

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING

SECTION A: GENERAL DISCLOSURES

I. Details

1.	Corporate Identity Number (CIN) of the Company	U65990KL2016PLC045669
2.	Name of the Listed Entity	ESAF Small Finance Bank Limited
3.	Year of incorporation	05 th May 2016
4.	Registered office address	ESAF Small Finance Bank Limited, Building No. VII/83/8, ESAF Bhavan, Mannuthy, Thrissur- Palakkad National Highway, Thrissur- 680681, Kerala
5.	Corporate address	ESAF Small Finance Bank Limited, Building No. VII/83/8, ESAF Bhavan, Mannuthy, Thrissur- Palakkad National Highway, Thrissur- 680681, Kerala
6.	E-mail	customercare@esafbank.com
7.	Telephone	0487- 7123456
8.	Website	www.esafbank.com
9.	Financial year for which reporting is being done	01 st April 2022 to 31 st March 2023
10.	Name of the Stock Exchange(s) where shares are listed	Not listed
11.	Paid-up Capital	449.47 Cr
12.	Name and contact details (telephone, e-mail address) of the person who may be contacted in case of any queries on the Annual Report	Mr. Ranjith Raj P. Company Secretary, E-mail: ranjith.raj@esafbank.com Ph. No. 0487-7123548
13.	Reporting boundary	Disclosures made in this report are on a standalone basis and pertain to ESAF Small Finance Bank only

II. Products/Services

14. Details of business activities

Sl. No.	Description of Main Activity	Description of Business Activity	% of Turnover
1.	Banking	Banking and Financial Services	100

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

Sl. No.	Product/ Service	% of total turnover contributed
1.	Micro banking	75.04
2.	Retail banking	24.96

III. Operations

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

Location	Number of ATMs	Number of Branches	Customer Service Centres	Total
National	528	700	743	1443*
International	Nil			

*The number of ATMs is excluded from the total.

*ESAF Small Finance Bank concentrates on providing access to finance in rural geographies. Count is the number of operational retail branches as on 31st March 2023.

17. Markets served by the entity:
a. Number of locations:

Location	Number of offices
National	1443*
International	Nil

*700 branches and 743 customer centres

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

Nil

c. A brief on types of customers:

Being a small finance bank, ESAF Bank concentrates on providing financial access to the unbanked and rural population. Services are offered to a varied customer base including small and marginalised farmers, micro/nano entrepreneurs, women, children, senior citizens, transgenders, etc. The Bank also caters to Non-Resident Indian customers (NRI).

IV. Employees
18. Details as on 31st March 2023:
a. Employees and workers (including differently-abled):

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	4967	3386	68.17%	1581	31.83%
2.	Other than Permanent (E)	67	64	95.52%	3	4.47%
3.	Total employees (D + E)	5034	3450	68.53%	1584	31.47%

Note: The Bank does not have any workers as defined in the guidance note on BRSR.

b. Differently-abled employees and workers:

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	2	2	100%	-	-
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total employees (D + E)	2	2	100%	-	-

Note: The Bank does not have any workers as defined in the guidance note on BRSR.

19. Participation/Inclusion/Representation of women:

	Total (A)	No. and percentage of Females	
		No. (C)	% (C / A)
Board of Directors	9	1	11
Key Managerial Personnel	11	0	0

20. Turnover rate for permanent employees and workers:

	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 20-21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	22.25%	18.44%	33.76%	28.26%	25.00%	28.97%	15.18%	14.53%	18.21%
Permanent Workers									

Note: The Bank does not have any workers as defined in the guidance note on BRSR.

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

21. (a) Names of holding / subsidiary / associate companies / joint ventures : Nil

VI. Corporate Social Responsibility Details:

- (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
- (ii) Turnover (in Rs.): 14118.13 Cr
- (iii) Net worth (in Rs.): 1709.12 Cr
- (iv) Total amount allotted for CSR for FY 23 (in Rs.): 8.26 Cr

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No) (If Yes, then provide web-link for grievance redressal policy)	FY 22-23 Current Financial Year			FY 21-22 Previous Financial Year		
		Number of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities							
Investors (other than shareholders)	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Shareholders	NA	Nil	Nil	Nil	Nil	Nil	Nil
Employees	Yes	13	0	-	-	-	-
Customers	Yes	7658	220	-	12894	84	-
Value Chain Partners including BCs	Yes	-	-	-	-	-	-
Others							

23. 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, and approach to adapt or mitigate the risk along with its financial implications, as per the following format.

Sl. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	Approach to adapt or mitigate	Positive or Negative implications
1.	Financial Inclusion	Opportunity	We aim to achieve universal financial access and financial inclusion by fulfilling the dreams of our customers. With an emphasis on People, Planet and Prosperity, our aim is to predominantly serve the low-income and middle-income segments in India, supporting their livelihood and economic development. With our philosophy of financial inclusion, we remain committed to providing low-cost and affordable insurance solutions to our unserved and underserved customers. In addition to providing Demat, pension and insurance services, we are enhancing our fee- based income by adding cards.	Financial inclusion training for different segments of society with appropriate tailor-made curriculums. We provide financial inclusion training to students and children through the Balajyothi project. Senior citizens are trained through the Vayojyothi programme while financial inclusion of the JLG women community is carried out through programmes such as Dhanshree.	Positive: With a focus on financial inclusion, we aim to reach more rural geographies and extend financial deepening through our customised products and services. Linkage with SDGs  

Sl. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	Approach to adapt or mitigate	Positive or Negative implications
2.	Social responsibility towards society	Opportunity	At ESAF Bank, we believe that social responsibilities should arise out of needs, beyond regulatory obligations. Our development mandates and CSR-related initiatives at the Bank are implemented and executed on the ground through our BC partners and CSR implementation partners ESAF Foundation and Prachodhan Development Services Limited. Going beyond the statutes of its CSR guidelines, the Bank has adopted a full-fledged CSR Policy which contributes an average of up to 5% of the Bank's total Net Profit in the last three fiscal years to carry out the social initiatives. We aim to build a sustainable society through our diverse projects which include: 1. Building infrastructure for rural schools 2. Skills training 3. Entrepreneurship training 4. Setting up Balajyothi Clubs for holistic development of children 5. Garshom project for migrant labourers 6. Krushakmitra agricultural initiatives and training for sustainable agriculture in different segments 7. Urjabhandhus-Training Clean Energy Technicians / Entrepreneurs 8. Santhwana-Offering mental health support to the young and old 9. Pashumitra-Handholding dairy & animal husbandry entrepreneurs		Positive: The Bank recognises the importance of being socially responsible and contributing to the upliftment of the poor, marginalised and needy segments of the society. Linkage with SDGs    
3.	Responsible Lending	Risk and Opportunity	OPPORTUNITIES Huge latent opportunity especially in the rural market: The financial market is much underpenetrated, and the potential size of the opportunity is projected to be as high as that of MFIs. SFBs are not only engaged in supporting people who do not have bank accounts or who live in rural areas but they are also involved in assisting the urban poor. Credibility, user- friendliness, and prompt service: Small Finance Banks' success will be determined by ease of doing business and quality of client service. Customers are currently uncertain about the success of numerous financial offerings.	Given the track record of operating in underbanked regions of the country, the Bank has developed proficiency to endure the initial operating pain by listing the gaps in the society and offering tailor-made banking solutions to address the development concerns. In that process, the Bank has identified enormous prospects, goodwill and synergies for the future. To achieve this objective, the Bank employs a social business strategy with a Triple Bottom Line approach, emphasising People, Planet, and Prosperity.	Positive: Over the years, ESAF has developed a comprehensive grasp of the market, allowing it to meet the financial needs of prospective customers. The Bank's engagement with its target customer segments and knowledge of related socio economic dynamics enables it to establish effective credit and operational procedures, identify potential market demand, and leverage its existing operating network to introduce new products, expand its customer base, and expand its product offering.

Sl. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	Approach to adapt or mitigate	Positive or Negative implications
			Presence of numerous informal credit channels: The presence of numerous informal credit channels in distant areas, where small finance banks have a presence, is advantageous for reaching the unbanked people. Geographic diversification: SFBs have rapidly expanded their branch networks to meet regulatory obligations. With a greater emphasis on diversifying their portfolios and broadening their reach, SFBs are anticipated to record greater growth as they enter newer geographies with a wide array of services. SFBs gain from the NBFC crisis: Microlenders were marginally impacted by the liquidity crisis hitting NBFCs in India. The lenders that relied on NBFCs for finance curtailed disbursements and sought alternative sources of funding. Better access to retail and wholesale deposits is anticipated to result in market share gains for SMBs. Risks: In the initial years of their banking operations, SFBs confronted various obstacles, such as adapting to banking technology, increasing retail deposits, establishing additional branches, and training personnel. - Increasing retail liabilities will be a challenge for SFBs due to the fact that it faces direct competition from existing banks. - The 'traditional banking' habit needs to evolve, and workers would have to become more customer-focussed and technologically knowledgeable in light of the country's changing banking environment. - Building the liability product portfolio will be a challenge given the low ticket size liability customer base and the ability to gain customer trust. - Controlling NPAs as an unfavourable monsoon and a slowdown in the industrial sector will have a negative impact on farm loans and MSME loans.	To fulfil its strategy, the Bank has implemented a number of policies, including an Environmental, Social, and Governance ("ESG") policy. It is committed to (i) protecting the environment and ensuring sustainable development, (ii) promoting financial inclusion and gender equality through specialised financial services, and (iii) establishing a governance framework to ensure accountability, transparency, and compliance with internal and external ESG standards in accordance with its ESG policy.	Negative: Being a social bank with a legacy of building social capital, there is no specific negative to report. Linkage with SDGs    

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 to as P1-P9, as given below:

P1	Businesses should conduct and govern themselves with integrity 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, protect and make efforts to 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

	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Ethics & Transparency	Product Responsibility	Human Resources	Respon- siveness to Stakeholders	Respect for Human Rights	Responsible Lending	Public Policy Advocacy	Inclusive Growth	Customer Engagement
Policy and management processes									
1. a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/ No)^	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No) {Refer Note 1}	Yes. The Environmental, Social and Governance Policy covering the above-mentioned principles has been approved by the board. In addition, the ESG Framework of the Bank elucidates the board's oversight on ESG. In addition, the Bank has a Sustainable Banking Policy that defines the Bank's approach and commitment to a Regenerative Economy. https://esafbank.com/pdf/ESG%20POLICY.pdf								
c. Web link of the policies, if available	https://www.esafbank.com/policies/ Some policies may also include a combination of internal policies of the Bank which are accessible to all internal stakeholders and policies placed on the Bank's website.								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes. The Bank has translated the policies as applicable and imbibed the same into procedures and practices in all spheres of activities that the Bank undertakes. Also, it is compliant with the guidelines of the RBI.								
3. Do the enlisted policies extend to your value chain partners? (Yes/ No)	Yes. The Bank's Code of Conduct largely imbibes the above-mentioned principles and the Bank expects all its stakeholders to adhere to the same in all their dealings.								
4. Name the national and international codes / certifications labels / standards.	Not Applicable.								

5. Specific commitments, goals and targets set by the entity

- The Bank will be committed to serving the underserved and unbanked rural strata of society. The Bank will constantly endeavour to improve its presence in rural geographies, partaking in local sustainable economic development, embracing small and marginal entrepreneurs and farmers.
- Identify core focus areas/sectors where funding is most needed to help uplift the marginalised and most impacted segments of society through Corporate Social Responsibility activities.
- The Bank will take a conscious effort for gender equality in society.
- Being an environmentally committed organisation, the Bank is working towards aligning sustainability and ESG in its operations. It will also come forward with new strategies, plans and partnerships to promote local sustainable economic development in the Bank's operational domains.
- Improve the Green portfolio by providing more Clean Energy Loans and EV Loans, aiming to increase the pool of resources available for lending towards green and sustainable initiatives of the Bank.

6. Performance of the entity against specific commitments, goals and targets

As on 31st March 2023, the Bank has 700 branches spread across 21 states and 2 UTs, with more than 25% of the branches in unbanked rural centres, surpassing the requirement for SFBs. The Bank had over 56,30,325 lakh female customers at the end of the FY 22-23. This shows the Bank's commitment towards inclusive financing and proving that even women from marginalised segments are creditworthy.

- The Bank is meeting its CSR commitments beyond the mandated 2% with 5% of profits through its core CSR intervention areas that are being elucidated each year.
- As at 31st March 2023, women constituted 31.46% of total employee strength. This is an evidence of diversity and inclusivity in workplace.
- The Bank has introduced preferential interest rates for promoting environmentally friendly products.

Principle-wise policies

P1 Ethics & Transparency	Various policies of the Bank like Code of Conduct for Employees, Directors & Senior Management, Non-Executive Directors, Code of Conduct for Recovery Officers, Whistle Blower Policy, Quality Policy, KYC and Prevention of Money Laundering Policy, Privacy Policy, Related Party Transaction Policy, Fair Practice/ Customer Service Policy, Policy on POSH, other internal policies interpret ethical behavior, transparency and accountability. There is an ESG Management Committee, Sustainability Council, CSR Management Committee and CSR and Sustainability Committee of the Board to ensure transparency and ESG Governance.
P2 Product Responsibility	The Bank's Fair Practices Code and Terms and Conditions guides this principle. KYC and Prevention of Money Laundering Policy is also a critical component of product responsibility. The Bank follows inclusive lending policies to facilitate increased social inclusion and environmental stewardship.
P3 Human Resources	The Bank has a very robust mechanism to ensure employee well-being and protection of human rights. There is a comprehensive HR Policy that covers various aspects like Code of Conduct, Diversity & Inclusion, Leave Benefits including Maternity Leave, Paternity Leave, Compensation Policy, etc. There are also other policies like Policy on Protection of Women Against Sexual Harassment at the Workplace. There is a Staff Handbook- an internal document that clearly defines the benefits entitled by the staff like Insurance Benefits and Health and Safety of employees. The Bank has a dedicated Learning & Development Department which ensure continuous learning and development of the employees. There is an online portal- Learning Management System (LMS) where a number of customised modules are available 24*7 for the reference of the employees. Also, we have 31.46% of women employees which we consider as a good step towards inclusion. The HR Department is ISO 9001:2015 certified.

Principle-wise policies

P4 Responsive to Stakeholders, particularly the marginalised	Being a SFB, we focus on rural development and financial inclusion. We particularly focus on reaching the poor and marginalised communities with our products and services. JLGs formed in rural / marginalised communities are maturing as good social institutions promoting co-operation and networking. We also serve the small and marginal farmers through group loans like FIG (Farmer Interest Group).
P5 Respect for Human Rights	The Code of Conduct details the Bank's policy on respect for human rights. The Bank through its Inclusivity and Diversity statement (as a part of the Human Resource Policy) upholds human rights as enshrined in the Constitution of India and supports the principles in the United Nations' Universal Declaration of Human Rights.
P6 Responsible Lending	The Bank has a comprehensive Credit Policy that gives a good coverage on Responsible Lending Practices including Green and Inclusive Finance. There is a Prohibition List in the Credit Policy stating the types of business/ activities that will not be given credit support due to the negative environment and social impact it may reflect in the society.
P7 Public Policy Advocacy	The Bank actively participates in discussion forums/committees of the government, regulator or industry bodies and shares its expertise and helps in the formulation or review of policies with the overall objective of enhancing the business ecosystem, economy and society. The MD & CEO of the Bank is the Co- Chairman of Sa Dhan – a network of micro banking institutions at national level.
P8 Inclusive Growth	The ESG Policy, Sustainable Banking Policy and CSR Policy carves a focused pathway for inclusive growth.
P9 Customer Engagement	The Customer Service Policy and other internal guidelines are in place to ensure customer satisfaction and encompass this principle. The Customer Service Quality Department of the Bank has been working on further enhancing the quality of its functioning and raising the standards to International Quality levels. For that, the department has revamped many of its processes to meet the ISO 9001 standards. As a result, the Bank has received ISO 9001: 2015 certification.

Note: The policies have been developed based on best practices or as per regulatory requirements and through appropriate consultation with relevant stakeholders. Policies may include a combination of internal policies of the Bank which are accessible to all internal stakeholders and policies placed on the Bank's website.

GOVERNANCE, LEADERSHIP AND OVERSIGHT

7. Director's Statement – Kindly refer to the message from Chairman and MD & CEO.

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1: Integrity

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 covered under the training programme	% of persons in a respective category covered by the training programme
Board of Directors/ Key Managerial Personnel (KMP)	1	Field immersion programmes	100
Employees other than Board of Directors or KMPs	430	For the continuous improvement of the competency level of employees, the Learning & Development Department has undertaken several initiatives to train the employees. The department has conducted 430 training programmes, covering 5034 employees through 178954 hours of training via online and offline modes. The training modules covered various areas of technical, behavioural and functional skills. The Bank also has a full-fledged E-shiksha portal wherein employees can learn courses at their convenience.	99

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings with regulators/ law enforcement agencies/ judicial institutions in FY22-23.

Monetary				
	Name of the regulatory / enforcement agencies / judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/fine		Nil		
Settlement		Nil		
Compounding fee		Nil		
Non-monetary				
	Name of the regulatory/ enforcement agencies/ judicial Institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment		Nil		
Punishment		Nil		

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

Case details	Name of the regulatory/ enforcement agencies/ judicial Institutions
Nil	-

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

Yes, the various aspects of anti-corruption and anti-bribery practice of the Bank are covered in the Code of Conduct and also in the Policy for Monitoring of Insider Trading.



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

Directors	FY22	FY23
KMPs	-	-
Employees	-	-

6. Details of complaints with regard to conflict of interest

	FY23		FY22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of conflict of interest of directors	-	-	-	-
Number of complaints received in relation to issues of conflict of interest of KMPs	-	-	-	-

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

Nil

Leadership indicators:

1. 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 Board has formulated a Performance Evaluation Policy including the questionnaire for performance evaluation of the Individual Directors, Committees of the Board, Chairman, Managing Director and CEO and the Board as a whole. The questionnaire designed for the performance evaluation covers various aspects of performance including the structure of the Board, meetings of the Board, functions of the Board, role and responsibilities of the Board, governance and compliance, evaluation of risks, grievance redressal for Investor, conflict of interest, Stakeholder value and responsibility, the relationship among Directors, Director competency, Board procedures, processes, functioning and effectiveness is circulated to all the Directors of the Bank for the annual performance evaluation.

PRINCIPLE 2: Safety & Sustainability

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 products and processes to total R&D and capex investments made by the entity, respectively.

Given the nature of the business of the Bank, the relevance of the above is largely restricted to information technology (IT) capex. Greater adoption of digital platforms has brought in increased efficiencies of operations and additionally ensures substantially reduced dependency on paper. Further, product performance and impact studies are undertaken to review the social performance.

During the FY 22-23, the Bank adopted an E-Signature process for disbursing micro loans.

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

Given the nature of the business of the Bank, the consumption of resources is limited. With the Green Protocol, Environment Policy and ESG Policy in place, the Bank makes the best effort to procure energy efficient products. Also, the Bank procures many of the products from the local vendors thereby being responsible in the supply chain. This empowers the local vendors thereby increasing their socio-economic status. The Bank is working on a green-procurement policy and ethical code of conduct for vendors.

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

The Bank has a strong Green Protocol in practice which enables it to manage waste efficiently and responsibly. There is a proper segregation of the waste based on its nature ie. biodegradable and non-biodegradable. They are then disposed of through authorised local disposing units of the local self-government etc.

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. EPR is not applicable to the Bank.



PRINCIPLE 3: Employee Well-Being

Business should promote the well-being of all employees including those in their value chain.

Essential indicators

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

Category	Total (A)	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)
PERMANENT EMPLOYEES											
Male	3386	3386	100%	3386	100%				2.48%		
Female	1581	1581	100%	1581	100%	79	4.99%	84			
Total	4967	4967	100%	4967	100%	79	4.99%	84	2.48%		
OTHER THAN PERMANENT EMPLOYEES											
Male	64	56	87.5%	64	100%						
Female	3	3	100%	3	100%						
Total	67	59	88.06%	67	100%						

2. Details of retirement benefits for the current and previous financial year

Benefits	FY23		FY22	
	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)*	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)
PF		5008		5008
Gratuity		5010		5010
Employee State Insurance (ESI)		-		-
Others		-		-

3. Accessibility of workplaces

Are the premises/offices accessible to differently-abled employees 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.

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. This is covered in the Diversity and Inclusion statements of the HR Policy. The Bank is committed to become an Equal Opportunity Employer. Diversity and inclusiveness includes creating a work culture where visible differences such as age, gender, ethnicity, region, physical appearance, thinking styles and religion are valued; where everyone has the opportunity to develop skills and talents consistent with the Bank's values and business objectives.

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

Gender	Permanent employees	
	Return to work rate	Retention rate
Male	100%	
Female	100%	
Total	100%	

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

Gender	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employees	Yes, in our HRMS System employees can raise their grievances
Other than Permanent Employees	

7. Membership of employees in association(s) or unions

The ESAF Staff Welfare Trust was established on 16th January 2008 with the sole purpose of undertaking welfare measures for trust members and their families. The primary objective of the trust is to promote and execute social and financial activities among the trust members and their families. ESWT primarily ensures to meet the emergency and unmet needs of its members.

- i. To inculcate the habit of thrift among the members.
- ii. To enable lending within the members out of the thrift amounts thus collected, supplemented where possible, by other funds obtained as membership fees, loans grants, interest income, fees penalties, and any other forms.
- iii. To enable the members to access insurance, and provide insurance and other financial services for their mutual benefit.
- iv. To secure funds from other funding sources and provide the same as loans, with or without interest and on such terms, to the members so as to enable them to take up income generation and livelihood programmes.
- v. To conduct training programmes for the members.
- vi. To provide technical and expert services to the members in building their capacities and to engage technical and expert personnel.
- vii. To purchase, hold, acquire or otherwise accept such property, real or personal as may be necessary, convenient and appropriate for the purposes herein expressed.
- viii. To sell, dispose, alienate, mortgage, hypothecate, exchange, alter, improve or in any manner these properties.
- ix. To convene meetings, conferences, seminars, workshops and conventions for achieving the objectives of the Trusts.
- x. To invest in the shares, stocks, and debt instruments or in such other similar instruments, in any limited liability company, co-operative society, trust, firm or any other institution established or existing for the purpose of promoting livelihoods and providing credit and other financial services for the benefit of the members of the trust.
- xi. To invest by way of short-term and long-term investments in the form of fixed or term deposits, and such other financial instruments.
- xii. To lend to any company, co-operative society, trust, firm, individual or other institution from its funds.
- xiii. To take over the assets and liabilities of any such similar formal or informal organisations, which the Board of Trustees may deem fit.
- xiv. To divide, split and re-organise the operations in any manner so as to benefit the members in providing easy access to services through another trust, co-operative society or any other legal form of organisation and transfer the related assets and liabilities of the trust in a fair equitable manner with the proper valuation of assets and liabilities through external independent evaluators.
- xv. To consolidate and merge with other organisations with similar objectives.
- xvi. To contribute to the activities of other welfare trusts in the region either by way of undertaking part or whole of the activities or by making financial contributions.

- xvii. To introduce, institutionalise and involve in a non-traditional banking system, which would provide credit facilities under special terms and conditions.
- xviii. To encourage and promote service in social, educational, health and economic development with a holistic approach.
- xix. To act as the financial management consultants and investment advisors and to render any kind of managerial, technical, financial services, and research-oriented programmes in connection with the aforesaid objects.
- xx. To accept subscriptions, grants, contributions, donations, loans, guarantees, gifts and similar facility from Donors, Government, conventional and non-conventional financial institutions in the form of cash or in kind on such terms and conditions, consistent with the aims and objectives of the trust.
- xxi. To open and run hostels, schools and medical facilities and make them available to the children and the needy wherever the need is felt in the country.
- xxii. To act as a network of institutions that are engaged in the provision of financial services to the employees for the purposes of exchange of information among the members with a view to promote, improve and further this concept of provision of financial services to the employees.
- xxiii. To engage in all such lawful acts, deeds or things either alone or in conjunction with any other organisations as are incidental or ancillary or conducive to the attainment of any of the above objectives.
- xxiv. To conduct social welfare activities among elderly, diseased, children, and homeless and to give protection and financial assistance to them.
- xxv. To promote and conduct yoga, health programmes, programmes for HIV-infected persons, psychological support among the needy members and society.

8. Details of training given to employees

Category	FY23					FY22				
	Total (A)	On health and safety/wellness measures		On skill upgradation		Total (A)	On health and safety / wellness measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES										
Male	3450	3450	100	3450	100	2870	2870	100	2870	100
Female	1584	1584	100	1510	95.32	1271	1271	100	829	65.2
Total		5034	100	4960	98.52	4141	4141	100	3699	89.32

Note: Includes training given to employees who have resigned/retired during the year. Some of the training programmes offered under health and safety and skill upgradation are mandatory. Hence, all employees have been considered under such training programmes.

The Bank provided 368 Training programmes for Skill & Function Development, 37 Behavioural training programmes to cover 1369 employees and 25 Leadership training programmes were conducted to cover 526 employees.

9. Details of performance and career development reviews of employees

The Bank conducts Performance Appraisal of employees on an yearly basis. Initially, the employee performs a self evaluation which is followed by an appraisal by the Reporting Manager and a review by the Reviewing Manager. During the process the performance feedback is shared and training needs are also captured.

10. Health and safety management system

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system.
Yes, this covers fire hazard, pandemics like Covid-19, natural calamities, heat wave and health awareness.
- b. What are the processes used to identify work-related hazards and assess risks on a routine and non- routine basis by the entity?
As it is service industry (Bank), work related hazards are minimal. We conduct routine check up in terms of fire and electric hazards. We have fire extinguishers, alarm system etc. in place to prevent fire hazards. We also have Electrical Trippers and ELCBs in place to arrest casualties electricity related hazards.

- c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)
 Yes, employees can activate alarms in emergency situations.
- d. Do the employees have access to non-occupational medical and healthcare services? (Yes/ No)
 Yes.

11. Details of safety-related incidents

Safety Incident/Number	Category	FY23	FY22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)			
Total recordable work-related injuries		0	
No. of fatalities (safety incident)			
High consequence work-related injury or ill-health (excluding fatalities)			

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

- Fire extinguishers are in place
- ELCB is in place
- Routine checks are done
- Awareness programmes are conducted
- Fire and safety demos are conducted

13. Number of complaints on the following made by employees

	FY22			FY21		
	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	0	0		0	0	
Health and safety	0	0		0	0	

14. Assessments for the year

Gender	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	No
Working Conditions	No

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 ensured that no operational disruptions occurred and that business continuity was maintained in order to maintain the required levels of customer service.

PRINCIPLE 4: Stakeholder Interest Stewardship

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.

Any individual or group of individuals or institutions that adds value to the business chain of the Bank is identified as a core stakeholder.

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 & marginalised Group (Yes/No)	Channels of communication (E-mail, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website) or 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
Employees	No	Direct & other communication mechanisms	Daily	Bank follows an open door policy
Shareholders/ Investors	No	The Bank communicates with investors and shareholders through E-mail, SMS, newspaper advertisements, website, quarterly conference calls, face to face meetings, annual general meetings, investor grievance channels, investor meets etc.	Frequent and need based	To stay abreast of developments in the Bank and its subsidiary companies
Customers	Generally No, as financial inclusion upgrades them	E-mail, SMS, Website, Advertisements, Newspaper, Telecalling, Notice Board	Daily	Monetary and Non-monetary transactions pertaining to customers accounts
Channel Partners and Key partners	No	Multiple channels – physical and digital	Frequent and need based	Help to increase reach and enhance business
Regulators	No	E-mail, one-on-one meetings, conference calls, video conference	Need based	Discussions with regard to various regulations and amendments, inspections, approvals
Communities and NGOs	No	Directly or through the CSR Implementing Agencies	Frequent and need based	Support socially high impact projects

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 communicates with investors and shareholders during investor meets, through investor grievance channels, at roundtables, quarterly conference calls, face to face meetings, annual general meetings and more. These are aimed at providing relevant information as well as understanding stakeholders' perspectives on the Bank's performance and strategy.

The Bank has a continuous ongoing interaction with customers through digital channels such as customer care, satisfaction and loyalty surveys, and social media platforms to understand their requirements and create better solutions, products and services for them. We publish a booklet "Joyful Stories of Transformation" which showcases the real-life case studies of the lives of our customers through our products and services. These are collected by the employees by interacting directly with the customers.



The Bank has ongoing regular communication with its employees using town-hall meetings, appraisal process, newsletters and other channels to understand and support their concerns and ensure they are aligned with the Bank's strategic priorities.

The Bank interacts with its suppliers through supplier meets, regular interactions etc. The Bank subscribes to responsible procurement practices and invests in building relationships with its suppliers.

The Bank engages with regulators through one-to-one meetings, e-mails and the submission of performance reports. It strives to be a good corporate citizen and complies with applicable regulations. The Bank plays its role in developing and implementing public policies.

The Bank is committed to uplifting the communities it operates in. It engages with the communities through its CSR team regularly. Community meetings are held to understand their needs and play an active role in supporting them.

PRINCIPLE 5: Human Rights

Business should respect and promote Human Rights

Essential indicators



1. Employees who have been provided training on human rights issues and policy(ies)

Category	FY22-23			FY21-22		
	Total (A)	No. of employees covered (B)	% (B/A)	Total (C)	No. of employees covered (D)	% (D/C)
EMPLOYEES						
Permanent	4967	2252	45.33	4068	2070	50.88
Other than permanent	67	67	100	73	73	100
Total Employees	5034	2319	46.06	4141	2143	51.75

2. Details of minimum wages paid to employees

Category	FY23					FY22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
EMPLOYEES										
Permanent	4967	0	0	4967	100%	4068	0	0	4068	100%
Male	3386	0	0	3386	100%	2799	0	0	2799	100%
Female	1581	0	0	1581	100%	1269	0	0	1269	100%

3. Details of remuneration/salary

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (Rs.)	Number	Median remuneration/ salary/ wages of respective category (Rs.)
Board of Directors (BoD) (Whole- time Directors)	-	-	-	-
Key Managerial Personnel (other than BoD)	10	4463551	-	-
Employees other than BoD and KMP	3488	384631	1594	296290

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

Yes.

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

We have an HR Help Desk where grievances can be reported. In the event of any such instance, the officer concerned will address the issue.

6. Number of complaints on the following made by employees

	FY22			FY21		
	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	0	0		0	0	
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.

Yes, there is a robust mechanism in place to address the issues faced by the employees. There is a Prevention of Sexual Harassment at Workplace (POSH) policy in place which strongly addresses harassment cases etc. Also, there is a strong grievance mechanism in place.

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

Yes, the Bank has a code of conduct in this regard for suppliers and it is also included in SOP of employees.

9. Assessments for the year.

The HR Department is ISO 9001:2015 certified and the Customer Service Quality Department is ISO 9001:2015 certified.

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

Nil

Leadership indicators

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

Nil

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

Nil

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

4. Details on assessment of value chain partners

All the suppliers and value chain partners have to agree and accept the Bank's code of conduct and abide by it.

Principle 6: Environmental Stewardship

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.**
Currently, the Bank is in the process of recording the total energy consumption with respect to units across its branches.

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?
Nil
2. **Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**
Not Applicable
3. **Provide details of the following disclosures related to water.**
Green Protocol followed by the branches are being awarded by Green Branch Award.
4. **Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.**
Not applicable to the Banking context
5. **Please provide details of air emissions (other than GHG emissions) by the entity.**
Nil
6. **Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity.**
Nil
7. **Does the entity have any project related to reducing Green House Gas emissions? If Yes, then provide details.**
The Bank has a Green Protocol that drives the reduction of GHG emissions well.
8. **Provide details related to waste management by the entity.**
The Bank has a Green Protocol in practice which enables management of waste efficiently and responsibly. There is a proper segregation of wastes by its nature i.e. biodegradable and non-biodegradable. They are then disposed through authorised local disposing units of the local self-government, etc.
9. **Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce the usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.**
The Bank has been following a sustainable approach to managing waste. The Bank generates mainly e-waste and paper waste. To reduce paper waste, the Bank has been following a digital mode in operations. During the FY 22-23, the Bank adopted E-Signature process to disburse micro loans resulting in the disbursement of more than five lakh loans through this process.
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.**
Nil
11. **Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:**
Nil
12. **Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N).? If not, provide details of all such non-compliances.**
Nil

PRINCIPLE 7: Transparent and Responsible Public Policy Advocacy

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: 17
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

Sl. No.	Name of the trade and industry chambers / associations	Reach of trade and industry chambers/ associations (State/National)
1.	Global Alliance for Banking Values	Global
2.	SME Finance Forum (IFC)	Global
3.	Indian Banks Association	Pan India
4.	Fimmda	Pan India
5.	Microfinance Institutions Network (MFIN)	Pan India
6.	Sa-Dhan	Pan India
7.	Association of Microfinance Institutions - West Bengal	West Bengal
8.	Thrissur Management Association	Kerala
9.	Confederation of Indian Industry	Pan India
10.	Indian Chamber of Commerce & Industry	Pan India
11.	Tie Kerala	Kerala
12.	All India Management Association (AIMA)	Pan India
13.	Micro Finance Association of Uttar Pradesh	Uttar Pradesh
14.	Association of Small Finance Banks of India	Pan India
15.	Association of Karnataka Microfinance Institution (AKMI)	Karnataka
16.	Odisha State Association of Financial Inclusion Institutions (OSAFII)	Odisha
17.	Banker's Club Thrissur	Kerala

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.**

There has been no instance of anti-competitive conduct by the Bank.

PRINCIPLE 8: Inclusive Growth and Equitable Development

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.

The Bank has undertaken an Impact Assessment through an Independent Agency for all the CSR interventions. Also, the Bank conducts periodic product performance studies that shall help in improving the scope and potential of the product. In the year 22-23, the Market Preparedness of our Farmer Interest Group (FIG) Loan was carried out among the customers who availed the same.

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

Nil

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

Nil

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

Nil

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments.

Nil

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

Sl. No.	State	Aspirational Districts
1.	Kerala	Wayanad
2.	Jharkhand	Dumka
3.	Maharashtra	Gadchiroli, Nandurbar

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

Yes, there is a preference for procuring from local and vulnerable groups.

4. Details of beneficiaries of CSR Projects:

Name of the Projects	Allocated Amount (2021-22) (a)	Allocated Amount (2022-23) (b)
ESAF Balajyothi	22,67,809	50,87,715
ESAF Capacity Building and Marketing Linkages for Entrepreneurship Collectives	43,75,836	19,87,165
ESAF Emergency Relief & Community Intervention	47,82,329	27,86,652
ESAF Entrepreneurship Acceleration Programme	22,48,955	25,10,720
ESAF Garshom	30,67,612	6,05,264
ESAF Health Infrastructure and Development Support	1,07,94,905	15,71,279
ESAF Rural School Infrastructure Development & Support	1,53,64,450	16,59,441
ESAF Santhwana	0	13,49,069
ESAF Centre for Excellence in Collective Entrepreneurship	0	10,85,235
ESAF Village Level Entrepreneurship Development Programmes	44,39,211	32,62,165
Community Intervention through Branches	0	55,000
	4,73,41,107	2,19,59,705
Total outlay (a+b)		6,93,00,812

PRINCIPLE 9: Responsible Value Creation

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.**

There is an Escalation Matrix in place and the details are published on the website and displayed in all branches.

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

Nil

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

Refer Section A (23)

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

Nil

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

The Bank operates in a highly dynamic threat environment and has taken a plethora of measures to ensure the safety of customer transactions. The Bank has implemented state-of-the-art security technologies in its infrastructure and monitors potential threats round-the-clock. A comprehensive strategy encompassing people, processes, and technology is constantly reviewed in light of emerging threats, the security requirements of the business, and best practices. A 24x7 Cyber Security Operations Centre has been established that identifies potential incidents and takes requisite action to respond, recover, and learn from the incidents. The Bank regularly participates in cyber drills conducted by the Institute of Development and Research on Banking Technology (IDRBT) and conducts periodic disaster recovery drills for its technology infrastructure to ensure the availability of critical services in the event of a disaster. In order to keep abreast with the security best practices, the Bank participates in meetings conducted by the CISO Forum and Data Security Council of India. A well-documented Board-approved Information Security Policy is in place.

<https://www.esafbank.com/privacy-policy/>

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.**

No penalty/regulatory action has been levied or taken on the above-mentioned parameters.

Leadership Indicators:

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

The information related to all the products and services given by the Bank is published in all the branches. Also, it is available on our website, <https://www.esafbank.com/>. In addition, the Bank actively uses various social media and digital platforms to disseminate information on its loans and deposits.

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

Yes. There are different levels of Financial Literacy that are provided to our customers. During FY 22-23, the Bank conducted 48,373 programmes reaching over 1.05 million customers. Training programmes on how to use ATMs, digital and mobile banking, etc. are also provided. Also, there are awareness messages that are sent to the customers as SMS alerts.

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

In terms of call centre services disruptions are published on website in the form or scroll.

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)

Yes, we do surveys for the entity as a whole. The Bank has always aligned its operations to cater to the needs of its customers and has tried to improve the quality of the service rendered on a continual basis. The Customer Service Quality Department conducted various surveys, which included the Annual Customer Satisfaction Survey, Digital Products Satisfaction Survey, Micro Loans Customer Satisfaction Survey etc. which has helped the Bank to identify the gap and take necessary actions to improve the customer experience. Also, the Bank has robust data privacy measures and a customer grievance mechanism in place to ensure customer satisfaction.

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