

Annexure V

Business Responsibility and Sustainability Report

Section A: General Disclosures

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L36911RJ1996PLC011381
2	Name of the Listed Entity	AU Small Finance Bank Limited
3	Year of incorporation	1996
4	Registered office address	19-A, Dhuleshwar Garden, Ajmer Road, Jaipur - 302001 (Rajasthan)
5	Corporate Office	5 th Floor, E-Wing, Kanakia Zillion, Junction of CST Road & LBS Marg, Kurla (West), Mumbai – 400070, Maharashtra
6	E-mail	investorrelations@aubank.in
7	Telephone	0141-4110060/61
8	Website	www.aubank.in
9	The financial year for which reporting is being done	1 st April 2021 to 31 st March 2022
10	Name of the Stock Exchange(s) where shares are listed	1. BSE Limited 2. National Stock Exchange of India Limited
11	Paid-up capital	₹ 314.90 Crore
12	Name and contact details (Telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Prince Tiwari Head of Investor Relations (IR) 022-62490600 investorrelations@aubank.in
13	Reporting boundary- Are the disclosures under this report made on a standalone basis (i.e., only for the entity), or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together)?	This report has been made on standalone basis

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Financial and Insurance Service	Banking activities by Central, Commercial and Saving banks	100%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Retail Banking, Treasury, Wholesale Banking, and other Banking Operations	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 offices	Total
National	-	919 touchpoints	919
International	-	None	None

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	18 States and 2 Union Territories
International (No. of Countries)	-

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

Given the nature of operations, the Bank does not have any exports and these are not applicable in our business operations.

c. A brief on types of customers:

The Bank has a bouquet of customised solutions for meeting the diverse needs of various customer segments of individuals, farmers, small businesses, MSMEs, corporates, government institutions and other segments.

IV. Employees

18. Details as at the end of the financial year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1	Permanent (D)	27,817	25,887	93.06	1,930	6.94
2	Other than Permanent (E)	NA	NA	NA	NA	NA
3	Total employees (D+E)	27,817	25,887	93.06	1,930	6.94
WORKERS						
4	Permanent (F)	NA	NA	NA	NA	NA
5	Other than Permanent (G)	NA	NA	NA	NA	NA
6	Total workers (F+G)	NA	NA	NA	NA	NA

b. Differently abled employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Differently abled employees						
1	Permanent (D)	12	11	91.67	1	8.33
2	Other than Permanent (E)	NA	NA	NA	NA	NA
3	Total differently abled employees (D + E)	12	11	91.67	1	8.33
Differently abled workers						
4	Permanent (F)	NA	NA	NA	NA	NA
5	Other than permanent (G)	NA	NA	NA	NA	NA
6	Total differently abled workers (F+ G)	NA	NA	NA	NA	NA

19. Participation/Inclusion/Representation of women

	Total (A)	Female	
		No. (B)	% (B/A)
Board of Directors	9	1	11.11
Key Management Personnel	4	0	0

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

	FY 2021-2022 (Turnover rate in current FY)			FY 2020-2021 (Turnover rate in previous FY)			FY 2019-2020 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	Please refer "Develop a highly empowered and capable team" section in this Annual Report								
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

21. Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate-whether holding/ subsidiary/ Associate/Joint venture	% of shares held by the listed entity	Does the entity indicated at column A, participate in the Business-Responsibility initiatives of the listed entity? (Yes/No)
			NA	

VI. CSR Details

22.

(i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Yes
(ii) Turnover (in INR)	6915.42 Crore
(iii) Net Worth (in INR)	7514.01 Crore

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:

Stakeholder group from whom a complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide a web link for grievance redress policy)	FY 2021-2022 Current Financial Year			FY 2020-2021 Previous Financial Year		
		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, Bank's Whistle Blower Policy and Vigil Mechanism https://www.aubank.in/Notice-Slider-4-6-whistle-blower-policy-and-vigil-mechanism.pdf	Nil	Nil	-	Nil	Nil	-
Investors (other than shareholders)	Yes, Investor Grievance Redressal Policy https://www.aubank.in/Notice-Slider-5-8-investor-grivances-redressal-policy.pdf	Nil	Nil	-	Nil	Nil	-
Shareholders	Yes, Investor Grievance Redressal Policy https://www.aubank.in/Notice-Slider-5-8-investor-grivances-redressal-policy.pdf	Nil	Nil	-	Nil	Nil	-
Employees and workers	Yes, Bank's Whistle Blower Policy and Vigil Mechanism https://www.aubank.in/Notice-Slider-4-6-whistle-blower-policy-and-vigil-mechanism.pdf	4	Nil	-	8	Nil	-
Customers	Yes, Customer Grievance Redressal Policy https://www.aubank.in/Notice-Slider-1-9-customer-grievance-redressal-policy.pdf	Please refer the details of customer complaints disclosed in Schedule no. 18 (11) of the notes to accounts of the Audited Financial Statements for FY 2021-22.					
Value Chain Partners	Yes, Bank's Whistle Blower Policy and Vigil Mechanism https://www.aubank.in/Notice-Slider-4-6-whistle-blower-policy-and-vigil-mechanism.pdf	Nil	Nil	-	Nil	Nil	-
(Others) Third Party/Anonymous	Yes, Bank's Whistle Blower Policy & Vigil Mechanism https://www.aubank.in/Notice-Slider-4-6-whistle-blower-policy-and-vigil-mechanism.pdf	8	Nil	-	12	Nil	-

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

S. No. identified	Material issue	Indicate whether risk or opportunity (R/O)	The rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Please refer "Focusing on our priorities" section of this Annual Report					

Section B: Management and Process Disclosures

This section is aimed at helping businesses demonstrate the structures, policies, and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	N	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	NA	Y	Y
c. Web Link of the Policies, if available	Y	Y	Y	Y	Y	Y	NA	Y	Y
	https://www.aubank.in/notice-board https://www.aubank.in/investors/secretarial-policies								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Y	Y	Y	Y	Y	Y	NA	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	NA	Y	Y
4. Name of the national and international codes/certifications/ labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your Entity and mapped to each principle	-	-	-	-	-	-	-	-	Y
	AU Bank has adopted and complies with the regulations as prescribed by Reserve Bank of India (RBI), Ministry of Corporate Affairs (MCA), Securities and Exchange Board of India (SEBI), and other regulators. AU Bank has also been certified for its robust data privacy and cyber security capabilities in alignment with ISO 27001:2013 standards.								
5. Specific commitments, goals, and targets set by the entity with defined timelines, if any.	-	-	-	-	-	-	-	-	-
6. Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.	-	-	-	-	-	-	-	-	-
Governance, leadership, and oversight									
7. Statement by the director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure)	Please refer "MD & CEO's message" in this Annual Report								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	Mr. Sanjay Agarwal								
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.	MD & CEO, AU Small Finance Bank Limited								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether the review was undertaken by the Director / Committee of the Board/ Any other Committee								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against the above policies and follow up action	Y	Y	Y	Y	Y	Y	-	Y	Y
Compliance with statutory requirements of relevance to the principles, and the rectification of any non-compliances	The Bank follows all the applicable statutory and regulatory guidelines.								

Subject for Review	Frequency (Annually/Half-yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against the above policies and follow up action	The reviews of the policies are done annually. The Bank revises the policy or procedure if there are any significant changes by the authorities to address sustainability related aspects in the Bank's operations.								
Compliance with statutory requirements of relevance to the principles, and the rectification of any non-compliances	The Bank follows all the applicable statutory and regulatory guidelines.								

	P1	P2	P3	P4	P5	P6	P7	P8	P9
11. Has the entity carried out an independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency	No	No	No	No	No	No	No	No	No

12. If the answer to question (1) above is "No" i.e., not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)	-	-	-	-	-	-	Y	-	-
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	-	-	-	-	-	-	NA	-	-
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	-	-	-	-	-	-	NA	-	-
It is planned to be done in the next financial year (Yes/No)	-	-	-	-	-	-	NA	-	-
Any other reason (please specify)	-	-	-	-	-	-	NA	-	-

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 programs on any of the Principles during the financial year:

Segment	Total number of training and awareness programs held	Topic/ Principles covered under the training and its impact	% of a person in respective categories covered by the awareness programs
Board of Directors Key Managerial Personnel Employees other than BOD and KMPs		Our core dharma i.e., our value is 'Nurture Talent and Succeed Together' and hence there is immense importance given to Learning & Development, this enables us to develop talent for current and future roles and challenges which the Bank might face in near future. Further, the Bank has devised a method to gauge the learning needs of defined job roles through a survey methodology. Mails and newsletters are being sent to all employees for creating awareness about ESG. For Board of Directors training program, please refer to the Corporate Governance Report under this Annual Report.	
Workers	NA	NA	NA

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 Obligations) Regulations, 2015 and as disclosed on the entity's website):

	NGRBC Principle	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	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil

	Non-Monetary			
	NGRBC Principle	Name of the regulatory/ enforcement agencies judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil

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

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

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

Yes, the Bank has an Anti-Bribery and Anti-Corruption Policy under this principle that extends to all the stakeholders including customers, regulators, investors, Vendors, or other Governmental agencies. The Bank has a 'zero-tolerance' approach towards bribery and corruption instances. The Bank's policy deals with Anti-corruption measures of the Bank and is a responsibility of the Disciplinary and Audit Committee as applicable that has the responsibility of looking into the acts of misconduct committed by the employees within its control and to take appropriate punitive action. It is also required to take appropriate preventive measures to prevent misconducts by the employees under its control and jurisdiction. Under the Bank's Anti-Bribery and Anti-Corruption Policy for vendor mechanism and outsourcing mechanism, the Bank ensures that a culture of transparency and the highest ethical standards are followed while transacting and dealing with all external stakeholders, including vendors and suppliers.

<https://www.aubank.in/Notice-Slider-5-9-anti-bribery-and-anti-corruption-policy.pdf>

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

There are no cases or incidents of bribery/corruption observed during the reporting period. In case of any cases or incident that may arise in the future, the Bank has appropriate policies and procedures in place to take corrective actions.

Complaints	FY 2021-2022	FY 2020-2021
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	NA	NA

6. Details of complaints with regard to conflict of interest

	FY 2021-2022		FY 2020-2021	
	Numbers	Remarks	Numbers	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of conflicts of interest of the KMPs	Nil	NA	Nil	NA

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

There are no cases or incidents of conflict of interest or corruption observed during the reporting period. In case of any cases or incident that may arise in the future, the Bank has appropriate policies and procedures in place to take corrective actions.

Leadership Indicators

1. Awareness programs conducted for value chain partners on any of the principles during the financial year:

During the reporting year, the Bank has not conducted any awareness programmes for our value chain partners on the sustainability/ESG relevant aspects. The Bank spreads awareness for its value chain partners for the greater good for sustainable operations.

Total numbers of awareness programs held	Topic/principles covered under training	% of value chain partners covered (by the value of business done with such partners) under the awareness programs
NA	NA	NA

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 a Code of Conduct for Directors and Senior Management Personnel and Policy on Related Party Transactions and Materiality which specifies that the Board shall not involve in a situation that directly or indirectly involves conflict with the interest of the Bank.

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

	Current Financial Year	Previous financial year	Details of improvement in environmental and social impact
R&D	Not applicable given the nature of the business and being a financial service sector entity.		
Capex			

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

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

Given the nature of the Bank's business activities, sustainable sourcing of inputs is not significant in the Bank's operations. However, the Bank attempts to reduce the environmental impact in its operations through various sustainability initiatives such as integrating digital initiatives in the Bank's products and services. The Bank procures energy efficient appliances and equipments for its branches/offices to reduce energy consumption. Additionally, in big offices, the Bank has invested in making its office buildings more energy and resource efficient, focusing on improved lighting and ventilation, judicious usage of water and better waste management practices.

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

Given the nature of the Bank's business activities, our products and services are intangible in nature. The Bank has limited scope for using recycled material as processed inputs. The Bank disposes of its waste such as paper, dustbin bags through state's municipal authorities and disposing e-waste through authorised vendors. The Bank is reducing the usage of plastics in its offices and branches with the alternatives. The Bank procures furniture from authorised suppliers made from recyclable materials.

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.

Given the nature of the Bank's operations, Extended Producers Responsibility (EPR) is not applicable to the Bank.

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 contributes	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)
			NA		

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

Name of Product/Service	Description of the risk/concern	Step taken
	NA	

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2021-2022	FY 2020-2021
		NA

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

	FY 2021-2022			FY 2020-2021		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastic including packaging	NA	NA	NA	NA	NA	NA
E-waste	NA	NA	9.406	NA	NA	9.414
Hazardous Waste	NA	NA	NA	NA	NA	NA
Other Waste	NA	NA	NA	NA	NA	NA

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

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

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
	Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)	
Permanent employees											
Male	25,887	25,887	100	25,887	100	-	-	25,887	100	NA	NA
Female	1,930	1,930	100	1,930	100	1,930	100	-	-	NA	NA
Total	27,817	27,817	100	27,817	100	1,930	100	25,887	100	NA	NA
Other than Permanent employees											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
	Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)	
Permanent workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

2. Details of retirement benefits, for Current financial year and Previous financial year

Benefits	FY 2021-2022 Current Financial Year			FY 2020-2021 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	91%	NA	Y	88%	NA	Y
Gratuity	91%	NA	Y	88%	NA	Y
ESI	NA	NA	NA	NA	NA	NA
Others	NA	NA	NA	NA	NA	NA

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently-abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes, the Bank has put in place various initiatives and provisions across the Bank's offices and branches to its specially-abled employees as per the requirements of the Rights of Persons with Disabilities Act, 2016.

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.

The Bank respects and aims for providing a diverse workforce in its workplace and dedicated D&I committee is set up to encourage diversity and inclusion in the Bank. D&I committee majorly lays focus on creating a diverse and inclusive culture. The committee regularly reviews the progress of Bank's initiatives to maintain the diverse culture in the organisation and to ensure equal opportunity for employment.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	98.54%	0%	NA	NA
Female	38.75%	21.25%	NA	NA
Total	95.66%	1.02%	NA	NA

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.

Permanent Workers	NA
Other than Permanent Workers	NA
Employees	Yes
Other than Permanent Employees	NA

The Bank encourages its employees to voice their concerns, if any, related to suspected or occurrence of illegal, unethical inappropriate actions, serious conduct risk, potential misconduct and related concerns, fraudulent transactions, suspicions, etc. without fear of retribution or fear of reprisal or victimisation to the employee raising the concern through its whistle blower policy. The Bank is committed to the highest standards of ethical, moral, and legal conduct of business operations with transparency, clean business transactions, professionalism, and other procedures to curb opportunities for corruption, if any. Besides, identifying and reporting potential risks allows the Bank to act proactively to evaluate rapidly and eliminate as necessary. The Audit Committee of the Bank reviews the implementation of whistle blower policy along with assessing the effectiveness of the vigil mechanism.

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

Category	FY 2021-2022 Current Financial Year			FY 2020-2021 Previous Financial Year		
	Total employees/workers in the respective category (A)	No. of employees/workers in respective category, who are part of the 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 the association(s) or Union (D)	% (D/C)
Total Permanent Employees	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total Permanent Workers	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers:

Category	FY 2021-2022 Current Financial Year					FY 2020-2021 Previous Financial Year				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B /A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	25,887	24,819	95.87%	25,196	97.33%	21,242	7,831	36.87%	18,724	88.15%
Female	1,930	1,855	96.11%	1,878	97.31%	1,242	497	40.02%	1,174	94.52%
Total	27,817	26,674	95.89%	27,074	97.33%	22,484	8,328	37.04%	19,898	88.50%
Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

100% of eligible employees have received performance and career development reviews as per the HR policy of the Bank.

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 a system?

Yes, all Branches with ATMs and asset offices with cash facility (except Unbanked Category branches) are secured with E-Surveillance System or CMS System, which not only can detect, but also have the capability to generate a real-time alert. Further, all offices are covered under CCTVs and fire alarm systems, including fire extinguishers, which gives the required confidence to our workforce. Moreover, mock drills are also performed regularly.

- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

It is of prime importance to take care of our employees, in terms of physical and mental health. The Bank strongly believe that it is our duty to provide necessary support in their wellbeing. The Bank assess the risks related to occupational health and safety at periodic intervals and put in place mitigation measures to take corrective action and preventive action against those risks. We also conduct regular trainings on business continuity plan, disaster management, etc. including mock fire drills, in case of an emergency to our employees.

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

At the Bank, it is our duty to provide necessary support to employees in their wellbeing. The Bank assess the risks related to occupational health and safety at periodic intervals and put in place mitigation measures to take corrective and preventive action against those risks.

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

Yes, the Bank has taken several measures to provide medical coverage for its employees to provide safety against the medical and healthcare emergencies, which includes Group Medical Policy for employees and their families, Group Term Life Insurance and Group Personal Accident Cover.

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY 2021-2022	
		Current Financial Year	FY 2020-2021 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	NA	NA
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	NA	NA
No. of fatalities	Employees	Nil	Nil
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	NA	NA

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

The Bank unlocked the power of its people by securing their safety. During the year, the Bank undertook several activities to ensure health and safety of its people, including the following:

- Addressed employee queries through a designated COVID helpdesk
- Operated open-door offices for minimal contact
- Educated teams about safe behaviour
- Collaborated with various hospitals to get additional discount and benefits for our people
- Conducted annual health check-ups, blood donation camps, eye camps and others
- Organised live yoga sessions in association with the Art of Living Foundation

The Bank has also undertaken several programmes to enhance gender diversity and inclusivity.

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

	FY 2021-2022 Current Financial Year			FY 2020-2021 Previous Financial Year		
	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
Working Conditions	Nil	Nil	Nil	Nil	Nil	Nil
Health & Safety	Nil	Nil	Nil	Nil	Nil	Nil

14. Assessments for the year:

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

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks/concerns arising from assessments of health & safety practices and working conditions.

At the Bank, we strive to provide necessary support in the wellbeing of employees. The Bank assess the risks related to occupational health and safety at periodic intervals and put in place mitigation measures to take corrective and preventive action against those risks. However, during the reporting period, there were no significant risks/concerns arising from health and safety practices and working conditions. The Bank has taken adequate measures in responding to COVID-19 pandemic through robust business continuity management, by promptly catering to customer and other stakeholders' requirements. The Bank has been constantly working to simplify the business processes to be more customer-centric organisation during the tough times.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N)?

Yes, the Bank provides benefits to its employees, such as insurance benefits and a compensatory package to the employees, and their families affected from the COVID-19.

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 has complied with applicable requirements in this regard. Further, the Bank also sets clear expectations with vendors and suppliers to abide by labour laws, human rights, and regulations for their business.

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 2021-2022 (Current Financial Year)	FY 2020-2021 (Previous Financial Year)	FY 2021-2022 (Current Financial Year)	FY 2020-2021 (Previous Financial Year)
Employees	Nil	Nil	Nil	Nil
Workers	NA	NA	NA	NA

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

Yes, the Bank has implemented multiple programs to help our employees in their career progression, some of them are:

- **Saksham** – A program which helps employees in getting the right skills for delivering their KRAs, and for enabling their growth.
- **AU Dharma** – A program to build synergy and to reiterate the Bank's work principles. These programs help employees to gel with the organisational culture.
- **Capacity Building** – A program on risk management, facilitated by Indian Institute of Banking and Finance.
- **Behavioural Workshops** – The Bank has developed and delivered multiple behavioural programs to help our employees in building and improving competency.
- **First Time Managers** – A program to help our employees in their transition from officers to managers, and managers to leaders.

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	NA
Working Conditions	NA

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.

There are no cases or incidents related to health and safety practices of the value chain partners observed during the reporting period.

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.

Please refer 'Stakeholder engagement' section in this Annual Report

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, advertisements, Community meetings, Notice Board Website) Other	Frequency of engagement (Annually/ Half-yearly/ Quarterly/ others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No			
Employees	No			
Regulatory authorities	No			
Partners and associates	No			
Society	The Bank has identified women, people with disabilities, children, youth, farmer communities, as its disadvantaged, vulnerable and marginalised stakeholders	Please refer 'Stakeholder engagement' section in this Annual Report		
Investors and Shareholders	No			

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 Board Committees and Board Delegated Committees through the presentation of the department heads reviews the progress on economic, environmental, and social aspects.

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.

On the basis of feedback received from the department heads on the economic, environmental, and social aspects, the requisite process and policies are made.

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

As a Small Finance Bank, our commitment to financial inclusion remains unwavering and goes beyond regulatory requirements. The Bank continue to focus on the priority sector by lending to small and marginal farmers, to the weaker sections and supporting them with government-led initiatives to improve access to financial services. The Bank also provides insurance and pension plans to the disadvantaged, vulnerable, and marginalised stakeholders to take care of their social security needs. Internally, the Bank carries out data mining for analysing its existing customers and classifying them under suitable categories. Further, Bank is committed to support and impart financial literacy and digital education to drive financial inclusion in its true sense in the country.

Further, the Bank makes meaningful contribution by empowering socially, economically, financially, and physically excluded, disadvantaged and challenged communities through CSR initiatives and thereby helping them to become self-reliant and achieve sustainable and inclusive development and growth. The Bank is focusing on creating opportunities for enhancing livelihood, opportunities, improving quality of education and skills development, creating awareness amongst public at large on topics of financial and digital literacy, sports, health, hygiene, and preventive health care, etc.

Principle 5: Businesses should respect and promote human rights.

Essential Indicators

1. Employees and workers, who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2021-2022 Current Financial Year			FY 2020-2021 Previous Financial Year		
	Total (A)	No. employees' covered (B)	% (B/A)	Total (C)	No. employees' covered (D)	% (D/C)
Employees						
Permanent	Our core dharma i.e., our value is 'Nurture Talent and Succeed Together' and hence there is immense importance given to Learning & Development, this enable us to develop talent for current and future roles and challenges that Bank might face in near future. Further, the Bank has devised a method to gauge the learning needs of defined job roles through a survey methodology. Bank's employees are imparted various training programs including related to human rights and policies in their conduct and offering of services to the customers.					
Other than permanent						
Total Employees						
Workers						
Permanent	NA					
Other than permanent						
Total Workers						

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

Category	FY 2021-2022 Current Financial Year					FY 2020-2021 Previous Financial Year				
	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	27,817	21	0.08%	27,796	99.92%	22,484	156	0.69%	22,328	99.31%
Male	25,887	14	0.05%	25,873	99.95%	21,242	153	0.72%	21,089	99.28%
Female	1,930	7	0.36%	1,923	99.64%	1,242	3	0.24%	1,239	99.76%
Other Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Workers										
Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

3. Details of remuneration/salary/wages, in the following format:

	Male		Female	
	Number	Median remuneration/salary/wages of respective category (In INR)	Number	Median remuneration/salary/wages of the respective category (In INR)
Board of Directors (BoD) *#	6	15,00,000	1	15,00,000
Key Managerial Personnel*^	4	1,29,12,966	-	-
Employees other than BoD and KMP	25,883	2,75,004	1,930	3,26,004
Workers	-	-	-	-

* Remuneration of Executive Directors has been considered under KMP Category.

Remuneration of Non-executive Directors has been considered, which is exclusive of Sitting Fees.

^ Remuneration of KMPs as on 31st March 2022 has been considered.

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

Yes, the Bank has committee in place to address concerns of employees including human rights issues with respect to its operations. The Bank has also procedures in place to address and take corrective actions through Whistle Blower Policy and Vigil Mechanism policy.

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

The Bank recognises that human rights are inherent to all human beings and upholds the dignity of every individual associated with it, be it employees, customers, business correspondents, vendors, etc. The Bank's policies and conduct with customers and other stakeholders outline the Bank's philosophy of upholding human rights first. The Bank has structured whistle-blower and vigil mechanism policy which addresses the grievances raised by the stakeholders and is taken up by the respective departments at the Bank to resolve the issues.

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

	FY 2021-2022 Current Financial Year			FY 2020-2021 Previous Financial Year		
	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	1	Nil	-	8	1	The Pending complaint was resolved on 08th April 2021.
Discrimination at Workplace	Nil	Nil	-	Nil	Nil	-
Child Labour	Nil	Nil	-	Nil	Nil	-
Forced Labour/ Involuntary Labour	Nil	Nil	-	Nil	Nil	-
Wages	Nil	Nil	-	Nil	Nil	-
Other (human rights related) issues	Nil	Nil	-	Nil	Nil	-

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

The Bank has in place a Policy on Prevention and Redressal against Sexual Harassment. The primary objective of the said policy is to provide all safeguards to employees from sexual harassment at the workplace. The Bank has zero tolerance towards sexual harassment at workplace and persists to uphold and maintain its work environment safe and secure. The Bank has constituted Internal Complaints Committee in compliance of the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 to review, investigate and take suitable actions on complaint, and there is a Board level Disciplinary Committee that reviews the decisions taken by Internal Complaints Committee.

Further, the contents of the complaint, the identity, and addresses of the aggrieved employee, respondent and witnesses, any information relating to conciliation and inquiry proceedings, recommendations of the committee and the action taken by Bank are not published, communicated, or made known to the public, press and media in any manner.

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

As the Bank recognises that human rights are inherent to all human beings and upholds the dignity of every individual associated with it, the Bank's policies, and code of conduct with the stakeholders ensures the Bank's philosophy of upholding human rights. The Bank procures goods and services from certified vendors. The procedures and decision-making process of the Social Environmental and Management System (SEMS) are systematically incorporated in our business processes and awareness is also created among vendors and customers to comply with applicable social, environmental laws and protection of human rights to inculcate right practices in their operations.

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	NA
Forced/involuntary labour	NA
Sexual harassment	NA
Discrimination at workplace	NA
Wages	NA
Others – please specify	NA

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

There are no cases or incidents related to human rights observed during the reporting period. In case of any cases or incidents that may arise in the future, the Bank has appropriate policies and procedures in place to take corrective actions.

Leadership Indicators

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

There are no cases or incidents related to human rights observed during the reporting period.

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

There is no external due diligence related to human rights conducted in the Bank's operations.

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, as a Bank serving the unserved and underserved individuals, the Bank has put in place various initiatives and provisions across its offices and branches to ease the banking services to differently abled visitors as per the requirements of the Rights of Persons with Disabilities Act, 2016.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	NA
Wages	
Others – please specify	

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

There are no cases or incidents related to human rights observed during the reporting period. In case of any cases or incident that may arise in the future, the Bank has appropriate policies and procedures in place to take corrective actions.

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

Essential Indicators

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

Parameter	FY 2021-2022 Current Financial Year	FY 2020-2021 Previous Financial Year
Total electricity consumption (A)	66,021.52	-
Total fuel consumption (B)	2,321.07	-
Energy consumption through other sources (C)	-	-
Total energy consumption (A+B+C)	68,342.59	-
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	Negligible	-
Energy intensity (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

- 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.

Given the nature of the Bank's business operations, this is not applicable to the Bank.

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

Parameter	FY 2021-2022	FY 2020-2021
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: 1. 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. Given the nature of the Bank's business operations, water consumption and discharge not material to the business. Water consumption is limited to drinking and domestic consumption and the Bank has not measured water consumption so far, however, we have initiated discussions internally on tracking water consumption at some of our large offices.

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

Given the nature of the Bank's business operations, water consumption and discharge are not material to the business.

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

Parameter	Please specify unit	FY 2021-2022	FY 2020-2021
NOx			
Sox			
Particulate matter (PM)			
Persistent organic pollutants (POP)		NA	
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

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

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

Parameter	UNIT	FY 2021-2022	FY 2020-2021
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	861.69	-
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)		7,879.20	-
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO ₂ equivalent	Negligible	-
Total Scope 1 and Scope 2 emission intensity (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

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

We are constantly making efforts to build and nurture a nature-friendly environment for working staff across our operations and efficient usage of energy and sensitivity towards climate change is a vital part of our operations. Our long-term vision to be sustainable by eliminating direct CO₂ emissions from our operations and promoting renewable energy and to reduce the impact of climate change.

We are working towards contributing to SDGs and national commitment of becoming net-zero by 2070. We have undertaken several steps to minimise emissions, which include wide adoption of digital banking channels, energy efficiency measures and paper conservation. This stands as testimony to our commitment towards addressing climate change impacts and managing our environmental footprint. We continue to focus on energy and emissions reduction measures in all our operational outlets.

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

Parameter	FY 2021-2022	FY 2020-2021
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	9,406	9,414
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. Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector) (H)	-	-
Total (A+B + C + D + E + F + G + H)	9,406	9,414

Parameter	FY 2021-2022	FY 2020-2021
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	-	-
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total	-	-

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

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.

Given the nature of the Bank's business activities, our products and services are intangible in nature. The Bank has limited scope for using recycled material as processed inputs. The Bank disposes of its waste, such as paper, dustbin bags through state's municipal authorities and disposing e-waste through authorised vendors. The Bank is reducing the usage of plastics in its offices and branches with the alternatives. The Bank uses furniture assets from recycled material through authorised suppliers.

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:

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

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
NA					

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, in the following format:

S. No. Specify the law / regulation / guidelines which were 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
NA			

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 2021-2022	FY 2020-2021
From renewable sources		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	-	-
From non-renewable sources		
Total electricity consumption (D)	66,021.52	-
Total fuel consumption (E)	2,321.07	-
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	68,342.59	-

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:

Given the nature of the Bank's business operations, water consumption and discharge are not material to the business.

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:

- (i) Name of the area
(ii) Nature of operations
(iii) Water withdrawal, consumption, and discharge in the following format:

Parameter	FY 2021-2022 (Current Financial Year)	FY 2020-2021 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-

Parameter	FY 2021-2022 (Current Financial Year)	FY 2020-2021 (Previous Financial Year)
(iv) Sent to third parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

Note: 1. 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. Given the nature of the Bank's business operations, water consumption and discharge are not material to the business. Water consumption is limited to drinking and domestic consumption and the Bank has not measured water consumption so far, however, we have initiated discussions internally on tracking water consumption at some of our large offices.

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

Parameter	UNIT	FY 2021-2022 (Current Financial Year)	FY 2020-2021 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	-	-
Total Scope 3 emissions per rupee of turnover		-	-
Total Scope 3 emission intensity (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 and indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

The Bank's offices and Branches are not operated in and around the ecologically sensitive areas.

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 outcome of such initiatives, as per the following format:

The Bank is adopting various strategies to enhance its positive impact through its lending activities, internal operations, and CSR activities. The digitisation of the Bank's products and services has helped to make it more convenient for customers and helped to reduce the quantum of resources consumed in banking operations. Further, the Bank has designed energy efficient infrastructure to save energy and makes optimal utilisation of resources at its branches and other offices. Also, the Bank has installed solar rooftop system in its offices to make clean energy and to reduce its carbon footprint.

For more details, please refer "Pillar 1: Environment" in this Annual Report.

S. No. Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along with summary)	Outcome of the initiative
-	-	-

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

The Bank understands the environment its operates in and the associated risks, hence the Bank has developed and implemented business recovery strategies and infrastructure to ensure recovery and continuity of critical banking operations as per agreed timelines and acceptable service levels. The plan is designed to facilitate the continuity of the critical business processes in the event of defined disaster scenarios. The scenarios address city wide (wide area) disruptions too. The same is evaluated periodically to address any gaps. While the recovery time objectives (RTO) have been defined and documented in the recovery plans, various external factors beyond our control could affect the actual recovery time.

<https://www.aubank.in/Notice-Slider-1-10-Business-Continuity-Plan.pdf>

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

Given the nature of the operations, services and products, the Bank, doesn't have significant impact on the environment. However, the limited environmental impact such as emissions are being addressed and being environmentally conscious institution, the Bank is continuously taking measures to reduce the impact on the environment.

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

The Bank procures goods and services from certified vendors who are ISO 14001 certified. The Bank is gradually working on including environmental aspects as part of its business practices with its value chain partners.

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: 4
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.

S. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Indian Banks' Association	National
2	Association of Small Finance Banks of India (ASFBI)	National
3	Confederation of Indian Industry	National
4	Federation of Indian Chambers of Commerce and Industry	National

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
	NA	

Leadership Indicators

1. Details of public policy positions advocated by the entity:

S. No	Public policy advocated	Method resorted for such advocacy	Whether information is available in the public domain? (Yes/No)	Frequency of review by board (Annually/ Half-yearly/ Quarterly/ other please specify)	Web-link if available
	This is not applicable as the Bank does not engage in policy advocacy.				

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 detail of project	SIA Notification No.	Date of Notification	Whether conducted by independent external agency (Yes/No)	Results communicated in the public domain (Yes/No)	Relevant Web-link
	NA				

Note: Impact assessment of CSR projects will be carried out in accordance with provisions of the Companies Act, 2013 and the Companies (Corporate Social Responsibility Policy) Rules, 2014 from FY 2022-23 onwards.

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

S. No	Name of the project for which R&R is ongoing	State	District	No. of projects Affected Families (PAFs)	% of PAFs covered by R&R	Amount paid to PAFs in the FY (In INR)
	NA					

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

Please refer "Pillar 2: Social" in this Annual Report.

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

Parameter	FY 2021-2022	FY 2020-2021
Directly sourced from MSMEs/ small producers	The items which are acquired for consumption at requisite local branch/offices are preferably procured from MSMEs of the respective districts.	
Sourced directly from within the district and neighbouring districts		

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
NA	

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

S. No	State	Aspirational District	Amount Spent (in INR)
1	Rajasthan	2	3,85,000
2	Maharashtra	2	78,300
3	Madhya Pradesh	3	2,01,500
4	Chhattisgarh	4	1,49,500
5	Gujarat	1	21,000
Total			8,35,300

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:

S. No	Intellectual Property Based on Traditional Knowledge	Owned Acquired (Yes/No)	Benefit Shared (Yes/No)	Basis of Calculating Benefit Share
NA				

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

Name of Authority	Brief of the Case	Corrective action taken
NA		

6. Details of beneficiaries of CSR Projects:

S. No	CSR Project	No. of persons benefited from CSR projects	% of beneficiaries from vulnerable and marginalised groups
1	AU Skills Academy	2,691	74%
2	Centre of Excellence	651	87.25%
3	Financial and Digital Literacy	1,16,680	-
4	AU COVID - Medical Equipment Support	10,000	-
5	AU COVID - Response & Support	3,07,600	-
6	AU Bank Sports Initiative	8,000	100%
7	AU Jal Bank	3,08,000	-
8	AU Udyogini	1,346	100%
9	AU Shiksha	40 Direct & 9,950 indirect	-
10	Environmental Sustainability	2,500+ Trees and guards	-
11	AU Shayog - Support for society upliftment	10,093	-
12	AU Arogya- Healthcare	5,435	-

For more details, please refer “Pillar 2: Social” in this Annual Report.

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

Essential Indicators

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

The Bank has a comprehensive policy on Customer Grievance Redressal which governs the redressal procedure for handling customer complaints. The policy is well-designed in adherence with applicable regulatory requirements, and applies to all employees of the organisation, regardless of location or business unit. The Bank has a 4-tiered governance framework that ensures prompt and responsive complaint resolution and ensures confidentiality of complainants' information.

- 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	NA
Safe and responsible usage	NA
Recycling and/or safe disposal	NA

- Number of consumer complaints in respect of the following:

	FY 2021-22		Remarks	FY 2020-21		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy						
Advertising						
Cyber-security						
Delivery of essential services			Please refer the details of customer complaints covering number and categories of complaints disclosed in Schedule no. 18 (11) of the notes to accounts of the Audited Financial Statements for FY 2021-22.			
Restrictive Trade Practices						
Unfair Trade Practices						
Other						

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		NA

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 has Cyber Security Risk policy in place which is framed in accordance with relevant RBI circular and guidelines. <https://www.aubank.in/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.

During the reporting period, there are no instances of issues relating to advertising, cyber security and data privacy. In case of any cases or incident that may arise in the future, the Bank has appropriate policies and procedures in place to take corrective actions.

Leadership Indicators

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

Yes, <https://www.aubank.in/>

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

The Bank always strives to provide seamless services and Bank engage, educate, and organises various customers awareness measures including campaigns, knowledge series to provide information to the customer for safe and responsible use of Bank's products and services.

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

Please refer to the Business Continuity Plan of the Bank's available at the website at following link:

<https://www.aubank.in/Notice-Slider-1-10-Business-Continuity-Plan.pdf>

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 regarding 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 Bank's products are intangible in nature and thus, product labelling is not applicable. However, the Bank complies with the disclosure requirements relevant for its products and services in all its communication. Additionally, details of the Bank's products, services offered are disclosed through various modes viz. brochures, website, advertisements, print media and social media etc. for information of the customers and other stakeholders.

The Bank carries out survey regarding customer satisfaction and the Bank is using customer experience measurement tools for conducting customer surveys through AU Mobile App, Phone Banking, Branch Servicing, Service Request Resolution Feedback, and ATM Services etc. The feedback received from customers through different surveys is analysed, collated, and shared with respective teams for incorporation of suggestions to improve Bank's products and services.

5. Provide the following information relating to data breaches:

a. Number of instances of data breaches along-with impact: None

b. Percentage of data breaches involving personally identifiable information of customers: None