre-agreement negotiations</li> <li>• Procurement agreements</li> </ul>	<ul style="list-style-type: none"> <li>• Need Basis</li> </ul>	<ul style="list-style-type: none"> <li>• Regular communication and updates on business plans</li> <li>• Inclusion of local medium and small-scale enterprises in the vendor base</li> <li>• Competency development of local vendors</li> <li>• Stability/ tenure of relationship</li> <li>• Ordering and payment routines</li> <li>• Purchase prices</li> </ul>
Central and State Government	No	<ul style="list-style-type: none"> <li>• Government circulars</li> <li>• Formal notifications</li> </ul>	<ul style="list-style-type: none"> <li>• Weekly</li> <li>• Ongoing</li> <li>• Need basis</li> <li>• Annually</li> </ul>	<ul style="list-style-type: none"> <li>• New financial regulations</li> </ul>
Regulatory bodies	No	<ul style="list-style-type: none"> <li>• Periodic meetings / interactions with regulatory bodies</li> <li>• Mandatory filings with regulators including RBI, SEBI, Stock Exchanges, and MCA</li> <li>• Participation in policy forums</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• Need basis</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with rules and regulations</li> <li>• Know the customer</li> <li>• Fair treatment of customers</li> <li>• Role in the development of the financial system</li> <li>• Banks act as the first line of defence against financial crimes</li> </ul>
Media	No	<ul style="list-style-type: none"> <li>• One-on-one media interaction</li> <li>• Press conferences/press releases</li> <li>• Advertisements/ promotions</li> <li>• Interviews with senior management</li> <li>• Dedicated corporate communication team</li> <li>• Media section on the Bank's website</li> <li>• Dedicated email and contact for media</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• Need basis</li> </ul>	<ul style="list-style-type: none"> <li>• Disclosure to stakeholders</li> <li>• Responsible corporate citizenship</li> <li>• Corporate reputation</li> </ul>

**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 Bank believes that an effective stakeholder engagement process is necessary for achieving its sustainability goal of inclusive growth. The Bank accordingly anchors its stakeholder engagement on the principles of the following features:

- Materiality- taking prioritised consideration of the economic, environmental and social impacts identified to be important to the organisation as well as its stakeholders.
- Completeness- understanding the stakeholders' key concerns and expectations.
- Responsiveness- responding coherently and speedily to such issues and concerns.

The key stakeholder groups include the Central and State Governments, regulatory/statutory agencies, media, shareholders, clients, employees, local communities, channel partners, and suppliers. Attributes including dependency, accountability, immediacy, and influence are used to identify stakeholders. The engagement strategy recognizes the individuality and distinct set of priorities of each stakeholder group. Stakeholder engagement insights support the Bank's performance and help to create fresh viewpoints.

**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. The management representatives of the Bank analyses the impact of shortlisted material topics and how it affects the day-to-day business and operations of the Bank. In view of the Bank's sustainability objectives, business strategies, operational policies, and global market trends, the responses and feedbacks gathered during stakeholder engagement are reviewed by top management to understand stakeholders' perspectives. Post review and assessment of material topics, the management team validates the prioritised material topics and strategies are framed to incorporate those material topics within the operations.

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

The Bank has an appropriate mechanism to engage with its stakeholders, especially marginal and weaker sections of the society and it is covered in the Corporate Social Responsibility ('CSR') policy of the Bank. The CSR initiatives undertaken by the Bank are firmly embedded in its vision and mission to improve quality of life of the communities. Having understood the prevailing social needs within the communities, interventions and strategies are formulated by CSR&SCB. The CSR&SCB has carefully reviewed and recommended the CSR programmes targeting societal development by conducting studies on CSR intervention area identification. Based on these studies, the curated CSR programmes are run by CSR Project Implementing Agency ('PIA').

Each programme of the PIA has been devised to bring about far-reaching effects in the fields of education, health, livelihood promotion, sustainable livelihood development, climate action, financial literacy, skill development and employment generation. The Bank's CSR Programmes are in alignment with the Sustainable Development Goals and the Schedule VII to the Companies Act, 2013, details of which are provided below:

- Targeting the hard-core poor programme
- Bandhan Health programme
- Bandhan Education programme
- Bandhan Employing the unemployed programme
- Bandhan Financial Literacy Programme
- Bandhan Sustainable livelihoods programme
- Bandhan Climate action programme

Details of such programme are also provided in the Annual Report on CSR Activities forming part of the Annual Report for FY 2022-23.

**PRINCIPE 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:**

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (C/D)
<b>Employees</b>						
Permanent	69,702	69,702	100%	60,211	60,211	100%
Other than permanent	0	0	-	0	0	-
<b>Total</b>	<b>69,702</b>	<b>69,702</b>	<b>100%</b>	<b>60,211</b>	<b>60,211</b>	<b>100%</b>
<b>Workers</b>						
Permanent						
Other than permanent						
<b>Total</b>						

Note: All employees are provided training on human rights and other HR related policies including digitally acknowledging the code of conduct on annual basis.

**2. Details of minimum wages paid to employees and workers:**

Category	FY 2022-23				FY 2021-22					
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>										
Male	62,526	96	0.20%	62,430	99.80%	54,414	117	0.20%	54,297	99.80%
Female	7,176	20	0.30%	7,156	99.70%	5,797	26	0.40%	5,771	99.60%
<b>Other than Permanent</b>										
Male										
Female										Not Applicable
<b>Workers</b>										
<b>Permanent</b>										
Male										
Female										Not Applicable
<b>Other than Permanent</b>										
Male										
Female										Not Applicable

**3. Details of remuneration/salary/wages:**

	Male		Female	
	Number	Median remuneration/ salary/wages of respective category in ₹*	Number	Median remuneration/ salary/wages of respective category in ₹*
Board of Directors (BoD)	13	38,25,000	3	19,10,000
Key Managerial Personnel (other than BoD)	2	1,32,96,039	0	NA
Employees other than BoD and KMP	62,522	2,51,059	7,176	2,63,041
Workers	NA	NA	NA	NA

\* Annual Remuneration

**Note:**

- There is no difference in the sitting fee rates based on gender. However, the variance is on account of sitting fees paid to the members based on the number of Board meetings and Board Committee meetings attended by the members.
- Ms. Divya Krishnan, Mr. Philip Mathew and Dr. Aparajita Mitra have been appointed as directors of the Bank with effect from May 11, 2022; June 15, 2022; and July 13, 2022, respectively.
- Mr. Ranodeb Roy, Mr. Snehomoy Bhattacharya and Ms. Thekedathumadam Subramani Raji Gain ceased to be directors of the Bank, with effective May 11, 2022; July 09, 2022; and August 06, 2022, respectively.

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

Yes. The HR team overlooks Human Rights issues as a whole, but the Bank ensures that all its employees are trained to uphold the dignity of all its stakeholders, especially, the vulnerable and marginalised groups and promotes awareness and realisation of human rights across its network. The Bank believes in the Principle of Natural Justice and treats all employees equally with dignity.

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

The Bank extends many avenues to its employees to raise any grievances including human rights. The integrated Human Resource Management System (HRMS) platform is available for employees to access the entire Employee Life Cycle Management on their own devices and at their own disposal which enables employees to get their grievances redressed. In a nutshell, the grievance redressal mechanism incorporated into the HRMS, the employees have a one-stop solution for any queries or complaints.

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	13	03	The pending cases have since been closed.	13	02	The pending cases have since been closed.
Discrimination at workplace	0	0	-	0	0	-
Child labour	0	0	-	0	0	-
Forced labour /Involuntary labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights-related issues	0	0	-	0	0	-

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

The Bank has a vigil mechanism which acts as a channel for the employees to report on any act of unethical behaviour, actual or suspected fraud or violation of the Code of Conduct to the management. The terms of the vigil mechanism are laid down in the 'Whistle Blower Policy ' and 'Vigilance Policy', as required under Section 177 of the Companies Act, Regulation 22 of the SEBI LODR and applicable circulars issued by the RBI. The Bank safeguards employees from being victimised while assuring the confidentiality and protection of the Whistle Blower against any form of retaliation.

**8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)**

Yes. The Bank's BRSR policy on Principle 5 has been incorporated, which aligns with the Bank's processes and procedures ensure that the value chain partners are compliant with all Human Rights requirements.

**9. Assessments for the year:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	
Forced/involuntary labour	
Sexual harassment	In addition to the Vigilance team, the Bank's Audit and Inspection teams conduct 100% branch compliance audits. These audit procedures include a review of branches' compliance with statutory laws.
Discrimination at workplace	
Wages	
Others – please specify	

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

In cases where allegations are established, investigation findings are shared with 'Disciplinary and Ethics Management Team' (D&EM) for further proceedings. Post completion of investigation, the cases are presented to the 'Audit Committee of the Board'.



## LEADERSHIP INDICATORS

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

All operational units including branches have suggestion / grievance redressal boxes, HR team frequently monitors the nature of complaints received during the year and has an efficient system to resolve the same. During the FY 2022-23, there have been no complaints received on human rights.

### 2. Details of the scope and coverage of any Human Rights due diligence conducted.

Human Rights due diligence are conducted for all employees across the Bank. Several initiatives are undertaken, like –

- Periodic surveys are conducted to assess employee well-being. Suggestions received are scrutinized to evaluate proposed improvement ideas.
- HR service helpdesk helps in addressing grievances and concerns received from employees.

### 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?

Yes, most of the Bank's key establishments including offices, branches and banking unit premises are accessible to the differently abled visitors. The Bank has taken several measures to create an inclusive environment such as installing ramps, signage and elevators for ease of movement of employees as well as customers with locomotive disability. Similarly, the Bank ensures that doorways and corridors are wide enough for wheelchair users. Additionally, the Bank's restrooms, workstations, and common areas are accessible and equipped with necessary retrofits that are easily accessible by person with disability. The Bank remains committed to promote digital accessibility where information and communication technology is accessible to all and/or compatible with assistive technology devices.

### 4. Details on assessment of value chain partners:

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Sexual harassment	The Bank has already incorporated policies to ensure responsible supply chain. During the year,
Discrimination at workplace	no adverse complaints/cases were reported.
Child labour	
Forced labour/Involuntary labour	The Bank follows and is compliant to all extant laws of the land in terms of assessment of value chain partners. Further, as a way forward, the Bank is incorporating relevant processes and
Wages	procedures in order to conduct the Human rights assessment of value chain partners from
Others – please specify	April 2023 onwards.

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

Not applicable

## 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

Parameter	FY 2022-23	FY 2021-22
	TJ	TJ
Total electricity consumption (A)	6.51*	5.75*
Total fuel consumption (B)	0.0064 <sup>#</sup>	0.0018 <sup>#</sup>
Energy consumption through other sources (C)		
<b>Total energy consumption (A+B+C)</b>	<b>6.5164</b>	<b>5.7518</b>
Energy intensity per rupee of turnover (Total energy consumption/ (turnover in rupees)	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

\*Electricity consumption data is captured from the Head Office and Mega Project of the Bank. It does not cover any other sites or branches.

<sup>#</sup>Fuel consumption data is only from the Head Office of the Bank. It does not cover any other sites or branches.

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.

Yes, Ernst & Young Associates LLP has provided limited assurance.

**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.**

The Bank does not belong to an energy intensive sector, and is not notified to be part of the 13 sectors identified as designated consumers (DCs).

**3. Provide details of the following disclosures related to water.**

Parameter	FY 2022-23	FY 2021-22
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	65,195*	52,711*
(iv) Seawater/ desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>65,195*</b>	<b>52,711*</b>
<b>Total volume of water consumption (in kilolitres)</b>	-	-
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover)	-	-
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity	-	-

\*The water consumption numbers are based on the usage at the Head Office and Mega Projects of the Bank and does not cover any of the branches.

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.

Yes, Ernst & Young Associates LLP has provided limited assurance.

While the Bank has implemented policies on Principle 6, however, the Bank already has a robust process in place to reduce its resource footprint. Though water consumed in the Bank's operation is primarily for domestic purposes like drinking, the Bank, in collaboration with respective premise management team, monitors the amount of water consumed, ensuring that there is minimal wastage of water in its operation.

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

Majority of the Bank units are rented premises, thus mechanism for zero liquid discharge is not material for the Bank's operations. The primary water usage in offices and branches are for domestic consumption.

**5. Please provide details of air emissions (other than GHG emissions) by the entity.**

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx	-	34.7*	-
SOx	-	8.2*	-
Particulate matter (PM)	-	192*	-
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify	-	-	-

\*Air Emissions (SOx, NOx, and PM) data is only covering Mega Projects of the Bank

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.

Yes, Ernst & Young Associates LLP has provided limited assurance.

**6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity**

Parameter	FY 2022-23	FY 2021-22
<b>Total Scope 1 emissions</b> - Metric tonnes of CO2 equivalent (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	0.47*	0.13*
<b>Total Scope 2 emissions</b> - Metric tonnes of CO2 equivalent (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	1,284.25*	1,134.02*
<b>Total Scope 1 and Scope 2 emissions</b> (per rupee of turnover)- tCO2e	-	-
<b>Total Scope 1 and Scope 2 emission intensity</b> (optional)- the relevant metric may be selected by the entity	-	-

\*Scope 1 and Scope 2 emissions cover only Head Office and Mega Projects of the Bank. No other sites or branches are covered

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.

Yes, Ernst & Young Associates LLP has provided limited assurance.

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

The Bank has allocated considerable resources to enhance afforestation initiatives such as developing a 'Bio-shield' to save the mangroves in the Bharuch district of Gujarat. The key highlights of this project includes plantation of 67,540 saplings in 20 hectares along a stretch of 1 kilometer of the coastline and also plantation of other medical plant species and fodder species, which approximately resulted in sequestering over 4,400 tonnes of CO2 equivalent annually to date.

The Bank has also initiated Climate Action Programme under its CSR initiatives that has carried out afforestation in rural areas and greening urban spaces. Details of the climate action programme are available on the Annual Report of the Bank.

The Bank's consciously evaluates and adapts its operation throughout its value chain to reduce adverse environmental impacts and its Sustainability Compliance Review Committee (SCRC) shall oversee the initiatives that reduces overall resource footprint of the Bank and carbon sequestration initiatives being one of the cornerstones.

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

Parameter	FY 2022-23 (In MT)	FY 2021-22 (In MT)
<b>Total waste generated (in metric tonnes)</b>		
Plastic waste (A)	-	-
E-waste (B)	-	-
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	-	-
<b>Total (A+B + C + D + E + F + G + H)</b>	-	-
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycle	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	-	-
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
<b>Total</b>	-	-

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.

Yes, Ernst & Young Associates LLP has provided limited assurance

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

The services offered by the Bank to its customers does not entail usage of hazardous or toxic chemicals. The Bank is working towards making the waste management practices more efficient and have partnered with third party service providers for shredding paper in the corporate office. The Bank's processes and procedures are designed in a manner that optimization of resource usage and waste generation is minimal. Similarly, battery and e-waste are responsibly recycled and disposed of through certified vendors across all operational units. Sustainability Compliance Review Committee (SCRC) shall oversee the initiatives undertaken to address and improve waste management practices.

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

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

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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Bandhan Bank Limited has undertaken Head Quarter Project named 'Mega Project'. The current project is a construction project of 'Corporate Building' which is comprising of 1 No. Business Building' B1+B2+G+23 floors and a G+3 storied Service Utility Building. The construction activities of the project are near completion. Construction work has started from April 2020. The Environmental impact assessment has been conducted by independent external agency, however the results are not communicated in the public domain.

Environmental Clearance from SEIAA- 905 / EN / T-II-1 /083/ 2018 dated, 08.07.2020 as per provisions of the EIA notification no. SO. 1533 (E) dated, 14th September, 2006 of MoEFCC, GOI.

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

Sl. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties /action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Yes, the Bank is compliant.				

## LEADERSHIP INDICATORS

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

Parameter	FY 22-23	FY 21-22
<b>From renewable sources</b>		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	-	-
<b>From non-renewable sources</b>		
Total electricity consumption (D)	-	-
Total fuel consumption (E)	-	-
Energy consumption through other sources (F)	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	-	-

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No

**2. Provide the following details related to water discharged:**

Parameter	FY 2022-23	FY 2021-22
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water		
• No treatment	-	-
• With treatment – please specify level of treatment	-	-
(ii) To Groundwater		
• No treatment	-	-
• With treatment – please specify level of treatment	-	-
(iii) To Seawater		
• No treatment	-	-
• With treatment – please specify level of treatment	-	-
(IV) Sent to third parties		
• No treatment	-	-
• With treatment – please specify level of treatment	-	-
(v) Others		
• No treatment	-	-
• With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	<b>-</b>	<b>-</b>

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No

**3. Water withdrawal, consumption, and discharge in areas of water stress (in kilolitres):**

For each facility / plant located in areas of water stress, provide the following information:

- Name of the area
- Nature of operations
- Water withdrawal, consumption, and discharge in the following format

Parameter	FY 2022-23	FY 2021-22
<b>Water withdrawal by source (in kiloliters)</b>		
(i) To Surface water	-	-
(ii) To Groundwater	-	-
(iii) Third party water	-	-
(IV) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres)</b>	<b>-</b>	<b>-</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>-</b>	<b>-</b>
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>	<b>-</b>	<b>-</b>
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>	<b>-</b>	<b>-</b>
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(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	-	-

Parameter	FY 2022-23	FY 2021-22
(v) Others		
• No treatment	-	-
• With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	-	-

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No

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

Parameter	Unit	FY 2022-23	FY 2021-22
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	-	-	-
<b>Total Scope 3 emissions per rupee of turnover</b>	-	-	-
<b>Total Scope 3 emissions intensity</b> (optional)- the relevant metric may be selected by the entity	-	-	-

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

No

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

Not applicable

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

Sl. No.	Initiative undertaken	Details of the initiative ( <i>Web-link, if any, may be provided along with summary</i> )	Outcome of the Initiative
1.	The corporate office is located in GBC-GOLD rated Green Building-certified property	AdventzInfinity@5 is a superlative green IT/ITes building with about 8.5 lakh square feet of high energy work space situated at the heart of Salt lake, Sector V, Kolkata. The entire infrastructure is designed to maximize daylight and a superior indoor air flow of humidity controlled fresh air.  AdventzInfinity@5 is certified IGBC-GOLD rated green building and hence will use the latest innovations in energy and water efficiency, sustainable practices, resource recycling and green building practices.  <a href="https://www.infinityitpark.com/adventzinfinity">https://www.infinityitpark.com/adventzinfinity</a>	The building is advocating a low-carbon economy.
2.	Water treatment facility in the Corporate Office	Plumbing- 100% waste water recycle plant (STP); use of water efficient sanitary fixtures.  <a href="https://www.infinityitpark.com/adventzinfinity">https://www.infinityitpark.com/adventzinfinity</a>	Advocating a waste water recycling
3.	All offices, branches and business units are equipped with energy-efficient LED lighting systems	All offices, branches and business units are equipped with energy-efficient LED lighting systems	Advocating a low-carbon economy.
4.	All offices' air conditioners are set at 24-25°C as per the latest standards of ASHRAE and BEE	<a href="https://www.mca.gov.in/Ministry/pdf/AcTempNotice_21082018.pdf">https://www.mca.gov.in/Ministry/pdf/AcTempNotice_21082018.pdf</a>  <a href="https://www.ashrae.org/technical-resources/bookstore/standards-62-1-62-2#:~:text=ANSI%2FASHRAE%20Standards%2062.1%20and,adverse%20health%20effects%20for%20occupants">https://www.ashrae.org/technical-resources/bookstore/standards-62-1-62-2#:~:text=ANSI%2FASHRAE%20Standards%2062.1%20and,adverse%20health%20effects%20for%20occupants</a>	Advocating a low-carbon economy.

Sl. No.	Initiative undertaken	Details of the initiative ( <i>Web-link, if any, may be provided along with summary</i> )	Outcome of the Initiative
5.	CSR Initiatives on Climate Change adaptation	<a href="https://bandhanbank.com/beyond-banking">https://bandhanbank.com/beyond-banking</a>	Carbon sequestration through afforestation and plantation activities
6.	CSR initiatives on water conservation	<a href="https://bandhanbank.com/beyond-banking">https://bandhanbank.com/beyond-banking</a>	Created rain water harvesting potential for irrigation purposes and saving the area from ground water depletion

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

The Bank has put in place a Business Continuity and Management Framework with the objective to recover critical activities and systems within defined timelines, ensure safety of its people and assets, communicate with stakeholders during an emergency and manage reputational risk. The Business Continuity & Planning Management Committee (BCPMC) has laid down procedures that needs to be followed to address crisis management events like bank-wide disasters such as pandemic, terrorist attacks, ransomware attacks, fire, cyclone, earthquake, city-level floods, cyber-attacks and data center outages.

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

Not applicable

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

Not applicable

**PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

**ESSENTIAL INDICATORS**

**1. a. Number of affiliations with trade and industry chambers/associations.**

The Bank is associated with 3 associations as listed in answer 1(b) of this section.

**b. List the top 10 trade and industry chambers/associations (determined based on the total members of such a 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	IBA (Indian Banks' Association)	National
2	CII (Confederation of Indian Industries)	National
3	BCC&I (Bengal Chambers of Commerce & Industries)	State

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

Name of authority	Brief of the case	Corrective action taken
There has not been any cases related to anti-competitive conduct of the Bank.		

**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
The Bank does not engage in public policy advocacy and has not partnered with any association for setting any benchmark.					

**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
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No such projects have been undertaken by the Bank for which SIA needs to be carried out as per applicable laws.

However, the Bank conducts its CSR activities proactively and has performed Impact Assessment of the same, details of which are furnished on the website of the Bank.

To evaluate the impact of the CSR initiatives and understand the perception of the beneficiaries and stakeholders, Bandhan Bank Limited appointed external consultant, KPMG, to conduct an impact assessment study of 11 selected CSR projects including the five of their flagship projects, and six key projects in Gujarat for the period FY2016 to FY2022. The 5 flagship projects that were included are as follows:

- Bandhan Health Programme
- Targeting the Hard-core Poor Programme
- Bandhan Education Programme
- Employing the Unemployed Programme
- Bandhan Financial Literacy Programme

The expected benefits from the study were:

- Captured perceptions of the respondents and stakeholders
- Guiding more effective investment
- Recommendations on improvement in programme delivery
- Enhancing the understanding of impact of various CSR initiatives

**2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity.**

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 ₹)
Not applicable						

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

The Bank always makes an effort to establish a reliable relation with the local communities in the areas where it operates. The Bank provides facilities for improving education, healthcare, and social welfare while considering community voices, addressing their needs, and working to improve the standard of living in the area.

Any community and beneficiary who are involved supported by the Bank through the project implementing agency – Bandhan Konnagar, has the right to report and raise complaints directly or indirectly by mailing at the e-mail ID: grievance@bandhan.org.

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

	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers		
Sourced directly from within the district and neighboring districts		Not applicable

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

Details of negative social impact identified	Corrective action taken
Not applicable	



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

Sl. No.	State	Aspirational District	Amount spent (In ₹)
1	Assam	A total of 63 districts are covered in 8 states out of which 21 are aspirational district	₹52,93,45,346
2	Bihar		
3	Jharkhand		
4	Madhya Pradesh		
5	Odisha		
6	Tripura		
7	Uttar Pradesh		
8	West Bengal		

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised/vulnerable groups? (Yes/No)

No

(b) From which marginalised / vulnerable groups do you procure?

Not applicable

(c) What percentage of total procurement (by value) does it constitute?

Not applicable

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge.

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

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

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

6. Details of beneficiaries of CSR Projects

Sl. No.	CSR Project	No. of persons benefited from CSR projects	% of beneficiaries from vulnerable and marginalised groups
1	Targeting Hard Core Poor Programme - 10	5,000	100%
2	Targeting Hard Core Poor Programme - 11	10,000	
3	Targeting Hard Core Poor Programme - 12	3,000	
4	Bandhan Education Programme - 1	4,387	
5	Bandhan Education Programme - 2	55,278	
6	Bandhan Education Programme - Academy	2,909	
7	Bandhan Health Programme - SMILE-V	39,881	
8	Bandhan Health Programme - SMILE-VI	99,444	
9	Bandhan Health Programme - SMILE-VII	29,223	
10	Bandhan Health Programme TCTD-I	2,878	
11	Bandhan Health Programme TCTD-II	3,119	
12	Bandhan Health Programme - Safe Water	47,497	
13	Employing Unemployed Programme	2,220	
14	Bandhan Financial Literacy Programme - 2	85,172	
15	Bandhan Climate Action Programme - 1	10	
16	Bandhan Climate Action Programme - 2	600	
17	Bandhan Sustainable Livelihood Programme - 1	63	
18	Bandhan Sustainable Livelihood Programme - 2	0	
19	Bandhan Financial Literacy Programme - 1	6,982	

**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.**

As a service organization, customer service and customer satisfaction are the prime concern of any bank. The Bank believes that providing prompt & efficient service is essential not only to attract new customers, but also to retain existing ones. The Bank has a robust customer dispute resolution mechanism, which the Bank has implemented in the form of a CRM application named, 'Telisma'.

The customer complaints received through multiple channels are supervised by a committed Banking Ombudsman core team for identifying product shortcomings, staff behavioral issues, service delivery issues, and the team also focuses on developing a real time resolution process with minimum delay.

The Bank also sensitizes employees by providing training on management of customer complaints. The Bank ensures that the redressal is just, fair, efficient and governed by necessary rules and regulation.

**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	Not applicable to the Bank
Recycling and/or safe disposal	

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

	FY 2022-23			FY 2021-22		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Others	37,752*	1,420*	-	35,865*	373*	-

\*Excludes court cases

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		Not applicable as the Bank belongs to the service industry

**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. The Bank is highly committed to providing its utmost attention to the customers and providing them with superior services and the freedom of choice in the selection and usage of banking services. Bandhan Bank Limited recognizes that maintaining trust and regard of customers are important for the Bank's success and longevity, in a fiercely competitive market. Through digital platforms and initiatives, the Bank will provide customers, the flexibility to access and consume banking services over any digital platform of their choice and recognizes that product quality and service delivery is vital for business growth. The Bank seeks to achieve this by regularly reviewing service levels and capturing feedback from customers.

Abiding by Customer Privacy policy, the Bank will continue to treat customers' data with utmost sensitivity and privacy. The Bank also undertakes initiatives to combat cybercrime and data theft using a comprehensive mechanism of information and data security.

**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.**

One of the major areas applicable to the Bank related to corrective actions taken to resolve issues, is cybersecurity and data privacy of the customers. To combat such issues, the Bank has formed a committee equipped with tools specific to handling these kinds of

threats, known as the IT Strategy committee. The IT Strategy Committee of the Board ('ITSCB'), constituted pursuant to guidelines/circulars issued by RBI, deals with the information technology, information security, cybersecurity, etc., aspects of the Bank. The primary role of the committee includes:

- Formulation of IT Strategy;
- Amend the IT policy to keep it aligned with current market trends;
- Update the Board on progress of IT levers and current global landscape of the IT in banking sector;
- Review periodically the Bank's IT strategy and ensured its alignment with the current trends in the banking sector;
- Review IT risks;
- Ensure proper balance of IT investments for sustaining the Bank's growth;
- Oversee the aggregate funding of IT at the Bank-level;
- Ascertain if the management has adequate resources to ensure proper administration of IT risks;
- Review the contribution of IT.

## LEADERSHIP INDICATORS

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

Information relating to all the loan products and services provided by the Bank are available on its website. In addition, the Bank actively uses various social media and digital platforms to disseminate information on its loans and deposits. Additionally, the Bank also has dedicated mobile apps available known as 'mBandhan' which is an all-purpose app wherein customers can access their accounts and subscribe to online banking facilities. Advertisements and information related to products and offerings are also available on such portal. Further, such details are also provided in the Annual Report.

The Bank's Website link- <https://bandhanbank.com/>

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

Activities undertaken for enhancement of customer awareness during the FY2022-23:

1. The Bank, in collaboration with RBI officials, has conducted focused programs to raise public awareness on the types and characteristics of digital frauds, safe banking practices, customer rights and responsibilities and details of various schemes and services offered by the Bank. In FY 2022-23, seven such programs have been conducted at rural / semi-urban / urban centers.
2. The Bank has actively participated in the nationwide intensive awareness campaign, launched by the CEPD, Reserve Bank of India (RBI) to enhance public awareness on financial rights of customers. The campaigns were conducted both through in-person outreach programs and digital channels & print media. The details of the programs are as follows:
  - In Person Outreach Programs: 901 meetings held which 37,938 persons attended.
  - Campaigns through Digital Channels & Print Media: Posts in all Social Media platforms on eight different dates in November, 2022.
  - Banners on safe digital banking practices were published on the Bank's website throughout the month of November, 2022.
  - Four advertisements were published in print media in November, 2022.
3. Salient features of the Integrated Ombudsman Scheme launched by the RBI and the internal grievance redressal mechanism of the Bank are displayed on the Bank's website, ATM screens and in all the branches of the Bank. The displayed messages are drafted in regional languages like English, Hindi, Bengali for enhancing public awareness.

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

In the Banking sector, one of the major security concerns that exist is related to cyber-attacks and digital banking frauds. The Bank has taken certain initiatives in order to inform and educate customers regarding the risks associated with digital banking frauds and methods to avoid being subjected to such attacks. Some of the steps taken by the Bank are the following:

- a) Introduction of dynamic OTP based authentication in addition to login password as an additional security feature in Retail Internet Banking application.
- b) Disallowing premature / partial withdrawal of term deposits, held in joint names, through internet banking platform to prevent unauthorized withdrawals of TDs.

- c) Incorporation of additional security features (the mandatory security features prescribed by RBI as per CTS-2010 standards), i.e., Micro lettering of 'Bandhan Bank' as well as 'Customer Account Number' in account number box and amount box on the cheque's leaves issued to customers, to reduce chances of misuse of cheques by cloning, tampering, alterations, etc.
- d) One of the key features of BCP framework of the Bank is- Crisis communication plan. The Bank proactively communicates its customers about any planned or unplanned disruption / discontinuation of essential services through SMS and email.

**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)**

The banking industry is facing a rapidly changing market, technological disruptions, economic uncertainties, increasing competition, and especially more demanding customers. The income and business growth of the Bank depends on loyal and satisfied customers. The Bank understands and continuously aims to evolve the way to handle personal and business finances. The Bank believes that great customer service comes with efficient, flawless operations including keeping pace with both live and digital options to ensure seamless and hassle-free service to customers. Amidst strong market competition, the Bank continuously strives to improve its relationship with its customers by providing them with necessary product information and creating customer awareness.

The Bank conducts customer satisfaction surveys and workshops with senior citizens, women customers, low-income groups at bank branches to collect insight into parameters like –

- Reliability
- Responsiveness
- Empathy
- Assurance

Feedbacks from the customers are collated for generating scores to evaluate the performance and behaviour of employees handling customers across all bank branches and offices.

**5. Provide the following information relating to data breaches:**

- a. Number of instances of data breaches along-with impact: NIL
- b. Percentage of data breaches involving personally identifiable information of customers: NIL

For and on behalf of the Board of Directors  
**Bandhan Bank Limited**

Place: Kolkata  
Date: May 26, 2023

**Anup Kumar Sinha**  
Non-Executive (Independent) Chairman  
(DIN: 08249893)