

Business Responsibility and Sustainability Report FY 2024-25

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L36911RJ1996PLC011381
2. Name of the Listed Entity	AU Small Finance Bank Limited
3. Year of incorporation	1996
4. Registered office address	19-A, Dhuleshwar Garden, Ajmer Road, Jaipur - 302001, Rajasthan
5. Corporate Office Address	5 th Floor, E-Wing, Kanakia Zillion, Junction of CST Road & LBS Road, Kurla (West), Mumbai - 400070, Maharashtra
6. E-mail	investorrelations@aubank.in
7. Telephone	0141-4110060/61
8. Website	www.aubank.in
9. The financial year for which reporting is being done	April 1, 2024 to March 31, 2025
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 (In ₹)	₹ 744,53,05,310
12. Name and contact details (Telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Sunanda Sharma (Head - Sustainability) 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. Note: Reporting boundary includes nos. of erstwhile Fincare Small Finance Bank amalgamated into AU Small Finance Bank w.e.f. April 01, 2024.
14. Name of assurance provider	Intertek India Pvt. Ltd.
15. Type of assurance obtained	BRSR Core: Reasonable Assurance

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	<ul style="list-style-type: none"> Commercial banking: Business banking, Agri banking, Real estate, NBFC lending, Trade & FX, Transaction banking Unsecured assets: Credit Card, Personal loan, Micro loan + SBL Retail assets: Gold Loans, AHL, Wheels Branch banking: Urban banking, Swadesh banking, Govt. & Wholesale banking Inclusive banking: MFI, SMF, FPO financing Digital banking: AU 0101 app, Video banking, Chatbot 	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	0	2,486	2,486*
International	0	0	0

Note: 2,486 touch points include 30 offices which does not cater to customers directly.

19. Markets served by the entity:

a) Number of locations

Locations	Number
National (No. of States)	21 states and 4 union territories
International (No. of Countries)	0

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

Not Applicable

c) A brief on types of customers:

AU Small Finance Bank ("AU Bank" or "Bank") serves a diverse and inclusive customer base, reflecting its core mission of delivering financial services to underserved and unbanked segments while also catering to the evolving needs of urban and emerging India. The Bank has carefully structured its offerings and outreach to ensure relevance across different customer profiles. Broadly, AU Small Finance Bank's customers can be classified into three key categories:

1. Urban Customers

Urban customers form a significant part of AU Bank's growing customer base, especially as the Bank continues to expand its presence across metropolitan cities and urban centers.

Profile: This segment includes salaried professionals, entrepreneurs, business owners, high-net-worth individuals (HNIs), and digitally savvy youth who seek modern banking solutions.

Banking Needs: They typically look for convenience, speed, innovation, and a broad range of financial products including savings accounts, credit cards, personal and business loans, investment options, and digital banking services.

AU Bank's Offering:

- AU0101 Digital Banking for seamless online access
- Competitive interest rates on savings and fixed deposits
- Premium and lifestyle credit card offerings
- Customized wealth management services
- Relationship-based banking experience through AU Royale and AU Gold programs

2. Swadesh Banking Customers

Swadesh Banking is AU Bank's flagship initiative designed to serve customers from rural and semi-urban areas who represent the backbone of India's real economy.

Profile: These customers are typically from smaller towns, Tier 2 and Tier 3 cities, and rural communities. They include farmers, small traders, local entrepreneurs, daily wage earners, and self-employed individuals.

Banking Needs: Their primary requirements revolve around accessible, trustworthy banking that helps them save securely, avail of credit for livelihood, and make simple financial transactions.

AU Bank’s Offering:

- Easy-to-operate savings accounts with no/minimum balance
- Doorstep banking and branch outreach in remote locations
- Inclusive financial literacy and customer awareness initiatives
- Tailored loan products for agriculture, two-wheelers, and small businesses
- Support for Direct Benefit Transfer (DBT) and government schemes

3. Microfinance Customers

AU Bank’s Microfinance customers represent one of its most purpose-driven segments, aligned with the Bank’s founding vision of empowering those at the bottom of the financial pyramid.

Profile: Primarily women borrowers from low-income households who are part of self-help groups or joint liability groups in rural and semi-urban areas.

Banking Needs: Access to small-ticket loans to support livelihood activities such as livestock rearing, tailoring, kirana shops, and other micro-enterprises.

AU Bank’s Offering:

- Group-based microloans with minimal documentation
- Financial literacy training and credit counseling
- Timely, repeat credit for scaling small businesses
- Strong community engagement and on-ground relationship teams
- Support for entrepreneurship and income generation

AU Small Finance Bank’s customer strategy is built on deep-rooted trust, inclusion, and innovation. Whether it’s the digitally native urban professional, the aspiring rural entrepreneur under Swadesh Banking, or the resilient woman supported through microfinance, AU Bank is committed to being a partner in their financial journeys. By tailoring its services to suit the aspirations and challenges of each segment, AU Bank continues to build a financially empowered and inclusive India.

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)	50,946	46,508	91.29%	4,438	8.71%
2	Other than Permanent (E)	-	-	-	-	-
3	Total employees (D+E)	50,946	46,508	91.29%	4,438	8.71%
Workers						
4	Permanent (F)	NIL	NIL	NIL	NIL	NIL
5	Other than Permanent (G)	NIL	NIL	NIL	NIL	NIL
6	Total workers (F+G)	NIL	NIL	NIL	NIL	NIL



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)	28	25	89.29%	3	10.71%
2	Other than Permanent (E)	-	-	-	-	-
3	Total differently abled employees (D + E)	28	25	89.29%	3	10.71%
Differently abled workers						
4	Permanent (F)	NIL	NIL	NIL	NIL	NIL
5	Other than permanent (G)	NIL	NIL	NIL	NIL	NIL
6	Total differently abled workers (F+ G)	NIL	NIL	NIL	NIL	NIL

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	10	2	20
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 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Senior level employees	15.69%	100.00%	16.59%	7.30%	-	7.30%	4.90%	-	4.90%
Mid-level employees	24.08%	30.85%	24.52%	15.80%	28.20%	16.60%	17.70%	19.40%	17.80%
Junior employees	42.84%	47.11%	43.18%	32.50%	39.10%	33.10%	35.60%	45.40%	36.40%
Frontline employees	61.90%	71.58%	62.79%	51.00%	51.50%	51.10%	53.20%	60.10%	53.80%
Total	52.93%	62.07%	53.72%	43.63%	46.81%	43.91%	46.70%	54.40%	47.30%

Note: The integration of employees and operational structures following the merger of erstwhile Fincare with AU Bank, effective April 1, 2024, has influenced the overall employee base and attrition metrics. The turnover rate based solely on AU Bank's pre-merger employee base stands at 51.81% (this encompasses turnover rate of Senior-level emp. at 10.47%, Mid-level emp. at 21.88%, Jr. level emp. at 40.74% and Frontline emp. at 60.05%). The observed increase in attrition, particularly among junior and frontline staff, aligns with broader trends within the microfinance industry.

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 ₹)	1,85,90,04,20,368
(iii) Net Worth (in ₹)	1,69,30,32,29,319

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 2024-25			FY 2023-24		
		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	-	Nil	Nil	-
Employees	Yes Covered under Bank's Whistle Blower Policy and Vigil Mechanism https://www.aubank.in/investors/secretarial-policies We have an internal portal named 'HR Sahayak' for employees to report their grievance also.	899	8	-	5	Nil	-
Customers	Yes Covered under Customer Grievance Redressal Policy https://www.aubank.in/notice-board	46,254*	1,956	-	52,015*	6,007	-
Value Chain Partners	Yes, Covered under Bank's Whistle Blower Policy and Vigil Mechanism https://www.aubank.in/investors/secretarial-policies	Nil	Nil	-	Nil	Nil	-
Others (Third Party/ Anonymous)	Yes Covered under Bank's Whistle Blower Policy and Vigil Mechanism https://www.aubank.in/investors/secretarial-policies	Nil	Nil	-	9	Nil	-

*Number of complaints reported above represent are recorded complaints at the Bank and not the sustainable complaints.

*Excluding complaints redressed within the next working day as per the Master Circular DBOD No.Leg.BC.22/09.07.006/2013-14 dated July 01, 2013.



26. 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 recognized 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 in this area for making an 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 positive 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 and achieve sustainable 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	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.	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. The Bank is taking measures to sensitize and create awareness among employees about ESG measures.	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.

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



Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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 recently migrated from ISO 27001:2013 to latest ISMS standard of ISO 27001:2022. This demonstrates the robust processes adopted by the Bank. In addition to this, Bank is PCI DSS certified for card ecosystem and operation.								
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)	<p>At AU Small Finance Bank, our commitment to Environmental, Social, and Governance (ESG) principles are deeply embedded in our founding purpose—to drive financial inclusion across rural and semi-urban India. As we continue to grow, we recognize that Inclusive banking must also be sustainable banking. In FY 2024-25, we advanced our ESG agenda through a structured roadmap anchored in four strategic pillars: Sustainable Finance, Sustainable Operations, Sustainable Communities, and Sustainability Reporting.</p> <p>Our approach to sustainable finance is rooted in the belief that banking is a tool for empowerment. This philosophy drives our efforts to build communities that are not only economically resilient but also environmentally responsible. Our flagship offering, the Planet First - AU Green Fixed Deposit, has emerged as a preferred investment choice for customers seeking to align their financial goals with environmental impact. The funds mobilized through this initiative support clean energy, sustainable mobility, and the broader transition to a low-carbon economy. In parallel, we have begun integrating climate risk into our credit decision-making processes, in alignment with the Reserve Bank of India's sustainable finance agenda. Our partnership with the International Finance Corporation (IFC), has further strengthened our internal capabilities, enabling us to align with the best global practices in climate risk management and green lending.</p> <p>In the area of sustainable operations, we have taken deliberate steps to reduce our environmental footprint and enhance operational efficiency. We continue to digitize customer journeys by promoting mobile banking, digital KYC, and online transactions, significantly reducing paper usage. Physical bank statements and passbooks are being replaced with e-statements, offering customers a more sustainable and convenient alternative. Our branches and offices are increasingly adopting energy-efficient infrastructure, including the use of natural lighting, LED fixtures, and energy-saving appliances. Additionally, we have embraced the principles of Reduce, Reuse, and Recycle across our operations, minimizing single-use plastics and extending the lifecycle of electronic equipment through responsible reuse and recycling practices.</p> <p>Our commitment to sustainable communities is reflected in the scale and impact of our CSR initiatives. Through AU Ignite, we have trained over 8,165 youth, placing more than 5,403 in high-growth sectors such as BFSI, IT, and healthcare. Our AU Bano Champion program has supported 8,000+ aspiring athletes, resulting in 1,175 medals and the emergence of 10 national-level players. AU Udyogini, our entrepreneurship initiative for women, has empowered more than 1,772 women to launch sustainable micro-enterprises and achieve financial independence. Under the AU Kartavya umbrella, we have expanded access to primary healthcare through over 1,100 camps, supported the education of more than 1,600 students, and developed environment-friendly infrastructure such as solar installations, sewage treatment units, and community water projects.</p>								

Disclosure Questions

P1 P2 P3 P4 P5 P6 P7 P8 P9

In the realm of **sustainability reporting**, we have made significant progress in strengthening governance and enhancing transparency. We institutionalized quarterly ESG reviews through our Board-level Sustainability Committee, ensuring consistent oversight and strategic alignment. In FY 2023-24, we released our third GRI-based Sustainability Report, which received Limited Assurance (ISAE 3000) on key indicators. Our efforts have been recognized externally as well. AU SFB was honored by ASSOCHAM for Best ESG Practices and participated in several leading ESG ratings and indices. Our DJSI score improved to 42 (High) in September 2024, MSCI rated us “AA,” and our Sustainalytics score improved to 17.1 (Low Risk). Additionally, our ESG Risk Rating rose to 76.09 from 64.6, and we received a first-time SES rating of 79.5.

As we reflect on our ESG journey, we remain steadfast in our belief that sustainability is not a parallel track—it is integral to our business model, our values, and our vision for the future. The progress we have made is a testament to the collective efforts of our employees, partners, customers, and communities. We recognize that the road ahead will require continued innovation, collaboration, and accountability. With a strong foundation in place, AU Small Finance Bank is committed to advancing its ESG agenda with purpose and resilience, ensuring that our growth continues to create meaningful, measurable, and lasting impact.

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 Corporate Governance Report.

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	P1	P2	P3	P4	P5	P6	P7	P8	P9
	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)									
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)	Not Applicable								



SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

Essential Indicators

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

Segment	Total number of training and awareness programs held	Topic/ Principles covered under the training and its impact	% of a person in respective categories covered by the awareness programs
Board of Directors	4	P1, P2, P4, P6, P8 and P9	100%
Key Managerial Personnel	4	P2, P4, P8 and P9	100%
Employees other than BOD and KMPs	189	P1 to P5, P7 to P9	98%
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 2024-25, 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 ₹)	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 specifically 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 Banks training programs, 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 2024-25	FY 2023-24
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	NA	NA

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

	FY 2024-25		FY 2023-24	
	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 2024-25	FY 2023-24
Number of days of accounts payables	33.66	5.32

The year-on-year variation in the reported figure reflects a revision in the calculation methodology.

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 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
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)	0.08%	Nil
	b. Sales (Sales to related parties / Total Sales)	0.01%	Nil
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.01%	0.03%
	d. Investments (Investments in related parties / Total Investments made)	NIL	Nil

Note: Reporting on these parameters has commenced from FY 2024-25.



Leadership Indicators

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

AU’s Sustainable procurement module emphasizes the importance of assessing the environmental impact of their products and services, integrating social considerations into their business operations, and prioritizing the wellbeing of their employees and workers. Through this targeted engagement, we aim to cultivate a more resilient, ethical, and environmentally conscious supply chain.

As part of our Sustainable Procurement Guidelines, we developed and implemented a comprehensive supplier training module designed to foster awareness and capacity-building among our value chain partners based on Responsible Business Conduct (NGRBC) Principles and SEBI’s BRSR Core Value Chain Reporting Requirements:

Total numbers of awareness programs held	Topic/principles covered under training	% of value chain partners covered (by the value of business done with such partners) under the awareness programs
1	<ul style="list-style-type: none"> Low-energy and energy-efficient technologies Adopting effective waste segregation and management practices Assessing the environmental impact of their products and services Integrating social considerations into their business operations Prioritizing the wellbeing of their employees and workers 	75%

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 of interest with the Bank.

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

All the Directors of the Bank have affirmed compliance with the said Codes as applicable to them for FY 2024-25.

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 2024-25	FY 2023-24	Details of improvement in environmental and social impact
R&D	Nil	Nil	NA
Capex	Nil	Nil	NA

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

Yes, the Bank has Sustainable Procurement Guidelines (SPG) creating expectation among the Bank’s supply chain partners to integrate sustainability into their core values and adhere to NGRBC (National Guidelines for Responsible Business Conduct) principles and its Core elements.

The SPG initiative aims to foster and propagate sustainability practices throughout the supply chain, encompassing suppliers / vendors of goods and services, contractors, and third-party collaborators. We have also prepared a “Sustainable training module” for the suppliers who want to learn more about sustainable sourcing, waste management and other essential practices to run their business in sustainable manner. The Supplier sustainability questionnaire helps us to assess their existing knowledge as well as practices on environmental, social and ethical parameters that they follow in their operations.

Please find attached a link to the policy on our website: <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 and 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

Given the nature of the Bank's operations, which are largely service-oriented and centered around intangible products, the use of recycled materials as inputs is inherently limited. However, the Bank has implemented structured processes to manage waste generated from its activities in a responsible and sustainable manner. For instance, electronic waste—such as laptops, desktops, and printers—is one of the primary waste streams. These items are not immediately discarded; instead, they are reused after undergoing necessary rectification and upgrades. Paper and other general waste are disposed of through authorized vendors to ensure compliance with environmental standards. The Bank also actively works to reduce plastic consumption across its offices and branches by adopting sustainable alternatives. Packaging materials and other plastic waste are minimized through conscious procurement and operational practices. Additionally, the Bank sources furniture exclusively from authorized suppliers, ensuring that the materials used are recyclable and environmentally friendly.

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 scrutinize 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 application to closure.

Deposits: The deposit lifecycle begins with customer acquisition through branches, 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 by submitting an application form at the branches.

Fixed Deposit: 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 2024-25	FY 2023-24
IT Asset	76.16%	-
Non-IT Asset	23.84%	-
Total	40.77%	-

Note: Reporting on these parameters has commenced from FY 2024-25.

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 2024-25			FY 2023-24		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastic including packaging	Nil	Nil	Nil	Nil	Nil	Nil
E-waste	NA	NA	NA	NA	NA	NA
Hazardous Waste	NA	NA	NA	NA	NA	NA
Other Waste	Nil	Nil	Nil	Nil	Nil	Nil

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

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

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	46,508	46,508	100%	46,508	100%	0	0%	46,508	100%	0	0%
Female	4,438	4,438	100%	4,438	100%	4,438	100%	0	0%	0	0%
Total	50,946	50,946	100%	50,946	100%	4,438	8.71%	46,508	91.29%	0	0%
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	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

Particulars	FY 2024-25	FY 2023-24
Cost incurred on wellbeing measures as a % of total revenue of the company	0.22	0.22

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

Benefits	FY 2024-25			FY 2023-24		
	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*	96%	NA	Yes	95%	NA	Yes
Gratuity*	96%	NA	Yes	95%	NA	Yes
ESI	NA	NA	NA	NA	NA	NA
Others	NA	NA	NA	NA	NA	NA

* Remaining 4% employees are Management Trainee (MT)



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.

In alignment with the Rights of Persons with Disabilities Act, 2016, and the Harmonized Guidelines for Standards of Accessibility, the Bank is committed to fostering an inclusive and accessible workplace for all employees, including those with disabilities. As of the reporting period, the Bank employs 28 differently abled individuals across various locations. The Bank has taken proactive steps to ensure its premises are increasingly accessible, particularly in its larger offices, where inclusive restroom signage has been introduced. These signages incorporate braille to aid navigation for visually impaired individuals. Additionally, wheelchair-accessible paths have been implemented at branch offices to facilitate ease of access for customers with physical disabilities. These measures reflect the Bank's ongoing efforts to comply with statutory accessibility norms and promote a barrier-free environment, as mandated under Sections 40 to 46 of the PwC Act.

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 upholds its commitment to equal opportunity and non-discrimination in accordance with the Rights of Persons with Disabilities Act, 2016. A formal Recruitment and Selection Policy is in place to ensure fair treatment and equal access to employment opportunities for all candidates. In addition, the Bank has constituted a Diversity and Inclusion (D&I) Committee that actively promotes inclusive practices across the organization. The Committee's mandate includes fostering a workplace culture that values diversity, monitors the implementation of inclusive initiatives, and ensures that employment decisions are free from bias. These efforts are aimed at building a cohesive and representative workforce that reflects the Bank's core values of fairness and respect. The Bank's Equal Opportunity Policy and detailed D&I guidelines are publicly accessible on its 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	98.67%	76.28%	NA	NA
Female	98.21%	31.84%	NA	NA
Total	98.59%	68.02%	NA	NA

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief. (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 established formal grievance redressal mechanisms for its permanent employees in line with its commitment to fostering a transparent, ethical, and inclusive workplace. Grievances are addressed through dedicated internal committees, including the Prevention of Sexual Harassment (POSH) Committee and the Disciplinary Committee. These committees are composed of trained members equipped to handle a wide range of employee concerns.

Employees can report grievances via designated email addresses outlined in the relevant policies. Additionally, the Bank's intranet hosts a 'Raise a Complaint' section, enabling employees to submit concerns under the POSH framework or the Whistle Blower Policy. Confidentiality is strictly maintained throughout the process, and the Bank ensures appropriate support is extended to the complainant. An open-door culture is actively encouraged, allowing employees to voice concerns freely and without hesitation.

The Bank also has a Consequence Management Policy in place to address instances of non-compliance with the Code of Conduct, behavioural violations, and operational lapses. This policy outlines the disciplinary actions applicable in such cases. Furthermore, through its Whistle Blower Policy, the Bank encourages employees to report suspected misconduct, unethical behaviour, fraudulent activities, or serious conduct risks without fear of retaliation or victimisation. These mechanisms collectively reinforce the Bank's commitment to accountability, fairness, and employee well-being.

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

Category	FY 2024-25			FY 2023-24		
	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 2024-25					FY 2023-24				
	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	46,508	43,798	94.17%	45,055	96.88%	26,959	25,681	95.26%	25,677	95.24%
Female	4,438	4,178	94.14%	4,284	96.53%	2,779	2,581	92.88%	2,562	92.19%
Total	50,946	47,976	94.17%	49,339	96.85%	29,738	28,262	95.04%	28,239	94.96%
Workers										
Male										
Female										
Total										

Not Applicable

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	46,508	46,508	100%	26,959	26,959	100%
Female	4,438	4,438	100%	2,779	2,779	100%
Total	50,946	50,946	100%	29,738	29,738	100%
Workers						
Male						
Female						
Total						

Not Applicable



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, the Bank has implemented an occupational health and safety management system across its operational premises. All branches that house ATMs and cash-handling facilities - excluding those classified under the Unbanked Category - are secured through either an E-Surveillance System or a Cash Management Services (CMS) System. These systems are designed to detect irregularities and generate real-time alerts, thereby enhancing security and operational safety. Furthermore, all offices are equipped with CCTV surveillance, fire alarm systems, and fire extinguishers to ensure a safe working environment for employees. To reinforce preparedness, the Bank conducts regular mock drills aimed at familiarizing staff with emergency response protocols and promoting a culture of safety awareness.

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

The Bank accords high priority to the physical and mental wellbeing of its employees and has instituted structured processes to identify and assess work-related hazards on both routine and non-routine bases. Occupational health and safety risks are regularly evaluated through internal assessments, with timely implementation of preventive and corrective measures. To enhance preparedness, the Bank conducts regular training sessions, including simulated fire drills, ensuring employees are well-versed in emergency response protocols. These initiatives not only ensure compliance with applicable safety regulations but also foster a culture of vigilance and care. All office premises are equipped with accessibility features such as lifts and ramps, while wheelchairs are made available to support mobility needs. Additionally, lift panels are fitted with braille markings to assist visually impaired individuals. Through these integrated efforts, the Bank reinforces its commitment to creating a safe, inclusive, and resilient workplace environment.

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

Yes, the Bank has internal online portal for directly reporting, logging any kind of observation into the system. Also, we have installed QR code feedback system across the premises for direct reporting any observation to the central admin team.

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

Yes, the Bank provides access to non-occupational medical and healthcare services for its employees through a range of structured initiatives. These include a comprehensive Group Medical Insurance Policy that extends coverage to employees and their families, along with Group Term Life Insurance and Group Personal Accident Cover. To further enhance healthcare accessibility, the Bank has partnered with a wellness platform that offers unlimited online consultations across various medical specialties for employees and their dependents. In addition, the Bank has established tie-ups with multiple hospitals, enabling employees to avail discounts and preferential services. Preventive healthcare is also promoted through annual health check-ups, blood donation drives, and eye screening camps conducted throughout the year. These initiatives reflect the Bank's commitment to employee well-being beyond occupational health, fostering a culture of care and support.

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

Safety Incident/Number	Category	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	Not Applicable	
Total recordable work-related injuries	Employees	0	0
	Workers	Not Applicable	
No. of fatalities	Employees	0	0
	Workers	Not Applicable	
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	Not Applicable	

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

The Bank is deeply committed to fostering a safe, healthy, and inclusive workplace that prioritizes both the physical and mental well-being of its employees. A structured framework of initiatives has been implemented to promote holistic wellness, professional growth, and a positive work environment. These measures include wellness programs, mental health support, work-life balance initiatives, skill development opportunities, employee engagement activities, and recognition platforms.

Key actions undertaken are as follows:

- Actively discouraging extended working hours beyond regular schedules.
- Maintaining hygienic and well-sanitized office premises.
- Ensuring robust emergency preparedness through the installation of fire alarms, sprinklers, and extinguishers.
- Enhancing awareness of workplace safety and conduct regulations via POSH (Prevention of Sexual Harassment) displays.
- Providing access to nutritious meals through in-house canteen services.
- Facilitating resolution of employee concerns through the HR Sahayak portal.
- Promoting physical activity and team spirit through events such as the Annual AU Marathon and AU Khelotsav.
- Collaborating with wellness platforms and healthcare providers to offer unlimited online consultations, preferential discounts, annual health screenings, and medical camps including blood donation and eye check-ups.
- Organizing live sessions for yoga and Zumba to encourage regular fitness practices.

In addition, the Bank remains focused on advancing gender diversity and inclusivity, thereby cultivating a workplace culture that supports the overall well-being, respect, and professional fulfillment of all employees.

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

Particulars	FY 2024-25			FY 2023-24		
	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	We have internal capacity to assess our offices. And we do assessment of our 100% offices on the said parameters.
Working Conditions	



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.

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 maintains rigorous oversight to ensure that statutory dues are duly deducted and deposited in accordance with applicable laws and regulations. To uphold compliance across its value chain, the Bank incorporates clear and binding provisions within contractual agreements with vendors and service providers. These contracts explicitly mandate adherence to labour laws, human rights standards, and regional statutory requirements, including the proper deduction and timely deposition of all relevant dues. Through this structured approach, the Bank reinforces accountability and regulatory compliance among its partners.

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 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
Employees				
Workers				

Not Applicable

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

The Bank has instituted a range of structured programs to support employees in their career development and to facilitate smooth transitions during role changes. These include:

- **Saksham** - A skill-building initiative that enables employees to acquire relevant competencies aligned with their Key Responsibility Areas (KRAs), fostering professional growth.
- **AU Dharma** - A cultural orientation program that reinforces the Bank’s core values and work principles, promoting alignment with organisational ethos.
- **Capacity Building** - A policy framework designed to assess employee potential and implement targeted training and development strategies to enhance capabilities.
- **Behavioural Workshops** - A series of competency-focused sessions aimed at strengthening behavioural and interpersonal skills essential for career advancement.
- **First Time Managers** - A transition support program that prepares employees for leadership roles by guiding them through the shift from operational to managerial responsibilities.

These initiatives reflect the Bank’s commitment to continued employability, career progression, and responsible workforce transition management.

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	30%
Working Conditions	30%

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.

The Bank mandates that all value chain partners—including IT service providers, cash-in-transit agencies, security personnel, and facilities management firms—adhere to safe and healthy working conditions in alignment with applicable regulations and the Bank’s sustainable procurement standards. To ensure compliance, the Bank conducts periodic assessments and monitors implementation through structured follow-up reviews and performance evaluations. Where gaps are identified, corrective actions are initiated to address concerns and enhance workplace safety. Preference is given to partners who consistently demonstrate strong adherence to health and safety protocols, reinforcing the Bank’s commitment to responsible sourcing and operational integrity.

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 follows a structured and systematic approach to identify and prioritise stakeholder groups that are either impacted by its operations or have a significant influence on its business. This process considers multiple dimensions, including business dependency, regulatory obligations, shareholder interests, value chain contributions (particularly in IT and allied services), community presence, media engagement, and customer interface. Based on these factors, the Bank recognises its key stakeholder groups as customers, investors/shareholders, employees, partners and associates, ecosystem and society, and government and regulatory authorities.

The Bank acknowledges that its operations have direct and indirect implications for a wide spectrum of stakeholders, including regulators, peers, business partners, and communities. It places strong emphasis on transparent communication and meaningful engagement to foster long-term, trust-based relationships. These engagements enable the Bank to better understand the social, environmental, and economic impacts of its activities, including indirect consequences. Stakeholder feedback and insights are integral to the Bank’s efforts to act as a responsible corporate entity. Through proactive and targeted interactions, the Bank identifies material issues, refines its business strategy, enhances products and services, mitigates reputational risks, and positively influences its internal and external environment. Internal stakeholders include senior management and employees, while external stakeholders comprise shareholders and investors, customers, regulators, communities and NGOs, industry peers, vendors and service providers, media, and academia. The Bank maintains continuous engagement with these groups throughout the year via diverse channels.



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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/NO)	Channels of communication (Email, SMS, Newspaper, Pamphlets, advertisements, Community meetings, Notice Board Website) Other	Frequency of engagement (Annually/ Half-yearly/ Quarterly/ others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	<ul style="list-style-type: none"> Over the counter- Branch & 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 Quarterly Financial Results and Press releases Results conference call & Transcript Investor/Analyst Meetings and conferences Analyst/ Investor Day Annual General Meetings (AGMs) 	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 Compliance, Governance & Ethical practices Economic performance Strategy
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	Yes (Women Emp.)	<ul style="list-style-type: none"> Internal meetings and town halls Performance discussions and periodic reviews Training and development workshops 	Continuous engagement	<ul style="list-style-type: none"> Industry First Initiative Menstrual Leave Specific days Celebration - Women day celebration Create a culture that encourages ethical practices, promotes meritocracy, and rewards high performance

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/NO)	Channels of communication (Email, SMS, Newspaper, Pamphlets, advertisements, Community meetings, Notice Board Website) Other	Frequency of engagement (Annually/ Half-yearly/ Quarterly/ others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
	Yes (Specially abled Emp.)	<ul style="list-style-type: none"> Internal meetings and town halls Performance discussions and periodic reviews Training and development workshops Employees connect initiatives Feedback and surveys 	Periodically	<ul style="list-style-type: none"> Home visit to check their wellbeing and gauge to support can be extended Virtual meet with these employees on regular basis Professional development of Bank's employees through nurturing and providing growth opportunities
	No (Other Emp.)	<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 	Periodically	<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"> Conferences and forums, One-to-one meetings, Telephonic and email communication 	Continuous engagement	<ul style="list-style-type: none"> Assignment and closure of jobs Discussion on scope of work and other details Taking No Due confirmations Encouraging E-Invoicing Other engagements: Educating them on Business Ethics, integrity and Sustainability
Society	Yes	<ul style="list-style-type: none"> Regular Project visits, monitoring and reviews Direct intervention at multiple locations. Social activities through AU Foundation Print Media and Social media communication Face to Face meetings and interventions 	Continuous engagement as per requirement	<ul style="list-style-type: none"> Raising awareness about the Bank's community-oriented initiatives. Conducting regular upskilling sessions and collecting feedback from beneficiaries and other stakeholders. Engaging with key stakeholders and addressing their grievances. Monitoring project implementation and measuring outcomes.



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 maintains structured engagement mechanisms with a broad spectrum of stakeholders to identify material issues, assess business strategies, and address economic, environmental, and social concerns. These interactions help mitigate reputational risks and contribute to shaping a responsible and sustainable operating environment.

Stakeholder feedback is systematically routed to designated Board-level committees for focused deliberation and action. Customer insights are reviewed by the Customer Service Committee, ensuring service quality and responsiveness. Feedback from investors and shareholders is addressed by the Stakeholders Relationship Committee, which safeguards their interests. Regulatory inputs are managed by the Audit Committee to uphold compliance and governance standards. Employee-related matters are overseen by the Nomination and Remuneration Committee, which focuses on workforce policies and well-being. Social and community-related feedback is directed to the Corporate Social Responsibility Committee, which steers the Bank's community engagement and development initiatives.

These specialised committees ensure that stakeholder concerns are addressed with dedicated attention. Key issues and recommendations arising from these consultations are escalated to the Board and senior management for strategic review and appropriate action, thereby integrating stakeholder perspectives into the Bank's decision-making processes.

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.

The Bank actively leverages stakeholder consultations to inform its approach to environmental and social issues. In light of India's commitment to achieving net zero emissions and the global focus on the United Nations Sustainable Development Goals (SDGs), the role of green finance has become increasingly significant. The banking sector, as a financial intermediary, plays a critical role in enabling the transition to a sustainable economy.

In response to the Reserve Bank of India's Green Deposit Framework introduced, the Bank engaged with key stakeholders—including customers, investors, and regulatory bodies—to align its practices with evolving expectations. This framework encourages banks to mobilise green deposits, thereby supporting customers' sustainability goals and directing credit towards environmentally beneficial projects.

As per regulatory guidance, funds raised through green deposits must be allocated exclusively to initiatives that promote energy efficiency, reduce greenhouse gas emissions, enhance climate resilience, and protect biodiversity. Based on stakeholder feedback and in alignment with this framework, the Bank has formulated a Green Deposit Policy and Financing Framework. This initiative reflects the Bank's recognition of the financial risks posed by environmental degradation and its commitment to supporting a low-carbon, sustainable future.

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

The Bank recognises the importance of engaging with vulnerable and marginalised communities as part of its inclusive and responsible banking practices. Through targeted interventions, the Bank has undertaken several initiatives to address the specific needs of these groups.

As part of its commitment to financial inclusion, the Bank conducted **87 Financial and Digital Literacy Camps** across **63 villages** in the Aspirational Districts of Rajasthan, reaching over **14,000 beneficiaries**. These included small and marginal farmers, women, youth, and senior citizens. Using culturally relevant formats such as street plays, puppet shows, and audio-visual tools, the Bank promoted awareness of digital banking, cyber safety, and government welfare schemes.

To further support **rural women**, the Bank organised **40 women-centric literacy camps** across underserved villages in Haryana, Madhya Pradesh, and Rajasthan. These sessions empowered over **2,000 women**, including homemakers, SHG members, and daily wage earners, by enhancing their understanding of digital banking tools, Aadhaar-linked services, and financial schemes like PMJDY and Sukanya Samriddhi Yojana.

In collaboration with Rajasthan Netraheen Kalyan Sangh, the Bank also hosted a dedicated camp for **pecially abled individuals**, benefiting over **100 visually impaired participants**. The sessions used audio aids and tactile demonstrations to introduce accessible banking tools and promote financial independence.

Additionally, under **PMKVY 4.0**, the Bank conducted literacy sessions for **female youth** in the Beauty & Wellness sector, integrating financial education with skill development. These efforts enabled participants to open bank accounts, use UPI, and understand savings and insurance products.

These initiatives reflect the Bank's commitment to inclusive growth and align with national objectives to bridge the financial and digital divide for marginalised communities.

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 2024-25			FY 2023-24		
	Total (A)	No. employees/workers covered (B)	% (B/A)	Total (C)	No. employees/workers covered (D)	% (D/C)
Employees						
Permanent	50,946	48,204	94.62%	29,738	28,466	95.72%
Other than permanent	NA	NA	NA	NA	NA	NA
Total Employees	50,946	48,204	94.62%	29,738	28,466	95.72%
Workers						
Permanent						
Other than permanent						
Total Workers						

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

Category	FY 2024-25					FY 2023-24				
	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	50,946	7	0.01%	50,939	99.99%	29,738	30	0.10%	29,708	99.90%
Male	46,508	6	0.01%	46,502	99.99%	26,959	27	0.10%	26,932	99.90%
Female	4,438	1	0.02%	4,437	99.98%	2,779	3	0.11%	2,776	99.89%
Other than Permanent										
Male										
Female										
Workers										
Permanent										
Male										
Female										
Other than Permanent										
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	18	2	18
Key Managerial Personnel	4	190.31	0	0
Employees other than BoD and KMP	46,504	0.03	4,438	0.04
Workers	0	0	0	0

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.

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

Particulars	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	8.34%	8.21%

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)

The Bank has established a Disciplinary Committee responsible for addressing employee-related matters, including those involving human rights. Complementing this, the Bank has implemented key governance policies such as the Whistle-Blower Policy, Vigil Mechanism, and the Policy for Prevention and Redressal of Sexual Harassment.

These frameworks provide structured, channels for reporting misconduct and unethical behavior, ensuring timely investigation and resolution. Collectively, these mechanisms reinforce the Bank's commitment to ethical conduct, and the protection, of human rights across its operations.

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

The Bank's commitment to human rights is reflected in its internal governance and operational practices. A dedicated Disciplinary Committee is tasked with addressing grievances related to human rights, ensuring impartial and timely resolution. The Bank's Code of Conduct and supporting policies articulate its core values, placing emphasis on dignity, fairness, and respect for all individuals. These mechanisms are designed to uphold the rights of employees and stakeholders, fostering a workplace culture rooted in inclusivity and ethical responsibility.

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

Particulars	FY 2024-25			FY 2023-24		
	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	19	3	Pending complaints have been resolved within statutory timelines under the POSH Act	5	0	-
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 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	19	5
Complaints on POSH as a % of female employees / workers	0.42%	0.18%
Complaints on POSH upheld	11	2

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

The Bank ensures strict confidentiality in handling complaints related to discrimination and harassment. It has adopted a zero-tolerance approach through its Policy for Prevention and Redressal of Sexual Harassment. In compliance with the Sexual Harassment of Women at Workplace Act, 2013, an Internal Complaints Committee has been constituted to investigate and act on complaints. A Board-level Disciplinary Committee further reviews decisions to ensure fairness and accountability, thereby safeguarding complainants from retaliation or adverse consequences.

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?

In accordance with the Rights of Persons with Disabilities Act, 2016, the Bank has implemented accessibility measures across its offices and branches. Many premises offer ground-floor access or are equipped with elevators and inclusive infrastructure. Ramps have been installed at branches and ATMs wherever feasible to accommodate differently abled individuals and senior citizens. These efforts reflect the Bank’s commitment to inclusive banking and barrier-free access to financial services for all.

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	
Discrimination at workplace	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.
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 2024-25	FY 2023-24
From renewable sources		
Total electricity consumption (A) (in GJ)	3,911.18	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)	3,911.18	1,859.88
From non-renewable sources (in GJ)		
Total electricity consumption (D)	1,41,163.60	84,674.90
Total fuel consumption (E)	4,276.54	4,274.76
Energy consumption through other sources (F)	0	-
Total energy consumed from non-renewable sources (D+E+F)	14,54,40.14	88,949.66
Total energy consumed (A+B+C+D+E+F)	1,49,351.31	90,809.54
Energy intensity per million INR Revenue	0.8034	-
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	16.41	-
Energy intensity in terms of physical output	-	-
Energy intensity (optional) - the relevant metric may be selected by the entity	2.93 GJ/FTE	2.99 GJ/FTE

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? Yes: Reasonable Assurance by Intertek India Private Limited.

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 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	5,66,264.79	-
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	5,66,264.79	-
Total volume of water consumption (in kilolitres)	5,66,264.79	-
Water intensity per rupee of turnover (Mn. INR) (total water consumption/revenue from operations)	0.33	-
Water intensity per rupee of turnover (Mn. INR) adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	62.23	-
Water intensity in terms of physical output	-	-
Water intensity (optional) - the relevant metric may be selected by the entity	45 Lt. / Day / FTE	-

Note: Reporting on these parameters has commenced from FY 2024-25.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? Yes: Reasonable Assurance by Intertek India Private Limited.

4. Provide the following details related to water discharged:

Parameter	FY 2024-25	FY 2023-24
Water discharge by destination and level of treatment (in kilolitres)		
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)		

251673.24 KL water discharged in the municipal drainage after first level treatment.

Note: Reporting on these parameters has commenced from FY 2024-25.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? Yes: Reasonable Assurance by Intertek India Private Limited.

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 2024-25	FY 2023-24
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 2024-25	FY 2023-24
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	316.89	316.76
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	28,075.87	16,840.90
Total Scope 1 and Scope 2 emissions intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)		0.15	-
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 / (t Co ₂ eq. per Int. Mn. US\$) Revenue from operations adjusted for PPP)		3.12	-
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		0.56 t Co ₂ Eq./FTE	0.58 t Co ₂ Eq./FTE

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? Yes: Reasonable Assurance by Intertek India Private Limited.

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

The Bank is committed to fostering environmentally responsible operations across all its functions. Recognizing the urgency of climate change and the importance of energy efficiency, sustainability is embedded in our strategic and operational framework.

With a long-term vision to eliminate direct CO₂ emissions, the Bank actively promotes the adoption of renewable energy and low-carbon technologies. In alignment with the Sustainable Development Goals (SDGs) and India's commitment to net-zero emissions by 2070, we have implemented several initiatives to reduce our carbon footprint. These include the widespread adoption of digital banking, deployment of energy-efficient infrastructure, and organization-wide paper conservation practices.

A key innovation is our Electricity Metering Initiative, developed in collaboration with a technology partner leveraging generative AI. This platform enables centralized access to energy bills, including those printed on thermal paper, ensuring data integrity. It provides visual analytics on consumption patterns and cost trends, empowering timely decisions to avoid penalties related to Maximum Demand (MD) and Power Factor.

The Bank continues to invest in energy efficiency and emission reduction across its operations, reaffirming our commitment to climate action and sustainable growth.



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

Parameter	FY 2024-25	FY 2023-24
Total Waste generated (in metric tonnes)		
Plastic waste (A)	3.48	NA
E-waste (B)	80.18	8.43
Bio-medical waste (C)	NIL	Nil
Construction and demolition waste (D)	NIL	Nil
Battery waste (E)	70.51	NA
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)	Miscellaneous (4.69), Paper (4)	NA
Total (A + B + C + D + E + F + G + H)	162.87	8.43
Waste intensity per rupee of turnover (Mn. INR) (Total waste generated / Revenue from operations)	0.000871	0.0000686
Waste intensity per rupee of turnover (Mn. INR) adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.018	NA
Waste intensity in terms of physical output	-	Nil
Waste intensity (optional) – the relevant metric may be selected by the entity	0.0032 t/FTE	NA
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	70.174	Nil
(ii) Re-used (e-waste)	64.29	NA
(iii) Other recovery operations (battery)	0.336	Nil
Total	134.80	NA
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 (Handed over to authorised recycler)	28.06	Nil
Total	28.06	Nil

Note: Reporting on these parameters has commenced from FY 2024-25.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? Yes: Reasonable Assurance by Intertek India Private Limited.

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 has engaged authorized vendors for waste collection and disposal across its pan-India operations. General waste, including paper and biodegradable materials, is managed through municipal channels, while e-waste is handled by certified vendors. The Bank is actively reducing plastic usage by adopting sustainable alternatives across offices and branches. As a financial institution, the use of hazardous chemicals is minimal and limited to equipment such as transformers and diesel generators, which are maintained by authorized third parties. These practices reflect our commitment to responsible waste management and environmental stewardship.

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, 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 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater/desalinated water		
(v) Others		Not Applicable
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		



Parameter	FY 2024-25	FY 2023-24
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		Not Applicable
(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 2024-25	FY 2023-24
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	Not Applicable	NA
Total Scope 3 emissions per rupee of turnover	-	-	-
Total Scope 3 emission intensity (optional) - the relevant metric may be selected by the entity	-	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: 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
	The Bank has implemented several pilot initiatives aimed at reducing emissions, effluent discharge, and waste generation, with successful models scaled across operations. These efforts align with the principles of reduce, reuse, and recycle. Key initiatives include the use of LED lighting, improved insulation to reduce HVAC dependency, and setting optimal room temperatures. The Bank has transitioned from diesel generators to UPS and inverters and promotes repair and reuse to extend product life.		
	Energy-efficient appliances with high star ratings are prioritized, and power supervision technologies are deployed to monitor and optimize consumption. The Bank has adopted cloud-based systems and virtualized data centers to reduce physical infrastructure and associated emissions. Aging IT assets are refurbished, and e-waste is responsibly disposed of through authorized vendors. These initiatives collectively demonstrate the Bank's commitment to enhancing resource efficiency and minimizing environmental impact.		

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

AU Small Finance Bank is dedicated to ensuring uninterrupted banking services and safeguarding stakeholder interests during operational disruptions. The Bank has developed a comprehensive Business Continuity Plan (BCP) that outlines recovery strategies and infrastructure to maintain critical operations within defined timelines and service levels. The plan addresses various disaster scenarios, including city-wide disruptions, and is periodically tested to identify and resolve gaps. Recovery Time Objectives (RTOs) are documented, though external factors may influence actual recovery durations. The BCP is regularly reviewed and updated to reflect changes in technology and processes and complies with regulatory standards.

Weblink: <https://www.aubank.in/notice-board>

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?

The Bank recognizes its role in promoting environmental responsibility across its value chain. Through its Sustainability Procurement Guidelines, suppliers are encouraged to integrate environmental considerations into their operations. This includes substituting hazardous chemicals, enhancing supply chain sustainability, complying with environmental regulations, and conserving resources such as energy, water, and oil. Suppliers are also expected to raise environmental awareness among their employees and stakeholders. These measures aim to minimize adverse environmental impacts and foster a culture of sustainability throughout the Bank's extended ecosystem.

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

In accordance with its Sustainability Procurement Guidelines, the Bank encourages supply chain partners to align with environmental best practices. However, the Bank has not yet conducted formal assessments of 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: 9
- 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	Association of Small Finance Banks of India	National
2	Confederation Of Indian Industry	National
3	Microfinance Institution Network	National
4	Indian Banks Association	National
5	FIMMDA (Fixed Income Money Market and Derivatives Association of India)	National
6	FEDAI (Foreign Exchange Dealers Association of India)	National
7	Data Security Council of India	National
8	Indian Institute of Banking and Finance	National
9	Society Of Indian Automobile Manufactures	National

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

Name of Authority	Brief of the case	Corrective action taken
NA		



Leadership Indicators

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

S. No	Public policy advocated	Method resorted for such advocacy	Whether information is available in the public domain? (Yes/No)	Frequency of review by board (Annually/ Half-yearly/ Quarterly/ other please specify)	Web-link if available
	The Bank actively engages with key industry associations such as the Indian Banks' Association (IBA), the Association of Small Finance Banks of India (ASFBI), the Confederation of Indian Industry (CII), and the Federation of Indian Chambers of Commerce and Industry (FICCI). Through these platforms, the Bank contributes to policy discussions and regulatory consultations that support financial inclusion, digital transformation, and sustainable economic development. These engagements enable the Bank to advocate for reforms that align with national priorities and sectoral advancements, while also promoting responsible banking practices. The Bank's participation reflects its commitment to shaping a resilient, inclusive, and forward-looking financial ecosystem.				

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 ₹)
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 has established a multi-channel grievance redressal framework to ensure timely and transparent resolution of community concerns. Grievances can be submitted through various modes, including direct correspondence with the Bank's registered office, dedicated email addresses, phone calls, SMS, and the Bank's mobile application. Additionally, the Whistleblower Policy provides secure and confidential avenues for reporting concerns via mail, email, or telephone.

To further strengthen community engagement, the Bank has implemented the following mechanisms:

- "Talk to Us" boards with contact details displayed at project sites.
- Direct interactions with beneficiaries to gather feedback and address issues.
- Regular field visits by project teams to monitor and resolve concerns.
- Community outreach through focus group discussions and partnerships with NGOs for needs assessment.

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

Particulars	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ small producers	28.19%	38.29%
Directly from within India	100%	100%

Note: Figures pertaining to the previous financial year have been revised based on changes in underlying assumptions.

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 2024-25	FY 2023-24
Rural	2.20%	1.00%
Semi-urban	18.88%	13.20%
Urban	22.31%	21.42%
Metropolitan	56.61%	64.38%

(Place categorized 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	Bihar	Muzaffarpur	7,24,416
2	Chhattisgarh	Kanker	3,39,570
3	Chhattisgarh	Korba	3,62,208
4	Chhattisgarh	Kondagaon	4,07,484
5	Karnataka	Raichur	2,71,656
6	Karnataka	Yadgiri	45,276
7	Madhya Pradesh	Barwani	22,638
8	Madhya Pradesh	Khandva	79,233
9	Madhya Pradesh	Vidisha	37,98,364
10	Odisha	Koraput	4,07,484
11	Odisha	Raygada	3,39,570
12	Rajasthan	Baran	22,92,729
13	Rajasthan	Karauli	20,67,457
14	Rajasthan	Sirohi	1,60,233
15	Rajasthan	Jaisalmer	2,53,000
16	Telangana	Khammam	1,79,950
17	Uttar Pradesh	Bahraich	79,233
Total			1,18,30,501

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

Yes, the Bank has adopted a preferential procurement policy to promote inclusive growth and support marginalized and underrepresented groups. The policy prioritizes procurement from the following categories:

- Micro, Small & Medium Enterprises (MSMEs)
- Women-led enterprises
- Businesses owned by persons with disabilities
- Social enterprises focused on environmental sustainability
- Enterprises from economically disadvantaged and rural areas



Suppliers seeking consideration under this policy are required to provide verifiable documentation such as third-party certifications, impact reports, or other relevant credentials. This approach aligns with the Bank's broader sustainability and social equity objectives, ensuring that procurement practices contribute to inclusive economic development and responsible sourcing.

(b) From which marginalized /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
1.	Centre of Excellence - AU Ignite	8,165	100%
2.	AU Sports Initiative - Bano Champion	120	100%
3.	Bano Champion - Giving Wings to Champions	7,612	100%
4.	AU Udyogini Phase 2	484	100%
5.	AU Udyogini - Expansion of Individual Entrepreneurship program	978	100%
6.	AU Healthcare Initiative - Life saving equipment's/ other support	1,28,620	100%
7.	AU Building Future -Integrated Education Program	27,631	69%
8.	AU Back to School Education Infra Program	500	100%
9.	AU Study Center - South & West	1,613	100%
10.	AU Road Safety Initiatives	522	100%
11.	AU Jal Bank - Drinking Water Initiative	38,500	100%
12.	AU Jeev Bhumi	24,615	Not Quantifiable
13.	Rainwater Conservation	1,642	100%
14.	Support for Sports Tournaments & Grassroot events	10,000	100%
15.	AU Sahayata	37,050	100%
16.	Relief Activity - Natural calamity	5,421	100%
17.	Support for Armed Forces & Police	565	Not Quantifiable

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 established a comprehensive and customer-centric grievance redressal framework to ensure timely and effective resolution of consumer complaints and feedback. This framework is aligned with regulatory guidelines and reflects the Bank's commitment to service excellence and transparency.

Customers can lodge complaints through multiple accessible channels:

- **Telephonic Support:** A 24x7 customer care helpline is available, with contact details prominently displayed on the Bank's website and at all branches.
- **Branch Interface:** Customers may register complaints directly with branch officials or record them in the complaint register available during working hours. Contact details of designated grievance officers are displayed at each branch.
- **Digital Channels:** Complaints can be submitted via an online form on the Bank's website (www.aubank.in), through dedicated service email IDs, or by writing to customercare@aubank.in. These digital avenues ensure convenience and accessibility for customers across geographies.

In addition, the Bank's website provides contact information for business heads, regional nodal officers, and the Principal Nodal Officer, who may be approached if grievances remain unresolved within the stipulated timelines.

The Bank acknowledges each complaint with a unique reference number and ensures resolution within defined turnaround times. If a customer does not receive a satisfactory response within 30 days, or if the complaint is rejected, they may escalate the matter to the Banking Ombudsman under the Reserve Bank of India's Integrated Ombudsman Scheme.

To reinforce accountability and governance, the Bank has implemented a four-tier grievance redressal structure:

1. **Branch-Level Customer Service Committee:** Addresses complaints and service issues at the branch level.
2. **Standing Committee on Customer Service:** Oversees service quality and grievance trends across the Bank.
3. **Customer Service Committee of the Board:** Provides strategic oversight and ensures alignment with regulatory expectations.
4. **Customer Service Department and Nodal Officers:** A dedicated department supported by nodal officers ensures centralized monitoring and resolution of complaints.

The Bank has also adopted a formal **Customer Grievance Redressal Policy**, which outlines the procedures for complaint handling, escalation, and resolution. This policy is reviewed periodically to incorporate regulatory updates and evolving customer needs.

Further, complaints that are closed as "Not in favor of the customer" or "Partially in favor of the customer" undergo an additional layer of scrutiny by the **Internal Ombudsman**, ensuring fairness and objectivity in resolution.

To drive continuous improvement, the Bank conducts **root cause analysis** of complaints to identify systemic issues and implement corrective actions. Insights from these analyses are used to enhance internal processes, staff training, and service delivery.

Through this structured and responsive grievance redressal mechanism, the Bank remains committed to upholding customer trust, ensuring service excellence, and fostering long-term relationships with its customers.



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 2024-25		Remarks	FY 2023-24		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	5	2	-	0	0	-
Advertising	0	0		0	0	
Cyber-security	0	0		0	0	
Delivery of essential services	0	0		0	0	
Restrictive Trade Practices	0	0		0	0	
Unfair Trade Practices	0	0		0	0	
Other	46,249*	1,954	-	52,015*	6,007	-

*Excluding complaints redressed within the next working day, as per the Master Circular DBODNo.Leg.BC.22/09.07.006/2013-14

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. We are having Board approved Cyber Security policy. However, in view of the sensitive and confidential nature of the policy contents, the same is not published on web. Bank has published privacy policy on web and link for the same is <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:

- Number of instances of data breaches: None
- Percentage of data breaches involving personally identifiable information of customers: Not Applicable
- 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).

AU Small Finance Bank provides comprehensive information on its products and services through multiple platforms. Customers can access details via the official website www.aubank.in, the AU 0101 mobile banking app (available on Android and iOS), and by visiting any of the Bank's branches. Additionally, product-related information is available through customer support centers and dedicated relationship managers. The Bank also utilizes digital communication channels such as email, SMS, and WhatsApp to share timely updates and service-related content, ensuring accessibility and transparency across all customer touchpoints.

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

AU Small Finance Bank undertakes several initiatives to promote safe and responsible banking practices. A dedicated Safe Banking page educates customers on cybersecurity and secure transaction protocols. The Bank conducts financial literacy camps, particularly in rural areas, where QR-coded leaflets and digital awareness materials are distributed. Customers are regularly informed about fraud prevention and responsible usage through emails, SMS alerts, and in-app notifications. A dedicated customer support helpline and grievance redressal mechanism are in place to address queries and concerns, reinforcing the Bank's commitment to secure, informed, and inclusive banking.

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

AU Small Finance Bank communicates service disruptions and restoration timelines through SMS alerts, push notifications on the AU 0101 mobile app, and banners on its official website. These proactive measures ensure customers are promptly informed and can plan accordingly, minimizing inconvenience and maintaining trust in service continuity.

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

Yes, AU Small Finance Bank provides product information beyond statutory requirements to ensure transparency and informed decision-making. This is achieved through various customer-facing channels:

- **Leaflets/Brochures:** Used by sales representatives to explain product features and benefits.
- **Website:** Offers detailed product descriptions, FAQs, schedules of charges, and key terms and conditions.
- **Welcome Kits:** Sent post-account activation, outlining product features and applicable charges.
- **Post-Onboarding Communication:** Emailers sent after account activation reinforce product understanding.
- **Customer Campaigns:** Regular updates shared via email, social media, and other digital platforms.

These efforts ensure that customers are well-informed throughout their banking journey.

The Bank also conducts regular customer satisfaction surveys across key service channels, including mobile banking, contact centers, and branch interactions. Feedback is collected through structured experience measurement tools and analyzed to identify areas for improvement. Insights are shared with relevant teams to enhance service delivery and product offerings.

Key performance indicators for FY 2024-25 include:

- **Transactional Net Promoter Score (TNPS)** for branch banking: 93%, up from 91% in FY 2023-24.
- **Customer Satisfaction Score (CSAT)** for mobile banking: 88%, consistent with the previous year.

These metrics reflect the Bank's commitment to delivering high-quality, customer-focused services and continuously improving the banking experience.



Independent Reasonable Assurance Statement to AU Small Finance Bank Limited on their Business Responsibility and Sustainability Report (BRSR) FY2024-25 Core Disclosures.

To the Management of AU Small Finance Bank Limited, Jaipur, India

Introduction

Intertek India Private Limited ("Intertek") was engaged by AU Small Finance Bank Limited ("AU Bank") to provide an independent reasonable assurance on its BRSR ("the Report") core disclosures for FY2024-25 as part of their Annual Report. The scope of the Report comprises the reporting periods of FY2024-25. The Report is prepared by AU Bank based on Securities and Exchange Board of India's ("SEBI") BRSR guidelines. The assurance was performed in accordance with the requirements of International Federation of Accountants (IFAC) International Standard on Assurance Engagements (ISAE) 3000 (Revised), Assurance Engagements Other than Audits or Reviews of Historical Financial Information.

Objective

The objectives of this reasonable assurance engagement were, by review of objective evidence, to confirm whether the sustainability related disclosures in the Report are in alignment with the BRSR Core disclosures requirements laid down by SEBI and were accurate, complete, consistent, transparent and free of material errors or omission in accordance with the criteria outlined below.

Intended Users

This Assurance Statement is intended to be a part of the Annual Report of AU Small Finance Bank Limited.

Responsibilities

The management of AU Bank is solely responsible for the development of the Report and its presentation. Management is also responsible for the design, implementation and maintenance of internal controls relevant to the preparation of the Report so that it is free from material misstatement, whether due to fraud or error.

Intertek's responsibility, as agreed with the management of AU Bank, is to provide assurance and express an opinion on the data and assertions in the Report based on our verification following the assurance scope and criteria given below. Intertek does not accept or assume any responsibility for any

other purpose or to any other person or organization. This document represents Intertek's independent and balanced opinion on the content and accuracy of the information and data held within.

Assurance Scope

The assurance has been provided for selected sustainability performance disclosures as per BRSR core disclosures with reference to Business Responsibility and Sustainability Reporting by listed entities as per SEBI Master Circular no. SEBI/HO/CFD/CFD-SEC-2/PPoD2/CIR/2023/122P/0155 dated July 12, 2023 and November 11, 2024, presented by AU Bank in its Report. The assurance boundary included data and information of 2486 offices across different states of India.

Our scope of assurance included verification of internal control systems, data and information on core disclosures reported as summarized below:

BRSR-Core Disclosures

Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable

- Number of days of accounts payable
- Concentration of purchases & sales done with trading houses, dealers, and related parties.
- Loans and advances & investments with related parties

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

- Cost incurred on well-being measures of employees and workers as a percentage of total revenue of the company
- Safety related incidents for employees and workers (LTIFR + Fatality + Permanent Disabilities) including contractual workforce

Principle 5: Businesses should respect and promote human rights

- Gross wages paid to females as percentage of total wages paid
- Complaints on POSH

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

- Total scope 1 and scope 2 emissions
- GHG emissions intensity (scope 1 and 2)
- Total water consumption, water consumption Intensity and water discharge by destination and levels of treatment
- Total energy consumed, percentage of energy consumed from renewable sources and energy intensity
- Total waste generated (category wise), waste intensity, Total waste recovered through recycling, re-using or other recovery operations; Total waste disposed by nature of disposal method; waste diverted from landfill.

Principle 8: Businesses should promote inclusive growth and equitable development

- Input material sourced (from MSMEs/ small producers and from within India)
- Job creation in smaller towns- Wages paid to persons employed in smaller towns (permanent or non-permanent /on contract) as % of total wage cost

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

- Instances involving loss / breach of data of customers as % of total data breaches or cyber security events

Assurance Criteria

Intertek conducted the assurance work in accordance with the requirements of 'Reasonable Assurance' procedures as per the following standard:

- International Standard on Assurance Engagements (ISAE) 3000 (revised) for 'Assurance Engagements other than Audits or Reviews of Historical Financial Information'.
- International Standard on Assurance Engagements (ISAE) 3410 for 'Assurance Engagements on Greenhouse Gas Statement'

A reasonable assurance engagement involved assessing the risks of material misstatement of the agreed indicators/parameters whether due to fraud or error, responding to the assessed risks as necessary in the circumstances. A materiality threshold level of 5% was applied. Assessment of

compliance and materiality was undertaken against the stated calculation methodology and criteria.

Limitations

We have relied on the information, documents, records, data, and explanations provided to us by AU Small Finance Bank for the purpose of our review.

The assurance scope excludes:

- Any disclosures beyond those specified in the Scope section above.
- Data and information falling outside the defined reporting period.
- Data pertaining to the Company's financial performance, strategy, and associated linkages are articulated in the Report.
- Assertions made by the Company encompassing expressions of opinion, belief, aspiration, expectation, forward-looking statements, and claims related to Intellectual Property Rights and other competitive issues.

While we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls.

The procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within software/IT systems.

Methodology

Intertek performed assurance work using a risk-based approach to obtain information, explanations and evidence that was considered necessary to provide a reasonable level of assurance. The assurance was conducted by desk reviews, visit to AU Small Finance Bank's offices at Jaipur and stakeholder interviews with regards to the reporting and supporting records for the fiscal year 2024-25. Our assurance task was planned and carried out during May-June'2025. The assessment included the following:

- Assessment of the select sustainability performance disclosures in accordance with the SEBI's BRSR Core guidelines.
- Review of processes and systems used to gather and consolidate data.
- Examined and reviewed documents, data and other information made available by AU Small Finance Bank digitally.



- Conducted physical interviews with key personnel responsible for data management at AU Small Finance Bank offices, Jaipur
- Assessment of appropriateness of various assumptions, estimations and thresholds used by AU Small Finance Bank for data analysis.
- Review of BRSR core disclosures for the financial year from April 1, 2024, to March 31, 2025, for AU Small Finance Bank was carried out onsite at a selected business locations.
- Appropriate documentary evidence was obtained to support our conclusions on the information and data reviewed and details would be provided in a separate management report.

Conclusions

Intertek reviewed BRSR for core disclosures provided by AU Small Finance Bank in its Business Responsibility and Sustainability Report (BRSR) in annual report FY2024-25. Based on the data and information provided by AU Small Finance Bank, Intertek concludes that the sustainability data and information is fairly presented in all material aspects as on the reporting standards.

Intertek's Competence and Independence

Intertek is a global provider of assurance services with a presence in more than 100 countries employing approximately 43,500 people. The Intertek assurance team included competent sustainability assurance professionals, who were not involved in the collection and collation of any data except for this assurance opinion. Intertek maintains complete impartiality towards any people interviewed.

For Intertek India Pvt. Ltd.

Poonam Sinha, Verifier

Manager-Sustainability

June 28, 2025

Elizabeth Mielbrecht, Reviewer

Project Director

June 28, 2025

No member of the verification team (stated above) has a business relationship with AU Small Finance Bank Limited, stakeholders beyond that is required of this assignment. No form of bribe has been accepted before, throughout and after performing the verification. The verification team has not been intimidated to agree to do this work, change and/or alter the results of the verification. The verification team has not participated in any form of nepotism, self-dealing and/or tampering. If any concerns or conflicts were identified, appropriate mitigation measures were put in place, documented and presented with the final report. The process followed during the verification is based on the principles of impartiality, evidence, fair presentation and documentation. The documentation received and reviewed supports the conclusion reached and stated in this opinion.