

Annexure V

Business Responsibility and Sustainability Report FY 2023-24

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 – 302 001, Rajasthan
5. Corporate Office Address	5 th Floor, E-Wing, Kanakia Zillion, Junction of CST Road & LBS Road, Kurla (West), Mumbai – 400 070, 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	April 1, 2023 to March 31, 2024
10. Name of the Stock Exchange(s) where shares are listed	1. BSE Limited 2. National Stock Exchange of India Ltd.
11. Paid-up capital	₹ 6,69,16,24,510
12. Name and contact details (Telephone, email address) of the person who may be contacted in case of any queries on the BSR report	Mr. Rajesh Sharma Telephone: 0141-4110060/61 sustainability@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)	The Bank doesn't have any subsidiary or holding company and thus, this report has been made on standalone basis.
14. Name of assurance provider	Not Applicable
15. Type of assurance obtained	Not Applicable

II. Products/services

16. 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%

17. 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, Commercial Banking, and other Banking Operations	64191	100%



III. Operations

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

Location	Number of plants	Number of offices	Total
National	-	1,074 touchpoints	1,074
International	-	None	None

Note: 2,383 touchpoints with effect from April 1, 2024 i.e. post amalgamation of the Fincare Small Finance Bank with the AU Small Finance Bank Ltd.

19. Markets served by the entity:

a) Number of locations

Locations	Number
National (No. of States)	21 states and 3 union territories
International (No. of Countries)	-

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

There is no export earnings for the Bank. Thus, Not Applicable.

c) A brief on types of customers:

AU Small Finance Bank Limited (“the Bank”) is the largest small finance bank in India. The Bank operates a sustainable business model that facilitates financial products and services to the unserved and underserved retail, small and medium enterprises (SMEs) and micro-enterprises while providing complete banking solutions to its diverse range of customers including self-employed and salaried individuals, students, senior citizens, farmers, Non-resident Indians, corporates etc. The Bank’s customer base encompasses both urban and rural areas, fostering inclusive growth and providing accessible banking services to a wide spectrum of customers.

Following the amalgamation of Fincare Small Finance Bank with the Bank, the Bank has become a formidable entity with over 1 Crore customer base and a pan-India banking franchise, with enhanced capacity and means to serve more customers across a wider national footprint. This further reinforces Bank’s commitment to enhancing access to financial products for unbanked and underbanked individuals, enterprises and those in unorganised sector.

IV. Employees

20. 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)	29,738	26,959	90.66%	2,779	9.34%
2	Other than Permanent (E)	-	-	-	-	-
3	Total employees (D+E)	29,738	26,959	90.66%	2,779	9.34%
Workers						
4	Permanent (F)	-	-	-	-	-
5	Other than Permanent (G)	-	-	-	-	-
6	Total workers (F+G)	-	-	-	-	-

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)	29	26	89.66%	3	10.34%
2	Other than Permanent (E)	-	-	-	-	-
3	Total differently abled employees (D + E)	29	26	89.66%	3	10.34%
Differently abled workers						
4	Permanent (F)	-	-	-	-	-
5	Other than permanent (G)	-	-	-	-	-
6	Total differently abled workers (F + G)	-	-	-	-	-

21. Participation/ Inclusion/ Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	9	2	22.22%
Key Management Personnel*	4	0	0

*including Executive Directors

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

In line with the BRSR guidance note, the turnover rates have been calculated with the formula: (No. of persons who have left the employment of the entity in the FY *100/Average no. of persons employed in the category), where average number of persons employed in a category has been calculated as (Persons employed in the category at the beginning of FY + Persons employed in the category at the end of FY)/2.

Turnover percentage for employees also includes attrition on account of death, superannuation, disciplinary action and exit of employees on account of low performance.

Particulars	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees									
Senior level employees	7.3%	-	7.3%	4.9%	-	4.9%	9.6%	-	9.6%
Mid-level employees	15.8%	28.2%	16.6%	17.7%	19.4%	17.8%	14.8%	19.5%	15.0%
Junior employees	32.5%	39.1%	33.1%	35.6%	45.4%	36.4%	27.5%	41.4%	28.5%
Frontline employees	51.0%	51.5%	51.1%	53.2%	60.1%	53.8%	47.7%	57.1%	48.3%
Total	43.6%	46.8%	43.9%	46.7%	54.4%	47.3%	41.6%	52.0%	42.3%
Permanent workers				Not Applicable					

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

23. 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)
	The Bank does not have any Holding, Subsidiary, Associate Company or Joint Venture. Thus, Not Applicable.			



VI. CSR Details

24.

(i) Whether CSR is applicable as per Section 135 of Companies Act, 2013: (Yes/No)	Yes
(ii) Turnover (in ₹)	1,23,00,60,58,867
(iii) Net Worth (in ₹)	1,25,59,53,12,889

VII. Transparency and Disclosures Compliances

25. 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 2023-24			FY 2022-23		
		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 Covered under Bank's Whistle-Blower Policy and Vigil Mechanism https://www.aubank.in/investors/secretarial-policies	Nil	Nil	-	Nil	Nil	-
Investors (other than shareholders)	Yes Covered under Investor Grievance Redressal Policy https://www.aubank.in/investors/secretarial-policies	Nil	Nil	-	Nil	Nil	-
Shareholders	Yes Covered under Investor Grievance Redressal Policy https://www.aubank.in/investors/secretarial-policies	Nil	Nil	-	8	Nil	-
Employees and workers	Yes Covered under Bank's Whistle-Blower Policy and Vigil Mechanism https://www.aubank.in/investors/secretarial-policies	5	Nil	-	9	Nil	-
Customers	Yes Covered under Customer Grievance Redressal Policy https://www.aubank.in/notice-board	52,015*	6,007	-	35,322	1,491	-
Value Chain Partners	Yes, Covered under Bank's Whistle-Blower Policy and Vigil Mechanism https://www.aubank.in/investors/secretarial-policies	Nil	Nil	-	2	Nil	-
Others (Third Party/ Anonymous)	Yes Covered under Bank's Whistle-Blower Policy and Vigil Mechanism https://www.aubank.in/investors/secretarial-policies	9	Nil	-	9	Nil	-

*Excluding complaints redressed within the next working working day

27. Overview of the entity’s material responsible business conduct issues:

S. No.	Material issue identified	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)
1	Financial and Digital Inclusion	Social Opportunity	Financial Inclusion is being recognised as a key driver of economic growth and poverty alleviation. Embracing financial and digital inclusion not only contributes to the social and economic development of India but also positions the Bank as a key enabler of inclusive growth. The Bank visualises immense opportunities in Financial and digital inclusion and by focusing on these initiatives, Bank can expand its customer base, increase customer loyalty, diversify revenue streams, reduce costs, leverage data analytics and foster collaborations for making positive impact.	-	Positive: Financial inclusion leads to the enhancement of the Bank’s profitability through the expansion of the customer base, diversification of products and reducing costs.
2	Diversity and Inclusion	Social Opportunity	While the Bank continues to demonstrate progress in the diverse representation of its workforce, the Bank seeks to continuously improve in this area. The Bank can harness the power of diverse perspectives to make informed decisions, gain deeper insights into their customers’ needs, attract and retain exceptional talent, foster a culture of innovation, enhance its reputation and brand image, effectively manage risks, and expand its presence in the market.	-	Positive: Diversity and inclusion bring diverse and fresh perspectives which helps the Bank in getting insights into customer needs. It also helps in attracting and retaining exceptional talent and expanding Banks presence in the market.
3	Corporate Social Responsibility	Social Opportunity	The CSR initiatives of the Bank are primarily focused on Skills Development, Women Entrepreneurship, Rural Sports, to have a profound impact on the target communities. The Bank through its CSR initiatives endeavours to make meaningful contribution by empowering socially, economically, financially, and physically excluded, disadvantaged and challenged communities and thereby helping them to become self-reliant for inclusive development.	-	Positive: CSR helps the Bank to contribute to community development, engage employees, building a positive image of institution, and comply with regulations.



S. No.	Material issue identified	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)
4	Climate risk	Environmental Risk	<p>Climate change is being recognised globally as a source of financial risk for banks. The uncertainty about the timing and severity of climate-related and environmental risk certainly threatens the safety, soundness and resilience of individual Regulated Entities and, in turn, the stability of the overall financial system.</p> <p>Bank through its green deposit program raised green deposits and the same is being lent for green assets to mitigate environmental risks during the year, thereby leading these initiatives as responsible Banking institution.</p>	<p>It is imperative for Bank to understand the impact of climate risk and taking prudent measures for addressing the same. The Bank is further deep diving on this aspect and exploring solutions to address climate risk.</p> <p>The Bank is taking measures to sensitise and create awareness among employees about ESG measures.</p>	<p>Negative: The unpredictable nature of climate-related and environmental risks poses a significant threat to the security, stability, and robustness of individual regulated entities, which, in turn, undermines the stability of the overall financial system.</p>

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 National Guidelines on Responsible Business Conduct (“NGRBC”) Principles and Core Elements. The nine NGRBC are as follows:

Principle 1	Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable.
Principle 2	Businesses should provide goods and services in a manner that is sustainable and safe.
Principle 3	Businesses should respect and promote the well-being of all employees, including those in their value chain.
Principle 4	Businesses should respect the interests of and be responsive to all its stakeholders.
Principle 5	Businesses should respect and promote human rights.
Principle 6	Businesses should respect and make efforts to protect and restore the environment.
Principle 7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.
Principle 8	Businesses should promote inclusive growth and equitable development.
Principle 9	Businesses should engage with and provide value to their consumers in a responsible manner.

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)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b) Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c) Web-link of the Policies, if available	https://www.aubank.in/investors/secretarial-policies https://www.aubank.in/notice-board								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
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	The 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. The 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.	No specific commitments, goals, targets were set in relation to above principles during the Financial Year.								
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)	At AU, we believe in giving back to the society that provides us with resources and opportunities to build this institution. Guided by the spirit of “One Earth, One Family, One Future,” we prioritise the planet in every thought and action. We launched ‘Planet First - AU Green Fixed Deposit,’ fully compliant with the new RBI framework, which supports climate risk mitigation. The overwhelming acceptance from our customers and society enabled us to raise approximately ₹ 600 Cr in Green Fixed Deposits within four months of launch.								



Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9									
	We have already allocated around ₹120 Cr towards projects focused on renewable energy, clean transportation, and related green initiatives, and are in the process of deploying the remaining funds into additional green initiatives. Our strategic focus on ESG has been recognised by multiple sustainability rating platforms. Sustainalytics rated us "low ESG risk," making us one of the few Indian banks to achieve this distinction; MSCI ESG rated us AA; and we are continuously improving on DJSI, CDP, and other platforms. These ratings confirm our deep commitment to sustainability, which is at the core of our mission.																	
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	Name: Mr. Sanjay Agarwal Designation: MD & CEO DIN: 00009526																	
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.	Yes, the Bank has Board level Sustainability Committee responsible for decision-making on sustainability related issues. The composition, terms of reference and meeting details of Sustainability Committee are included in Report on Corporate Governance.																	
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									Frequency (Annually/ Half-yearly/ Quarterly/ Any other - please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against the above policies and follow up action	Yes, by Board/respective committee of the Board									Annually								
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. The status of compliance is presented to the Audit Committee of the Bank on quarterly basis.																	
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								
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)																		
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)										Not Applicable								
The entity does not have the financial or/human and technical resources available for the task (Yes/No)																		
It is planned to be done in the next financial year (Yes/No)																		
Any other reason (please specify)																		

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Segment	Total number of training and awareness programmes held	Topic/Principles covered under the training and its impact	% of a person in respective categories covered by the awareness programmes
Board of Directors	5	Principle 1 to 4 & 7 to 9	100%
Key Managerial Personnel	3	Principle 1 to 5, 8 & 9	100%
Employees other than BOD and KMPs	3,085	Principle 1 to 5 & 7 to 9	95%
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 FY 2023-24, 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):

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

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

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

The Bank has a robust Anti-Bribery and Anti-Corruption Policy that applies to all stakeholders, including customers, vendors, investors, regulators and governmental agencies. The Bank maintains a zero-tolerance approach towards instances of bribery and corruption. The policy addresses measures to combat corruption within the Bank and falls under the purview of the Disciplinary and Audit Committee. The Disciplinary Committee is responsible for investigating any acts of misconduct committed by employees within the Bank's control and taking appropriate punitive action. Additionally, the Disciplinary Committee keeps an oversight for implementing preventive measures to deter misconduct among employees. As part of Bank's training programmes, employees are imparted vigilance awareness trainings.

Web-link of the Policy: <https://www.aubank.in/notice-board>.



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

Complaints	FY 2023-24	FY 2022-23
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	NA	NA

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

	FY 2023-24		FY 2022-23	
	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 were no cases or incidents related to fines/ penalties/ action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

8. Number of days of accounts payables ((Accounts payable *365)/ Cost of goods/ services procured) in the following format:

Particulars	FY 2023-24	FY 2022-23
Number of days of accounts payables	5.32	4.37

9. Openness of business:

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a) Purchases from trading houses as % of total purchases	Nil	Nil
	b) Number of trading houses where purchases are made from	Nil	Nil
	c) Purchases from top 10 trading houses as % of total purchases from trading houses	Nil	Nil
Concentration of Sales	a) Sales to dealers/distributors as % of total sales	NA	NA
	b) Number of dealers/distributors to whom sales are made	NA	NA
	c) Sales to top 10 dealers/ distributors as % of total sales to dealers/ distributors	NA	NA
Share of RPTs in	a) Purchases (Purchases with related parties/Total Purchases)	Nil	Nil
	b) Sales (Sales to related parties/Total Sales)	Nil	Nil
	c) Loans & advances (Loans & advances given to related parties/Total loans & advances)	0.03%	0.04%
	d) Investments (Investments in related parties/Total Investments made)	Nil	Nil

Leadership Indicators

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

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

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If yes, provide details of the same.

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

Web-link of the above Policies: <https://www.aubank.in/investors/secretarial-policies>

During FY 2023-24, the Bank has not entered into any materially significant transactions with its Directors or Relatives of the Directors, which could lead to potential conflict of interest between the Bank and these parties, other than transactions entered into in the ordinary course of its business.

All the Directors of the Bank have affirmed compliance with the said Codes as applicable to them for FY 2023-24.

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.

Particulars	FY 2023-24	FY 2022-23	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, the Bank has Sustainable Procurement Guidelines (“SPG”) with the expectation that the Bank’s supply chain partners will integrate sustainability into their core values and adhere to Environmental, Social, and Governance (ESG) principles. The SPG initiative aims to foster and propagate sustainability practices throughout the supply chain, encompassing suppliers of goods and services, contractors, and third-party collaborators.

Web-link of the SPG: <https://www.aubank.in/sustainability-awareness>

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

Percentage of inputs sourced sustainably could not be ascertained due to insufficient data availability or lack of comprehensive reporting mechanisms.

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

Considering the inherent characteristics of the Bank’s business operations, its products and services primarily consist of intangible assets. As such, there are limited opportunities to incorporate recycled materials as inputs in its operations. The Bank responsibly manages its waste, including paper and e-waste, by engaging state municipal authorities and authorised vendors for disposal. Moreover, the Bank actively reduces its consumption of plastics within its offices and branches by adopting alternative materials. Additionally, the Bank procures furniture exclusively from authorised suppliers, ensuring that they are crafted 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.

No, given the nature of the Bank's operations, Extended Producers Responsibility (EPR) is not applicable on 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?

The Life Cycle of the Bank's services are as follows:

Loans: The Bank's loan life cycle process involves sourcing loan files, conducting credit assessments, making loan decisions, executing loan documents, disbursing funds, monitoring compliance, and closing of loan accounts. Loan applications are sourced by branches or dedicated teams, and credit managers scrutinise documents and assess loan requirements. After loan sanction, relationship managers assist borrowers in executing loan documents, and the Central Operations Department ensures proper scrutiny and disburses funds. Ongoing monitoring and compliance are conducted, including tracking covenants and conducting risk assessments. Loan accounts are closed upon maturity or on borrower request and security is released after full payment and account closure. Overall, the process ensures a systematic approach to loan management, from origination of application to its closure.

Deposits: The deposit lifecycle begins with customer acquisition through branches, digital channels, offices, business correspondent, or walk-in customers. The Bank collects and reviews the necessary Know Your Customer (KYC) information to ensure compliance with applicable laws. Once the KYC process is completed, customers can open deposits through digital channels like mobile banking or internet banking, or at the branches.

For Fixed Deposits, customers receive deposit advice and can also view the details through digital channels, regardless of the opening method. Upon maturity, fixed deposits are either closed, and the proceeds are transferred to the operative account, or they can be renewed for another term.

Customers also have the option to open operative accounts such as Savings Bank or Current Accounts. These accounts offer various facilities, including cheque books and debit cards. If a customer wishes to close their operative account, they can submit a request to the Bank.

NIC Code	Name of Product/Service	% of total turnover contributed	Boundary for which the life cycle perspective /assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link
The Bank has not conducted Life Cycle Assessment of its services.					

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

Name of Product/Service	Description of the risk/concern	Action taken
Not Applicable		

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-24	FY 2022-23
Not applicable given the nature of the business and being a financial service sector entity.		

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 2023-24			FY 2022-23		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastic including packaging	NA	NA	NA	NA	NA	NA
E-waste	NA	NA	8,435	NA	NA	4,420
Hazardous Waste	Nil	Nil	Nil	Nil	Nil	Nil
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
Not applicable given the nature of the business and being a financial service sector entity.	

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	Total (A)	% of employees covered by									
		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	26,959	26,959	100%	26,959	100%	-	-	26,959	100%	-	-
Female	2,779	2,779	100%	2,779	100%	2,779	100%	-	-	-	-
Total	29,738	29,738	100%	29,738	100%	2,779	100%	26,959	100%	-	-
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

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

Category	Total (A)	% of workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		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



c) Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:

Particulars	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the Company	0.22%	0.24%

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

Benefits	FY 2023-24			FY 2022-23		
	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	95%	NA	Yes	93.90%	NA	Yes
Gratuity	95%	NA	Yes	93.90%	NA	Yes
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 wherever possible for its specially abled employees as per the requirements of the Rights of Persons with Disabilities Act, 2016 for easy access to the premises/offices of the Bank.

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 has established a recruitment and selection policy to ensure fair treatment of all employees and to provide equal opportunities to all candidates. Additionally, there is a dedicated Diversity & Inclusion (D&I) Committee aimed at promoting diversity and inclusion within the organisation, thereby fostering a diverse talent pool. The primary objective of the D&I Committee is to cultivate a culture of diversity and inclusion, fostering a sense of camaraderie among employees. The Committee regularly monitors the Bank's initiatives to promote a diverse workplace culture and ensure equal employment opportunities for all. Detailed D&I guidelines can be accessed on the Bank's website at <https://www.aubank.in/investors/secretarial-policies>

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	98.84%	59.31%	NA	NA
Female	98.14%	57.14%	NA	NA
Total	98.67%	59.20%	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. (If yes, then give details of the mechanism in brief)

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

The Bank has Prevention of Sexual Harassment (“POSH”) Committee and Disciplinary Committee to address the grievances of the employees. Each Committee is constituted with members who are proficient to manage varied problems of all employees. Any issue or concern can be reported on email ids mentioned in the policy. The Bank also have ‘raise a complaint’ section on intranet where employees can file a complaint under POSH and/or whistle-blower. The Bank ensures the confidentiality of the matter and supports the employee in best possible manner. The Bank promote an open-door culture where employees are encouraged to communicate about their concerns without hesitation.

The Bank also have a consequence management policy which deals with employee’s unacceptable actions and non-compliance to code of conduct. This policy defines necessary actions on violation of behavioural issues and other operational lapses.

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 the employee raising the concern through its whistle-blower policy.

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

Category	FY 2023-24			FY 2022-23		
	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						
Male						
Female						
Total Permanent Workers						
Male						
Female						

Not Applicable

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	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	26,959	25,681	95.26%	25,677	95.24%	25,967	25,431	97.94%	25,220	97.12%
Female	2,779	2,581	92.88%	2,562	92.19%	2,353	2,294	97.49%	2,248	95.54%
Total	29,738	28,262	95.04%	28,239	94.96%	28,320	27,725	97.90%	27,468	96.99%
Workers										
Male										
Female										
Total										

Not Applicable



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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	26,959	26,959	100%	25,967	25,967	100%
Female	2,779	2,779	100%	2,353	2,353	100%
Total	29,738	29,738	100%	28,320	28,320	100%
Workers						
Male						
Female						
Total						

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 equipped with ATMs and cash facilities in asset offices (excluding Unbanked Category branches) are secured with either an E-Surveillance System or a CMS System. These systems not only detect but also generate real-time alerts. Additionally, all offices are under CCTV surveillance and have fire alarm systems, including fire extinguishers for ensuring the confidence and safety of Bank's workforce. Regular mock drills are conducted to raise awareness among employees about safety protocols.

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

The Bank places paramount importance on the well-being of its employees, prioritising both their physical and mental health. Through ongoing assessments, the Bank identifies and assesses occupational health and safety risks, promptly implementing necessary measures to mitigate these risks. Regular training sessions, including simulated fire drills, bolster preparedness for emergencies. The Bank's proactive approach not only ensures compliance with regulations but also cultivates a safe work environment. By effectively addressing risks, implementing controls, and providing comprehensive training, the Bank underscores its dedication to employee well-being, thereby creating a secure and healthy workplace and reaffirming its reputation as a caring and responsible employer.

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

Not applicable given the nature of the business and being a financial service sector entity.

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

Yes, the Bank has taken various initiatives to ensure medical coverage for its employees, safeguarding them against medical emergencies. These initiatives include a Group Medical Policy covering employees and their families, Group Term Life Insurance, and Group Personal Accident Cover. Additionally, the Bank has partnered with a wellness app, offering unlimited online consultations across specialties to employees and their families. The Bank has collaborations with multiple hospitals providing employees with additional discounts and benefits, along with annual health check-ups, blood donation camps, and eye camps are conducted throughout the year.

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

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	Not Applicable	
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	Not Applicable	
No. of fatalities	Employees	Nil	Nil
	Workers	Not Applicable	
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Not Applicable	

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

The Bank places a strong emphasis on the physical and mental well-being of its employees, offering a comprehensive range of activities and programmes to support them. These initiatives encompass wellness programmes, mental health assistance, work-life balance initiatives, skill enhancement programmes, employee engagement activities, and recognition and rewards. With meticulous planning, the Bank regularly conducts various activities and programmes to maximise support for employee well-being. Key initiatives include:

- Discouraging employees from working beyond regular hours.
- Maintaining clean and hygienic workspaces.
- Ensuring emergency preparedness with fire alarms, sprinklers, and extinguishers installed in offices.
- Promoting awareness of workplace regulations through POSH posters and through training programmes. Offering canteen facilities with healthy meal options.
- Employee queries are addressed through the HR Sahayak portal.
- Encouraging active physical engagement and fostering camaraderie among employees events like the Annual AU Marathon and AU Khelotsav.
- Partnering with wellness apps and hospitals to provide employees with unlimited online consultations, discounts, and benefits, along with annual health check-ups, blood donation camps, eye camps.
- Conducting live yoga and Zumba sessions.

Furthermore, the Bank is committed to enhancing gender diversity and inclusivity, striving to create a positive and inclusive work environment that promotes the overall well-being of its employees.

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

Particulars	FY 2023-24			FY 2022-23		
	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:

Particulars	% 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.

Not applicable given the nature of the business and being a financial service sector entity.

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)?

(A) Employees - Yes

(B) Workers - Not Applicable

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

The Bank ensures the deduction and deposition of statutory dues for strict adherence to prevailing regulations. Additionally, the Bank establishes unequivocal standards with vendors and suppliers through contractual agreements, mandating compliance with labour laws, human rights, and regional regulations governing their business operations including deduction and deposition of statutory dues.

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:

Particulars	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 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	Not applicable given the nature of the business and being a financial service sector entity.			
Workers				

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

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

Saksham - A programme which helps employees in getting the right skills for delivering their KRAs, and for enabling their growth.

AU Dharma - A programme to build synergy and to reiterate the Banks' work principles. These programmes help employees to gel with the organisational culture.

Capacity Building - A unique policy which intends to put in place system and strategies to understand the capacity of an employee and undertake capacity building efforts by providing training and skill development sessions.

Behavioural Workshops - The Bank has developed and delivered multiple behavioural programmes to help its employees in building and improving competency.

First Time Managers - A programme to help Bank's employees in their transition from officers to managers, and managers to leaders.

5. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Not Applicable
Working Conditions	

6. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Not Applicable

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

The Bank has a structured mechanism in place for identification and prioritisation of stakeholder groups who are impacted by the Bank and has an impact on Bank’s business. This is carried out considering various factors viz. the dependency of business, regulatory authorities, shareholders & investors, value chain partners supporting in key areas like IT & other allied services, community where the Bank operates, media platforms through which the Bank does its advertising/communication to public and customers. These groups consisting of customers, investors/shareholders, employees, partners and associates, ecosystem & society, government & regulatory authorities and, are being recognised as Bank’s key stakeholder groups.

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 (E-mail, 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	<ul style="list-style-type: none"> Over the counter- Branch & Offices, ATMs, BOs and BCs Tele Banking- Phone Banking, IVR and Customer care Digital Channels - Mobile Banking, Net banking, SMS WhatsApp, Social media platform, E-mail, Auro chatbot and Video Banking Advertisements including print media Customer satisfaction surveys and feedback 	Continuous engagement	<ul style="list-style-type: none"> Access to safe, non-discriminatory, and responsible banking services with transparent pricing Products and services that meet customer needs Seamless transactions across different platforms Convenient access to banking
Investors and Shareholders	No	<ul style="list-style-type: none"> Quarterly financial updates Investor meetings, presentation and investors call transcripts Public disclosures Shareholders Meetings Analyst Meets Annual Report 	Continuous engagement as per requirement	<ul style="list-style-type: none"> Sound risk management and compliance Sustainable shareholder value Strong governance and transparency Responsible business practices Effective and timely communication



Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/NO)	Channels of communication (E-mail, 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
Regulatory Authorities and Government	No	<ul style="list-style-type: none"> Regular meetings - onsite and offsites Policy updates, circulars, guidelines, and directives Mandatory filings of information - regulatory and need based Various Government schemes and policies 	Continuous engagement as per requirement	<ul style="list-style-type: none"> Facilitating financial and digital inclusion Implementation of various social security schemes Compliance with all relevant laws and regulations Responsiveness towards regulatory changes Customer privacy and data security Contribution to national priorities
Employees	No	<ul style="list-style-type: none"> Internal meetings and town halls Performance discussions and periodic reviews Training and development workshops Employees connect initiatives like - Anticipation & Reflection platform sessions with MD&CEO + Head of HR, Coffee with CIO, Seedhi baat MD ke Saath. Feedback and surveys 	Continuous engagement	<ul style="list-style-type: none"> Employee health, safety, and well-being Create a culture that encourages ethical practices, promotes meritocracy, and rewards high performance Professional development of Bank's employees through nurturing and providing growth opportunities Diverse and inclusive workplace
Partners, vendors and associates	No	<ul style="list-style-type: none"> Regular online and offline meetings Phone calls, Surveys Workshops, conferences 	Continuous engagement	<ul style="list-style-type: none"> Ensure effective communication for quality and efficient service High governance standards with policies around corruption, child labour, human rights. Maintain transparency in all the disclosures and interactions. Resolution mechanisms and frameworks for handling of differences and disputes
Society	Yes	<ul style="list-style-type: none"> CSR initiatives at multiple locations. Social activities through AU Foundation Print Media and Social media communication Regular meetings and interventions Financial Literacy Programme Project monitoring and reviews 	Continuous engagement	<ul style="list-style-type: none"> Contribution towards various causes/ programmes for skill development, financial and digital literacy, safe and drinking water, education, healthcare. Proactive involvement in community development and upliftment of unbanked rural regions

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 its stakeholders through the communication channels referred at sr. no. 2 of essential indicators on continuous basis and the feedback received through those communication is appraised to the Board and its Committees.

Feedback received from customers is directed to the Customer Service Committee for appropriate consideration and action. Investors and shareholders' feedback is channelled to the Stakeholders Relationship Committee to ensure that their concerns and interests are addressed. The Audit Committee handles regulatory directions and advice to ensure compliance and effective governance. Matters related to employees are directed to the Nomination and Remuneration Committee, which focuses on employee-related issues and policies. Lastly, feedback and matters related to society, environmental impact & sustainability related measures are directed to the Corporate Social Responsibility Committee and Sustainability Committee respectively. By assigning these responsibilities to specialised committees and thereafter review of important issues by the Board of the Bank, it is ensured that dedicated attention and appropriate handling of feedback of stakeholders for different areas of concern is carried out.

2. **Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

Yes, the commitment to achieving net zero emissions by our nation, along with the United Nations Sustainable Development Goals (SDGs), has significantly heightened the emphasis on green finance. The banking sector, acting as a catalyst, is pivotal in reshaping traditional business practices and guiding the transition towards a sustainable future.

On April 11, 2023, the Reserve Bank of India (RBI) introduced a framework for the acceptance of Green Deposits. This initiative encourages lenders to offer green deposits to customers, facilitating their sustainability objectives and bolstering the flow of credit towards green initiatives.

Lenders are mandated to allocate the funds raised through green deposits exclusively towards activities and projects that promote energy efficiency, reduce carbon emissions and greenhouse gases, foster climate resilience and adaptation, and enhance natural ecosystems and biodiversity.

Recognising the financial risks associated with an unsustainable economy, the Bank acknowledges the imperative to channel finances towards a transition to a low-carbon, sustainable economy. In alignment with the RBI's framework, the bank has developed a Green Deposit Policy and Financing Framework. As of March 31, 2024, the Bank has raised ₹ 652.63 Crore through green deposits, with ₹ 127.72 Crore allocated towards permissible green activities and projects during the FY 2023-24.

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

Engagement with and addressing the concerns of vulnerable/marginalised stakeholder groups is a crucial aspect of responsible business practices. Here are some of the instances of engagement and actions taken to address the concerns of such groups:

Community Outreach: The Bank engages in proactive community outreach programmes to understand the needs and concerns of marginalised communities. This includes organising meetings with focus groups or partnering with local NGOs to conduct needs assessments.

Financial Inclusion Initiatives: The foundation of the Bank was laid to provide access to financial services and build an inclusive banking ecosystem for all. Bank's special focus on Unbanked Rural Centres (URC), Special Focus Districts (SFD), Aspirational Districts (AD), and Northern Eastern Region (NER) allows it to serve the unserved and underserved population that has long been excluded from the formal financial system. The Bank's comprehensive Banking Outlet (BO) channel enables a strong presence in the rural markets and streamlines last-mile intervention as custodians of financial inclusion. Therefore, Financial Inclusion is furthering Bank's purpose of empowering India financially, socially, and digitally.



Financial Literacy: The Bank's focus on conducting good quality financial literacy programmes acts as an impetus to real-time financial awareness and prevents the underserved population from financial distress, debt, and poverty. The Bank continue to disseminate financial information responsibly as the Bank firmly believe that financial literacy is an unparalleled enabler of financial inclusion.

Priority Sector Lending: The Bank through its Priority Sector Lending creates social impact that address the needs of marginalised communities, such as small and marginal farmers, affordable housing, Self Help Groups, and sustainable livelihood programmes etc. These measures are aimed to create positive social change and uplift vulnerable groups.

By engaging with marginalised stakeholder groups and taking specific actions to address their concerns, the Bank demonstrates its commitment to inclusivity, social responsibility, and sustainable development.

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 2023-24			FY 2022-23		
	Total (A)	No. employees/workers covered (B)	% (B/A)	Total (C)	No. employees/workers covered (D)	% (D/C)
Employees						
Permanent	29,738	28,466	95.72%	28,320	27,828	98.26%
Other than permanent	NA	NA	NA	NA	NA	NA
Total Employees	29,738	28,466	95.72%	28,320	27,828	98.26%
Workers						
Permanent						
Other than permanent						NA
Total Workers						

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

Category	FY 2023-24					FY 2022-23				
	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	29,738	30	0.10%	29,708	99.90%	28,320	59	0.21%	28,261	99.79%
Male	26,959	27	0.10%	26,932	99.90%	25,967	57	0.22%	25,910	99.78%
Female	2,779	3	0.11%	2,776	99.89%	2,353	2	0.08%	2,351	99.92%
Other than Permanent										
Male										Not Applicable
Female										
Workers										
Permanent										
Male										
Female										
Other than Permanent										Not Applicable
Male										
Female										

3. Details of remuneration/ salary/ wages:

a) Median remuneration/wages:

Particulars	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (In ₹ in Lakh)	Number	Median remuneration salary/ wages of the respective category (In ₹ in Lakh)
Board of Directors (BoD)	6	15.00	2	15.00
Key Managerial Personnel (KMP)	4	171.46	-	-
Employees other than BoD and KMP	26,955	3.63	2,779	4.16
Workers	NA	NA	NA	NA

Notes:

1. Remuneration of Executive Directors has been considered under KMP category and Non-Executive Directors under Board of Directors category.
2. Remuneration of Non-executive Directors doesn't include sitting fees and Remuneration of KMPs and Employees is excluding perquisites on exercise of ESOPs.
3. Mr. Raj Vikash Verma (Non-Executive Independent Director), ceased to be on the Board of the Bank on completion of his tenure from the close of business hours on January 29, 2024.

b) Gross wages paid to females as % of total wages paid by the entity, in the following format:

Particulars	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	8.21%	7.38%

Note: The total nos. of female staff constituted to 9.34% and 8.31% as on March 31, 2024 and March 31, 2023 respectively.

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 constituted a Disciplinary Committee to handle various employee-related issues, including those concerning human rights. Alongside this committee, the Bank has proactively implemented policies such as prevention and redressal against sexual harassment, a whistle-blower policy, and a vigil mechanism policy. These initiatives are designed to detect and address misconduct or unethical behaviour promptly. By providing employees with avenues to report wrongdoing, these policies act as safeguards, ensuring swift and efficient corrective actions.

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

The Bank's dedication to upholding human rights is ingrained in its organisational ethos, as demonstrated by the presence of a specialised Disciplinary Committee tasked with resolving stakeholder grievances. Recognising the paramount significance of human rights, the Bank deeply values the dignity of all individuals linked to the organisation. This commitment is evident in the Bank's robust policies and code of conduct, which not only articulate its guiding values but also underscore the principle of prioritising human rights above all else.

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

Particulars	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	5	Nil	-	5	Nil	-
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. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

Particulars	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	5	5
Complaints on POSH as a % of female employees/workers	0.17%	0.21%
Complaints on POSH upheld	2	2

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

The Bank upholds strict confidentiality regarding all information pertaining to received complaints and provide comprehensive support to the complainant. The Bank is committed to providing a work environment that fosters cooperation, professionalism and teamwork among co-workers. The Bank requires that every employee will respect the rights and dignity of all employees without any prejudice to any race, colour, religion, national origin, sex, disability or other characteristics protected by law. The Bank has established a Policy for Prevention and Redressal against Sexual Harassment, demonstrating zero tolerance towards such behaviour. The primary aim of this policy is to ensure the safety and security of all employees by preventing sexual harassment in the workplace. In compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013, the Bank has formed an Internal Complaints Committee responsible for reviewing, investigating, and taking appropriate actions on complaints. Additionally, there is a Board-level Disciplinary Committee tasked with reviewing decisions made by the Internal Complaints Committee.

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

Yes, the relevant business agreements which the Bank enters contains the clause for complying with the laws governing environment, health and safety and laws affecting the work force.

10. Assessments for the year:

Particulars	% 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

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

Not Applicable.

Leadership Indicators

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

During the year, there have been no instances of human rights grievances requiring modification of processes.

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

There was no due diligence conducted relating to human rights during the year.

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?

The Bank has implemented several measures and made provisions across its offices and branches to enhance accessibility for visitors with disabilities. Many of these locations are situated in commercial premises with ground-floor accessibility or equipped with elevators and infrastructure tailored for differently abled visitors. Additionally, ramps have been installed at branches and ATMs wherever possible to accommodate senior citizens and individuals with disabilities.

4. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	The Bank has not conducted any such assessment of value chain partners. The Bank through its Sustainability Procurement Guidelines always requires that suppliers comply with all applicable laws, regulations and standards within the geographies in which they operate as part of the Supply Chain Sustainability initiative.
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
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.

Not Applicable

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

Essential Indicators

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

Parameter	FY 2023-24	FY 2022-23
From renewable sources		
Total electricity consumption (A) (in GJ)	1,859.88	-
Total fuel consumption (B) (in GJ)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumption from renewable sources (A+B+C) (in GJ)	1,859.88	-
From non-renewable sources		
Total electricity consumption (D)	84,674.90	77,911.70
Total fuel consumption (E)	4,274.76	3,766.63
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	88,949.66	81,678.33
Total energy consumed (A+B+C+D+E+F)	90,809.54	81,678.33
Energy intensity per rupee of turnover (Total energy consumption/ revenue from operations)	Negligible	Negligible
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)	-	-
Energy intensity in terms of physical output	-	-
Energy intensity (optional) - the relevant metric may be selected by the entity	2.991 GJ/FTE	-

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. 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, in the following format:**

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water		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.
(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 (total water consumption/revenue from operations)		
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP)		
Water intensity in terms of physical output		
Water 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: Not Applicable

4. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres)		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.
i) To Surface water		
- No treatment		
- With treatment - please specify level of treatment		
ii) To Groundwater		
- No treatment		
- With treatment - please specify level of treatment		
iii) To Seawater		
- No treatment		
- With treatment - please specify level of treatment		
iv) Sent to third-parties		
- No treatment		
- With treatment - please specify level of treatment		
v) Others		
- No treatment		
- With treatment - please specify level of treatment		
Total water discharged (in kilolitres)		

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. Not Applicable

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

Not Applicable

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

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx			
Sox			
Particulate matter (PM)			
Persistent organic pollutants (POP)		Not Applicable	
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: Not Applicable

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

Parameter	Unit	FY 2023-24	FY 2022-23
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	316.76	279.11
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)	Metric tonnes of CO ₂ equivalent	16,840.9	15,365.92
Total Scope 1 and Scope 2 emissions intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations)		Negligible	Negligible
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations adjusted for PPP)		-	-
Total Scope 1 and Scope 2 emission intensity in terms of physical output		-	-
Total Scope 1 and Scope 2 emission intensity (optional) - the relevant metric may be selected by the entity		0.58 Ton Per FTE	-

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

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

The Bank is firmly committed to establishing and sustaining environment friendly working conditions for its personnel across all operational domains. Recognising the significance of energy efficiency and the imperative to mitigate climate change, these principles are deeply embedded within the Bank's operational framework.

With a steadfast long-term vision of attaining sustainability, the Bank aims to eradicate direct CO₂ emissions from its activities and advocate for the utilisation of renewable energy sources, thereby mitigating its impact on climate change.

In alignment with global Sustainable Development Goals (SDGs) and our national pledge to achieve net-zero emissions by 2070, the Bank has undertaken tangible measures to curtail its carbon footprint. These measures encompass widespread adoption of digital banking platforms, deployment of energy-efficient protocols, and championing paper conservation practices organisation-wide. These initiatives underscore the Bank's unwavering commitment to addressing the repercussions of climate change and managing its environmental impact. Moreover, the Bank remains resolute in its pursuit of reducing energy consumption and emissions across all operational facets.

Through continuous emphasis on energy efficiency initiatives and emission mitigation strategies, the Bank endeavours to contribute to a sustainable future and fulfill its role in combatting climate change.



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

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	Nil	Nil
E-waste (B)	8.43	4.42
Bio-medical waste (C)	Nil	Nil
Construction and demolition waste (D)	Nil	Nil
Battery waste (E)	Nil	Nil
Radioactive waste (F)	Nil	Nil
Other Hazardous waste. Please specify, if any. (G)	Nil	Nil
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	Nil	Nil
Total (A+B + C + D + E + F + G + H)	8.43	4.42
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations)	0.0000686	0.0000478
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP)		
Waste intensity in terms of physical output	Nil	Nil
Waste intensity (optional) - the relevant metric may be selected by the entity	Nil	Nil
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	Nil	Nil
(ii) Re-used	Nil	Nil
(iii) Other recovery operations	Nil	Nil
Total	Nil	Nil
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	Nil	Nil
(ii) Landfilling	Nil	Nil
(iii) Other disposal operations	Nil	Nil
Total	Nil	Nil

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

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

The 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. Being a Bank, there is no usage of hazardous and toxic chemicals in its operations.

11. 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.
			Not Applicable

12. 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
Not Applicable					

13. 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
Not Applicable				

Leadership Indicators

1. 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:

Being a financial services institution, the Bank do not use water for any industrial purpose and its water usage is limited to drinking and domestic usage. The Bank is making efforts to ensure that water is consumed judiciously in the office premises. Most of its water consumption is through municipal water supply or third-party potable water suppliers.

Parameter	FY 2023-24	FY 2022-23
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		
(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: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: Not Applicable

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

Parameter	Unit	FY 2023-24	FY 2022-23
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	-		Not Applicable
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: Not Applicable

3. With respect to the ecologically sensitive areas reported at Question 11 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.

As an institution providing financial services, the Bank does not cause any significant, direct impact on biodiversity. The Bank's offices and Branches are not operated in and around the ecologically sensitive areas.

4. 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:

Sr. No.	Initiative undertaken	Details of the initiative (web-link, if any, may be provided along-with summary)	Outcome of the initiative
	<p>The Bank has implemented several strategies to enhance its positive impact and reduce emissions, effluent discharge, and waste generation. These strategies include promoting digital banking services, video banking, and the use of the AU 0101 App for streamlined transactions which minimises the need of visiting physical branches and paper documentation.</p> <p>The Bank also focus on energy efficiency through LED lighting, insulation to reduce air conditioning usage, and the use of UPS and inverters instead of diesel generators. The Bank prioritises energy-efficient equipment with higher star ratings, utilises power supervision technology, and has adopted cloud-based technology and virtualised information centres. Additionally, the Bank refurbishes aging IT systems and responsibly disposes of e-waste through authorised vendors. Overall, these efforts demonstrate the Bank's continued commitment to sustainability and reducing its environmental impact of its operations.</p>		

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

Yes, the Bank has developed and implemented business continuity plan and has recovery strategies and infrastructure to address the risks associated with its operating environment and to ensure the timely recovery and uninterrupted continuity of critical banking operations while maintaining acceptable service levels.

The Business Continuity Plan aims to ensure the uninterrupted provision of banking services and safeguard the interests of customers and stakeholders during significant disruptions. It encompasses recovery strategies, infrastructure, and predefined recovery time objectives (RTOs) for critical banking operations. In the event of disruptions, customers are provided with alternative communication channels such as customer care numbers, online contact links, and mobile applications to ensure seamless access to services and support. Further, customers are informed about the scheduled down time well in advance to keep them informed.

The plan is periodically tested, reviewed, and adjusted to incorporate changes in processes, technology, and resources. It adheres to regulatory guidelines and undergoes internal, external, and regulatory reviews.

[Weblink: https://www.aubank.in/Notice-Slider-1-10-Business-Continuity-Plan.pdf](https://www.aubank.in/Notice-Slider-1-10-Business-Continuity-Plan.pdf)

6. 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?

As a responsible corporate citizen, the Bank believes that it can improve environmental management not only in its premises but also partner with supply chain to ensure that they adopt similar environmental management strategies.

Through the Sustainability Procurement Guidelines, the suppliers of the Bank commits to integrate environmental attributes in business processes and practices with specific consideration to substitution of hazardous chemicals, strengthening the greening of their supply chain, innovating to improve environmental compatibility, comply with all applicable environmental legislation as per the laws, institutionalise resource conservation in the areas of oil, water, energy & chemicals and enhance environmental awareness of their employees and stakeholders during the year.

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

The Bank as per its Sustainability Procurement Guidelines expects its supply chain partners to demonstrate commitment on sustainability and align on environmental aspects. The Bank has not assessed its value chain partners for environmental impacts.

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: 8
- 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	National
3	Confederation of Indian Industry	National
4	Federation of Indian Chambers of Commerce and Industry	National
5	Fixed Income Money Market and Derivatives Association of India	National
6	Foreign Exchange Dealer's' Association of India	National
7	Association of Mutual Funds of India	National
8	Data Security Council of India	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
The Bank has not received any adverse order from any regulatory authorities regarding any issues related to anti-competitive conduct by the Bank.		

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
The Bank actively collaborates with key industry associations in India, including the Indian Banks' Association, the Association of Small Finance Banks of India, the Confederation of Indian Industry, and the Federation of Indian Chambers of Commerce and Industry. Through these engagements, the Bank focuses on agendas targeted at societal upliftment and regulatory changes envisaged. By working closely with these associations, the Bank actively participates in initiatives and discussions to contribute for betterment of the society and promote positive changes in the regulatory landscape.					



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
Considering the nature of the business of the Bank, the same is not applicable.					

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)
Considering the nature of the business of the Bank, the same is not applicable.						

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

The Bank continues to maintain robust channels for receiving and resolving community concerns. Grievances can be submitted directly to Bank's registered office or by email to a dedicated address. The Bank also welcome grievances through phone calls, SMS, video Banking, and AU0101 mobile app for customers convenience. Additionally, Bank's Whistle-blower Policy allows to report concerns in person, by mail, email, or through phone. These measures ensure secure and timely receipt of grievances, enabling the Bank to address them appropriately and swiftly. The Bank prioritises feedback and aims to address all community concerns through transparent processes, ensuring fairness and equity.

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

Particulars	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/small producers	88%	80%
Directly from within India	67%	40%

5. Job creation in smaller towns - Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis) in the following locations, as % of total wage cost:

Location	FY 2023-24	FY 2022-23
Rural (Population of up to 9,999)*	1.00%	1.09%
Semi-urban (Population from 10,000 to 99,999)*	13.20%	14.68%
Urban (Population from 1,00,000 to 9,99,999)*	21.42%	23.03%
Metropolitan (Population of 10,00,000 and above)*	64.38%	61.21%

*(Place categorised as per RBI Classification System - rural/ semi-urban/ urban/ metropolitan)

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Not Applicable	

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

S. No.	State	Aspirational District	Amount Spent (in ₹)
1	Rajasthan	Baran	20,72,895
2		Karauli	16,44,436
3		Jaisalmer	6,19,980
4		Sirohi	3,90,000
Total			47,27,311

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
Not Applicable				

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

Name of Authority	Brief of the Case	Corrective action taken
Not Applicable		

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalised groups
	Centre of Excellence	7,916	62
	AU Udyogini - Phase 2	573	
	AU Sports Initiative - Bano Champion	8,100	
	Healthcare	1,550	
	Sports - Community Sports Initiative	2,36,800	
	Sports - Setting up of Fitness Centre	12,500	
	Education	38,137	
	Community Education initiative	2,629	
	Career guidance and Education awareness	28,000	
	AU Jal Bank	16,800	
	Road Safety Initiative	1,000	
	Research & Development	250	
	Gender Equality	30,080	
	Environment & Animal Welfare	10,250	
	Indian Culture and Values	500	
	Benefit of armed forces veterans	111	

The beneficiaries of these CSR projects encompass diverse communities and segments, including vulnerable and marginalised groups and thus, the percentage of beneficiary from any particular group could not be determined. The Bank recognise the importance of inclusivity and strive to ensure that its initiatives reach and benefit all segments of society, particularly those facing vulnerability and marginalisation.

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

Essential Indicators

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

The Bank has implemented a comprehensive policy on Customer Grievance Redressal, which outlines the proper procedure for addressing and resolving customer complaints. This policy has been carefully designed to adhere to all relevant regulatory requirements and is applicable across the entire Bank.

Customers have multiple channels available to them for registering their complaints:

- i. Telephonic Channel: Customers can register complaints by contacting the Bank's 24X7 customer care through the contact numbers provided on the Bank's website and displayed at its branches and other offices.



- ii. Branch: Customers have the option to lodge their complaints with the branch officials or by entering their concerns in the complaint book/register during the working hours of the branch. The names and contact details of the officers responsible for handling complaints are prominently displayed at the branches.

Electronic Channel: The Bank provides an online complaint form on its website (www.aubank.in), which customers can use to register their complaints. Alternatively, customers can also send an email to customercare@aubank.in or utilise the specific service-related email IDs available on the Bank's website.

In addition, the Bank's website provides details regarding the business heads, regional nodal officers, and principal nodal officer. Customers can reach out to these individuals for assistance if their grievance is not resolved within defined timelines.

If a customer does not receive a response from the Bank within 30 days of lodging a complaint or if their complaint is rejected, or if they are unsatisfied with the Bank's reply, they have the option to file a complaint with the Banking Ombudsman.

To ensure effective customer grievance redressal, the Bank has established a 4-tiered governance framework, which includes:

- i. Branch Level Customer Service Committee: This committee is responsible for addressing customer complaints at the branch level.
- ii. Standing Committee on Customer Service: This committee oversees customer service matters across the entire Bank.
- iii. Customer Service Committee of the Board: This committee, formed at the Board level, ensures that effective customer service and grievance redressal practices are in place.
- iv. Customer Service Department & Nodal Officers: The Bank has designated a dedicated Customer Service Department along with appointed nodal officers, who are responsible for handling customer complaints and ensuring their resolution.

Overall, the Bank's policy and governance framework are designed to prioritise customer satisfaction and provide a structured approach to resolving customer grievances.

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

Particulars	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

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

Particulars	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	Nil	-	Nil	Nil	-
Advertising						
Cyber-security						
Delivery of essential services						
Restrictive Trade Practices						
Unfair Trade Practices						
Other	52,015*	6,007		35,322	1,491	-

*Excluding complaints redressed within the next working working day

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

Particulars	Number	Reasons for recall
Voluntary recalls		
Forced recalls		Not Applicable

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 same is available on <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 were no instances of issues relating to advertising, cyber security and data privacy.

7. Provide the following information relating to data breaches:

- a) Number of instances of data breaches: None
- b) Percentage of data breaches involving personally identifiable information of customers: None
- c) Impact, if any, of the data breaches: Not Applicable

Leadership Indicators

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

The information about the products/services of the Bank can be accessed on <https://www.aubank.in>.

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

The Bank is spreading awareness to safeguard customers from potential risks and consequences of frauds. The customers are informed through:

- SMS to not to divulge sensitive information to anyone including bank officials and that bank does not request for such information,
- E-mail tips for safe banking,
- Social media post on safe banking tips,

Knowledge centre on website of the Bank at <https://www.aubank.in/safe-banking> to share awareness about frauds and have also posted tips for safe banking.

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

The Bank informs the customers about disruption of services along with period of disruption via SMS, push notifications of Banks app and placing communication banners on the website of the Bank. The restoration of services are also communicated to customer via SMS and push notifications on Banks app.



4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/ No/ Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

The 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 AU0101 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.