



Business Responsibility and Sustainability Report 2022-23

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Message From MD & CEO

In an era earmarked by profound global challenges, the concept of sustainable development has taken center stage, with organizations around the world recognizing the imperative to embrace responsible practices that go beyond mere financial performance. At CSB Bank, we have always believed that our success is intricately linked to the well-being of the society and the environment in which we operate. This belief continues to drive our pursuit of creating shared value for all our stakeholders.

It is my privilege and honor to stand before you today as the Managing Director and CEO of CSB Bank, as we embark on a journey towards a more sustainable and responsible future. With great enthusiasm, I present the Opening Statement for our Bank's Business Responsibility and Sustainability Report for the year 2023.

Throughout the year, we have made significant strides in our journey towards a more sustainable and responsible future. Our efforts have been focused on three core pillars: environmental stewardship, social empowerment, and ethical governance. We have embraced eco friendly initiatives like sustainable lending, waste management and technological innovation to contribute to greener economy.

CSB Bank recognizes the vital importance of fostering strong relationships with the community, CSB Bank actively caters to the requirements of marginalized and economically disadvantaged groups through loans extended to self-help groups, joint liability groups, and economically weak borrowers, addressing their urgent financial needs and promoting inclusive growth. The Bank's CSR project selection is thoughtfully designed to achieve the stated objectives, with a primary focus on prioritizing the well-being and empowerment of vulnerable and marginalized groups.

Bank has put in place a strong corporate governance framework as per regulatory guidelines and also a fair, transparent & accountable Corporate Governance structure across its hierarchy to safeguard the interests of all stakeholders.

Let us recognize that sustainability is not merely a box to be ticked, but a continuous journey of improvement and innovation. As we move forward, we remain committed to integrating responsible practices into every facet of our operations, creating sustainable value for our stakeholders and contributing to a better world.

Finally, I would like to thank our employees, customers, and stakeholders for their ongoing support of our sustainability efforts.

Warm Regards,

Pralay Mondal
Managing Director & CEO

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTINUED)

SECTION A: GENERAL DISCLOSURES

I. Details of the Listed Entity

1	Corporate Identity Number (CIN) of the Listed Entity	: L65191KL1920PLC000175
2	Name of the Listed Entity	: CSB Bank Limited
3	Year of incorporation	: 1920
4	Registered office address	: Head Office, "CSB Bhavan", Post Box No.502, St. Mary's College Road, Thrissur – 680020, Kerala, India
5	Corporate address	: Head Office, "CSB Bhavan", Post Box No.502, St. Mary's College Road, Thrissur – 680020, Kerala, India
6	E-mail	: board@csb.co.in
7	Telephone	: 0487 2333 020
8	Website	: www.csb.co.in
9	Financial year for which reporting is being done	: April 1, 2022 to March 31, 2023
10	Name of the Stock Exchange(s) where shares are listed	: 1. BSE Limited 2. National Stock Exchange of India Limited
11	Paid-up Capital (In ₹)	: ₹173.48 crore
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	: Mr. Sijo Varghese Company Secretary & Compliance Officer Tel: 0487 6619 228 Email: board@csb.co.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 disclosure under this report are made on a standalone basis.

II. Products/services

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

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

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

S. No.	Product/Service	NIC Code	% of total Turnover Contributed
1	Bank operates in four business verticals – Retail Banking which includes both deposits and loans, Wholesale Banking, SME Banking and Treasury Management. All the products and services are offered under these Segments. For details, please refer to the 'Management Discussion and Analysis' section of the Annual Report.	64191	100

III. Operations

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

Location	Number of Plants	Number of Branches	Number of Offices	Total
National*	NA	703	35	738
International	NA	NIL	NIL	NA

*As on March 31, 2023

17. Markets served by the entity:

a. Number of Locations

Locations	Number
National (No. of States)	16 States and 4 union territories.
International (No. of Countries)	Nil

Annexure II to the Board's Report

b. What is the Contribution of Exports as a Percentage of the Total Turnover of the Entity?

Being a banking company, there is no export earnings.

c. A brief on Types of Customers

Overall, the Bank has a wide range of asset and liability products and also offers third party insurance and investment products, viz. life and non-life insurance products. There are various types of Deposits products to its customers including fixed deposits, Reinvestment deposit plans, recurring deposits, Savings Bank and Current accounts. On the Advances/ Asset side, the Bank offers Gold Loans, Two-Wheeler Loans, Business Loans (MSME), Home Loans, Loans against Property, Education Loans, Microfinance Loans and Agriculture Loans. The Bank also offers Micro, Small and Medium Enterprise loans to various businesses across geographies of India. The Existing Product offering is in the form of Term loans, cash credits and overdraft against collateral to self-employed businesses. Further, as mentioned above, Bank through its branches offers third party products (TPP), viz. Life Insurance, General and Health Insurance products and other investment avenues for its customers like Mutual Funds, online trading accounts, etc. by tie-up with selected corporates in respective business.

Under Priority sector advance to Agriculture, Small & Marginal Farmers, Weaker Sections and Micro- Enterprises, the Bank offers loans to farmers, micro & small enterprises, education, housing, social infrastructure, etc. Under Financial Inclusion scheme, the Bank offers Pradhan Mantri Jan Dhan Yojana (PMJDY) and three social security schemes namely Pradhan Mantri Jeevan Jyothi Bima Yojana (PMJJBY), Pradhan Mantri Suraksha Bima Yojana (PMSBY) and Atal Pension Yojana (APY).

The Bank caters to the need of corporate clients through Corporate Lending/Wholesale Banking, primarily for medium-sized enterprises, Capital Markets, Securitisation and Supply Chain Finance division consisting of Working Capital Financing, Corporate Loans, Term Loans, Trade Credit, Bill Financing, Supply Chain Financing, Securitisation Transactions, TReDS etc.

IV. Employees

Details as at the end of Financial Year, ended March 31, 2023.

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)	6830	4680	68.52%	2150	31.48%
2.	Other than Permanent (E) #	11	11	100%	-	-
3.	Total employees (D + E)	6841	4691	68.57%	2150	31.43%
WORKERS®						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than Permanent (G)	NA	NA	NA	NA	NA
6.	Total Workers (F + G)	NA	NA	NA	NA	NA

which includes 11 employees who are on a contract basis.

®Being a banking company, the entire workforce is categorized as 'Employees' and none as 'Workers'. Hence in all sections, details sought of the 'Workers' category are not applicable to the Bank.

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)	NIL	NIL	NIL	NIL	NIL
2.	Contract employees (E)	NIL	NIL	NIL	NIL	NIL
3.	Total differently abled employees (D + E)	NIL	NIL	NIL	NIL	NIL
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than permanent (G)	NA	NA	NA	NA	NA
6.	Total differently abled workers (F + G)	NA	NA	NA	NA	NA

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTINUED)

18. Participation/Inclusion/Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	2	25%
Key Managerial Personnel (KMP)	3	0	0%

19. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years) (Numbers shown in the table are in %)

	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	51.20	46.32	49.90	28.95	26.45	28.24	17.46	17.23	17.39
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

20. (a) Names of holding / subsidiary / associate companies / joint ventures

Not Applicable as the Bank does not have a holding, subsidiary, associate or joint venture.

VI. CSR Details

21.

(i)	Whether CSR is applicable as per section 135 of Companies Act, 2013	:	Yes
(ii)	Turnover	:	₹26,35,66,32,355.18
(iii)	Net worth	:	₹29,64,09,93,596.39

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	(If Yes, then provide web-link for grievance redress policy)	FY 2022-23			FY 2021-22		
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	https://www.csb.co.in/pdf/CSR%20Policy_Final_-30032022.pdf https://www.csb.co.in/pdf/Whistle-Blower-Policy10102022.pdf	NIL	NIL	NIL	NIL	NIL	NIL
Investors (other than shareholders)	Yes	https://www.csb.co.in/pdf/Whistle-Blower-Policy10102022.pdf	NIL	NIL	NIL	NIL	NIL	NIL

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	(If Yes, then provide web-link for grievance redress policy)	FY 2022-23			FY 2021-22		
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Shareholders	Yes	As per SEBI Listing Regulations	1	0	Investor complaint received through Bank's Registrar and Share Transfer Agent	1	0	Investor complaint received through SEBI Scores platform of Bank's Registrar and Share Transfer Agent
Employees and workers	YES	As per internal policies and https://www.csb.co.in/pdf/Whistle-Blower-Policy10102022.pdf	12	6	Bank has initiated timely measures for an effective redressal of grievances.	4	4	Bank has initiated timely measures for an effective redressal of grievances.
Customers	YES	Various polices on customer rights as provided in the following link https://www.csb.co.in/bank-policies https://www.csb.co.in/pdf/Whistle-Blower-Policy10102022.pdf	12621	45	The pending cases are under process and will be settled in a timely manner.	9071	70	All pending complaints were subsequently attended and closed.
Value Chain Partners	YES	https://www.csb.co.in/pdf/ABC-Policy-website-version-17052022.pdf https://www.csb.co.in/pdf/Whistle-Blower-Policy10102022.pdf	NIL	NIL	NIL	NIL	NIL	NIL
Other (please specify)	NA	NA	NA	NA	NA	NA	NA	NA

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTINUED)

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	Incase of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Climate Risk Crop Failure	Risk	It has direct impact on the business. Borrowers are unable to repay the loan amount due to natural hazards like flood, draught, irregular rainfall etc.	There are targets for banks for the priority sector. Hence these risks cannot be eliminated. However, with proper product composition, portfolio mix, geographic diversification, support from the government, risk can be mitigated to certain extent.	Negative
2	Climate Change Credit Risk	Risk	Credit Risk due to climate change can emerge from exposures to units having high carbon emission, units following technologies which fails to shift and comply with ESG guidelines. Further collapse of real estate prices due to natural hazards will have serious impact leading to higher LGD when impairment happens.	As a policy matter, to reduce the greenhouse effect, the Bank does not finance borrowers for setting up new units producing/consuming Ozone Depleting Substances (ODS) and small/medium scale units engaged in the manufacturing of aerosol units using Chlorofluorocarbons (CFC) which enables a reduction in the greenhouse effect.	Negative
		Opportunity	Bank has wide scope lending money to the Development and use of emerging technologies such as renewable energy, battery storage, energy efficiency, making advances in LED lighting technology, industrial motor technology, electrical vehicles		Positive
3	Corporate Governance – Board oversight, Conflict of Interest, Ethics, Risk and Compliance, Succession Planning	Risk	Strong corporate governance is core to achieving the organisation's mission and any risks can undermine stakeholder trust, damage reputation and disrupt business.	Bank has put in place strong corporate governance framework as per regulatory guidelines. The Bank has in place a fair, transparent & accountable Corporate Governance structure across its hierarchy to safeguard the interests of all stakeholders. • There is an effective mechanism, supported by strong policies to supervise the Executive Management and oversee the critical functions of the Bank. • There is an effective grievance redressal mechanism for customer to address their concerns.	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	Incase of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Social Responsibility	Risk	The business must be rooted in community and be in alignment with the community's larger interests. Any adverse relationship can hurt the company's ability to create longer term value.	Fostering communities, job creation, skill development, supporting local relief efforts wherever required in times of crisis and paying taxes.	Negative
		Opportunity	Improve the CSB brand equity by promoting/ structuring products and services to uplift society and improve social/living standards	Bank has created separate verticals for promoting educational loans, housing loans, MSME, Agri and Micro segments, targeting its responsibility towards upliftment of society through serving the needs of those who aspire for higher education, building houses, starting micro/ small enterprises. The Bank is also in a big way extending loans to SHG/JLG to cater the needs of weaker and socially backward society. Through gold loans, the Bank addresses urgent needs of public. The portfolio of the Bank also includes direct assignment transaction wherein the ultimate beneficiary is the economically weak borrowers	Positive
5	Environmental Risk – Waste management	Risk	Non-compliance with the emerging regulations around recycling and waste management can lead to penalties and reputational risk	Reduction in waste generation, creation of awareness among employees Bank has taken Green initiatives such as Document Management System, E-passbook, video KYC, etc.	Negative
6	Climate Risk	Risk	Extreme weather events due to climate change pose physical risk of disruption to the Bank's operation and safety and wellbeing of its employees.	Bank has put in place the BCP framework which is a guiding document in case of any such eventuality	Negative

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTINUED)

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	Incase of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
7	Climate Risk Change – Market Risk	Risk	Reduction in financial asset values including the potential to trigger large, sudden and negative price adjustments where climate risk is not yet incorporated into prices. Climate risk could also lead to a breakdown in correlation between assets or a change in market liquidity for particular assets, undermining risk management assumptions.	As part of addressing climate related financial risk, Bank has enhanced stress testing methodologies to assess the likely impact on Bank's NII and CRAR. Bank has also adopted computation of Pillar 2 capital towards climate related financial risks and the same is incorporated in Bank's ICAAP Policy.	Negative
8.	Climate Risk Change – Liquidity Risk	Risk	Bank's access to stable sources of funding could be reduced as market conditions change. Climate risk drivers may cause Bank's counterparties to draw down on deposits and credit lines.	Govt of India directives indicate that sovereign green bonds will be eligible for SLR and repo transactions and are tradable. These measures will help to maintain liquidity and enable trading of these bonds. Bank can participate in Green bond issues and mitigate the risk of liquidity and erosion in its market value as the trading volumes build up going forward.	Negative.
		Opportunity	Facilitating Bank's to garner Green Deposits which shall be used to finance nine specified sectors as per RBI recent directives.	The RBI regulated entities have been told to put in place a comprehensive Board-approved policy on green deposits, laying down all aspects in detail for the issuance and allocation of such deposits. The same shall support Bank in addressing liquidity concerns to a certain extent. The same will be taken up in due course.	Positive.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	N	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	N	Y	Y

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	Policies of the Bank are recommended by respective Committees of the Board and approved by the Board. The Policies of the Bank are signed by the respective departmental Heads and Managing Director & CEO before placing it to the Committee and Board for approval /annual review.								
c. Web Link of the Policies, if available	Y	Y	Y	Y	Y	Y	N	Y	Y
	The policies are available in Bank's website at https://csb.co.in/investor-relations and https://csb.co.in/bank-policies The policies other than those which are available in the Bank's website, being internal documents are available only to the employees through the Bank's intranet.								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	N	Y	Y
	Guidelines and Standard Operating Procedures have been framed to the extent required in line with and covering 8 principles related to the respective policy.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	N	Y	Y
	In general No. However, specifically applicable wherever the same policies have been incorporated specifically in the Memorandum of Understanding executed between Bank and value chain partners.								
4. Name of the national and international codes/ certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	No specific National or International standards are applicable for the policies framed, but all the same comply with the statutory guidelines to the extent as applicable. However, the policies based on NGRBC are adhered to, as far as applicable to the Banking industry.								
5. Specific commitments, goals, and targets set by the entity with defined timelines, if any.	The nature of business being banking and not involved into any manufacturing or factory related activities, Bank is committed for enhancing the business and other core activities with minimal impacts to environment and society. The Bank has a focus on digitalization of various manual activities thereby reducing the usage of natural resources and minimizing the carbon footprints.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	There has been no reported adverse impact to the environment due to the business activities. All efforts are being made for limited usage of material resources which affects the environment and society as a whole. Substantial reduction in paper use is achieved through Go Green initiative and reduction in power usage through installation of energy saving equipment in major centres. Bank offers a wide range of banking products to fulfil customer expectations through an extensive network of branches, ATM/ CDMs, and through technologies like Mobile Banking, WhatsApp Banking, Internet Banking, Point of sale services and UPI. Bank has taken Green initiatives such as Document Management System, E-passbook, video KYC etc. The Bank's digital banking initiatives enables the customers to do banking activities, without being physically present at Bank's branch/office, which substantially reduces carbon footprint, unnecessary travel, wastage of time and energy . These products are safe and secure to use and contribute to sustainability throughout their life cycle.								

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	The message from the Managing Director & CEO has been put at the beginning of this report.
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Corporate Social Responsibility Committee of the Board

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTINUED)

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9										
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.	<div>Yes.</div> <div>The Corporate Social Responsibility Committee of the Bank is responsible for decision making on the sustainability related issues. The members of the Committee are as under:</div> <table><tr><th>Name</th><th>Designation</th></tr><tr><td>Bhama Krishnamurthy, Part-Time Chairperson -Independent</td><td>Chairperson</td></tr><tr><td>Pralay Mondal, Managing Director & CEO</td><td>Member</td></tr><tr><td>Sudhin Choksey, Non-Executive Independent Director</td><td>Member</td></tr><tr><td>Sumit Maheshwari, Non-Executive Non Independent Director</td><td>Member</td></tr></table>									Name	Designation	Bhama Krishnamurthy, Part-Time Chairperson -Independent	Chairperson	Pralay Mondal, Managing Director & CEO	Member	Sudhin Choksey, Non-Executive Independent Director	Member	Sumit Maheshwari, Non-Executive Non Independent Director	Member
Name	Designation																		
Bhama Krishnamurthy, Part-Time Chairperson -Independent	Chairperson																		
Pralay Mondal, Managing Director & CEO	Member																		
Sudhin Choksey, Non-Executive Independent Director	Member																		
Sumit Maheshwari, Non-Executive Non Independent Director	Member																		

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	Y	Y	Y	Y	Y	Y	NA	Y	Y	Annually.								
Performance against above policies and follow up action	Yes. Directors, Committee of Board and any other Committee to the extent as applicable																	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes. Directors, Committee of Board and any other Committee to the extent as applicable									Quarterly.								

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	NO	NO	NO	NO	NO	NO	NO	NO	NO
	Evaluation is done through internal mechanism and seeks external assistance and advice as and when required. The policies are annually reviewed /approved by the Board. Compliance Department reviews the policies periodically for submission to the Committee and Board and the concerned department monitors adherence to implementation of policy mandated by RBI and other regulators.								

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7*	P 8	P 9
The entity does not consider the principles material to its business (Yes/No)	Not Applicable.								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	Not applicable								
The entity does not have the financial or/human and technical resources available for the task (Yes/ No)	Not applicable								
It is planned to be done in the next financial year (Yes/No)	Not applicable								
Any other reason (please specify)	*In the case of Principle No. 7, the Bank does not engage in policy advocacy, but is actively involved in consultation/ discussion forums with the government and other bodies in the banking industry.								

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

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

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the Principles during the FY 2022-23.

Segment	Total Number of Trainings and Awareness Programmes Held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	2	Familiarization Program for Independent Directors and Program on ESG Reporting	100 %
Key Managerial Personnel	3	Top Management Webinar for Enhancing Bank’s Preparedness in IRRBB, Corporate governance, Information Technology, Cyber Security, Bank Exposure to Climate Change Risk Framework for Assessment and Action Planning, Cyber Risk & Resilience: New Frontiers, Certificate Program on Anti Money Laundering, Digital Strategy and Digital Risk Management	100 %
Employees other than Board of Directors and KMPs	268	Compliance functions, Cyber Security, Financial Literacy, Prevention of fraud, Managing risk under Basel 3, ESG and Climate Risk, PoSH/Whistle Blower Policy, Soft skills like stress / Time Management, Motivation, Change readiness, Forex & Trade Finance, Disciplinary Proceedings, International Banking Statistics, Emotional Intelligence, Bond Mathematics, Locker Modules, APY, NPS, Credit Information Sheets, etc.	100 %
Workers	0	NA	0%

2. Details of fines/ penalties/punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year in the following format: (Note: the entity shall make Disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirement) Regulations, 2015 and as disclosed on the entity’s website)

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

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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.

Not applicable as no fines/penalties etc. has been levied or paid by the organisation.

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

Yes.

The Bank does have a specific policy viz. Anti-Bribery & Anti-Corruption Policy. Your Bank is committed to upholding the highest moral and ethical standards, and does not tolerate bribery or corruption in any form.

The policy is available on the Bank's website at <https://www.csb.co.in/pdf/ABC-Policy-website-version-10102022.pdf>.

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

	FY 2022-23	FY 2021-22
Directors	NIL	NIL
Key Managerial Personnel	NIL	NIL
Employees	NIL	1
Workers	NA	NA

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

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

Not Applicable

Leadership Indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
NIL	NA	NA

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

Yes.

The Bank has a process in place to monitor / manage conflict of interests involving members of the Board. As part of the process, the Bank obtains declaration on an annual basis from the Board of Directors on the entities they are interested in. Any changes in interests are also immediately obtained, including approvals required under the statute and as per Bank's policies before transacting with any individuals and entities in which Directors are interested.

The 'Code of conduct and Ethics for Board of Directors and Senior Management Personnel of the bank' and Policy document on corporate governance, principles and procedures are applicable to the Board members and senior management which includes explaining the circumstances to avoid which may likely lead to conflict of interest. Further, Bank obtains an annual declaration from all Independent Directors to the effect that they meet the criteria of independence as per SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and the Companies Act, 2013. Further, the Bank in compliance with Para 10(ii) of 'RBI Circular No. DBOD.

No.BP.BC.71/21.01.01/2004-05 dated February 28, 2005 – Guidelines on Ownership and Governance in Private Sector Banks', conducts fit and proper exercise on all the directors on an annual basis, with a cutoff date of March 31, to ensure that all the directors meet with the 'Fit and Proper' criteria in order to continue to hold the office of directorship of the Bank.

PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe.

Essential Indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R & D	0%	0%	Not applicable being a Banking company.
Capex	0%	0%	Bank's capital investments in information technology for digital services, viz. Mobile banking, internet banking, various ATMs and CRMs, and other digital initiatives, reduce the impact on environmental and social issues, thereby indirectly reducing carbon footprints.

2.

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

No.

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

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) – The plastic waste is transported to Local Government bodies/vendors for processing and disposal.
- b) E- Waste – Handling E-Waste is crucial not only from security point of view, but also from the environment angle. Computers and related accessories are handed over to vendors or to certified disposal agencies.
- c) Hazardous Waste – There is no hazardous waste generation owing to the nature of business.
- d) Other waste – Not relevant, given the nature of business of the Bank.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities(Yes/No).

No.

If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? (Yes/No).

No.

If not, provide steps taken to address the same.

Not applicable to the Bank.

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

Not applicable to the Bank.

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.

Not applicable to the Bank.

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).

Not applicable to the Bank.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTINUED)

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

	FY 2022-23			FY 2021-22		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Not applicable to the Bank.					
E-waste	Not applicable to the Bank.					
Hazardous waste	Not applicable to the Bank.					
Other Waste	Not applicable to the Bank.					

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category
Not applicable to the Bank.

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

Essential Indicators

1.

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

Category	% of employees covered by Insurance Policies										
	Total	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
	A	Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	4680	4680	100%	4680	100%	NA	NA	-	-	4680	100%
Female	2150	2150	100%	2150	100%	2150	100%	NA	NA	2150	100%
Total	6830	6830	100%	6830	100%	2150	31.48%	-	-	6830	100%
Other than Permanent Employees											
Male	11	11	100%	11	100%	NIL	NIL	NIL	NIL	11	100%
Female	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
Total	11	11	100%	11	100%	NIL	NIL	NIL	NIL	11	100%

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

Category	% of workers covered by Insurance Policies										
	Total	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
	A	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

Being a banking company, the entire workforce is categorized as ‘Employees’ and none as ‘Workers’. Hence, in all sections, details sought of the ‘Workers’ category are not applicable to the Bank.

2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 2022- 23			FY 2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and Deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and Deposited with the authority (Y/N/N.A.)
PF or Pension including NPS®	100	NA	Y	100	NA	Y
Gratuity	100	NA	Y	100	NA	Y
ESI	0	NA	0	0	NA	0
Others	NA	NA	NA	NA	NA	NA

@ Employees who are part of National Pension Scheme are not covered under PF Scheme of the Bank.

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?(Yes/No) If not, whether any steps are being taken by the entity in this regard.

Yes.

As per the regulatory requirements, all branch/office premises are designed and provided for easy access to differently abled employees. Ramps are facilitated wherever possible in the premises of Bank branches and ATMs.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? (Yes/ No) If so, provide a web-link to the policy.

No.

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	89 employees	100%	NA	NA
Female	166 employees	97%	NA	NA
Total	255	98.5%	NA	NA

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker?(Yes/No) If yes, give details of the mechanism in brief.

Yes.

Details of the Mechanism	
Permanent workers	NA
Other than permanent workers	NA
Permanent employees	Yes. The Bank has put in place a grievance redressal mechanism which includes policy framework in the form of POSH Policy, Whistle Blower Policy, Anti-Corruption and Anti-Bribery Policy, as applicable, for the employees to raise their concerns. Further, the Bank has internal guidelines to attend the grievances of all employees. Transfer Grievance Committee is available for award staff to attend transfer related grievances. The committee comprises of a group of executives to review the grievance and will recommend the course of action based on merit of each case.
Other than permanent employees	Yes. The grievance redressal mechanism available to permanent employees and detailed in the preceding paragraph is available and extended to employees other than permanent employees.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTINUED)

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

Category	FY 2022-23			FY 2021-22		
	Total Employees / Workers (A)	No of employees or workers who are part of the association (B)	% B/A	Total Employees / Workers (C)	No of employees or workers who are part of the association (D)	% C/D
Total Permanent Employees	6830	1034	15.14%	4663	1225	26.27%
- Male	4680	650	13.89%	3294	767	23.28%
- Female	2150	384	17.86%	1369	458	33.45%
Total Permanent Workers	NA	NA	NA	NA	NA	NA
- Male	NA	NA	NA	NA	NA	NA
- Female	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers

Category	FY 2022-23					FY 2021- 22				
	Total A	On health and safety measures		On skill upgradation		Total D	On health and safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	4691	3484	74.26	4614	98.35	3294	2628	79.80	3162	96.00
Female	2150	1565	72.79	2120	98.60	1369	1158	84.60	1099	80.30
Total	6841	5049	73.80	6734	98.43	4663	3786	82.20	4261	91.40
Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

Category	FY 2022-23			FY 2021- 22		
	Total (A)	No. (B)	% (B/A)	Total (D)	No.(E)	% (E/D)
Employees						
Male	4691	2889	61.58	3294	2409	73.13
Female	2150	1283	59.67	1369	1003	73.26
Total	6841	4172	60.98	4663	3412	73.17
Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

10. Health and safety management system:

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such system?
Yes.
Owing to the nature of business, there are no major possibilities or significant occupational health risks in the operating premises. However, in general, the Bank has a definite standard set for the well-being of its employees. The Bank has recently introduced GPA (Group Personal Accident) insurance cover for all active employees as a preventive measure. At present, the Bank has Group Term Life, Group Personal Accident and Group Medical Insurance scheme running for its employees. The Bank ensures the effectiveness of internal safety systems periodically, including that of safety alarms, fire extinguishers and CCTV equipment.
- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?
Being a banking company, no major threats envisaged. However, there is a system for conducting periodic fire drills for assessing the risk. Employees are provided access to first aid mechanisms.

- c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)
No.
- d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)
Yes.

11. Details of Safety Related Incidents in the following format:

Safety Incident /Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	NA	NA
Total recordable work-related injuries	Employees	0	0
	Workers	NA	NA
No of Fatalities	Employees	0	0
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	NA	NA

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

Bank ensures that it is committed for being a responsible business entity by providing fair and safe working environment for all its employees through various initiatives detailed in principle 3.

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

	FY 2022-23			FY 2021-22		
	Filed During the Year	Pending Resolutions end of the year	Remarks	Filed During the Year	Pending Resolutions end of the year	Remarks
Working Conditions	0	0	NA	0	0	NA
Health & Safety	0	0	NA	0	0	NA

14. Assessments of the year

% of your plants and Offices/Branches that were assessed (by the entity or by the authorities or third parties)	
Health & Safety Practices	0
Working Conditions	0

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) – Yes.
(B) Workers (Y/N) – NA
2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.
NA
Not applicable generally, however, the Bank ensures that statutory dues, wherever applicable, are deducted and paid to respective authorities by the Bank or by the compliance partner on behalf of the Bank if the same part of the engagement letter /agreement is executed due to legal/ regulatory requirements.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTINUED)

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

	No of affected employees/ workers		No of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employees	0	0	0	0
Workers	NA	NA	NA	NA

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

No.

5. Details on assessment of value chain partners

	% of value chain partners (by value of business done with such partners) that were assessed
Health & Safety Practices	0
Working Conditions	0

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

Not Applicable.

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

Essential Indicators

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

Being a banking company, the stakeholders are investors, regulators, employees, customers and the community at large. The Bank follows structured processes for the identification and prioritisation of stakeholder groups. The Bank focuses more on creating organisational excellence that leads to increased employee satisfaction, customer satisfaction and shareholder value. Further, the Bank, through high standards of corporate governance, ensures that it balances the interests of diverse stakeholder groups in all strategic decision-making processes and timely responds to their concerns.

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

Sl. No.	Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, 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
1	Customer	No	E-mail, SMS's, Customer meets. Official communication channels: Advertisements, publications, website and social media, Conferences events, Phone calls, emails and meetings.	On-going basis	Services, digital banking operations and customer satisfaction
2	Employees	No	Intranet portal, Newsletters, Employee satisfaction surveys – Emails and meetings, Training programs, Performance appraisal, Grievance redressal mechanisms, Notice boards	Intranet – Daily Newsletter – Quarterly Emails – Otherwise on-going basis	Performance Appraisal, Career growth, fair remuneration, skill developments, employee satisfaction and grievance

Sl. No.	Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, 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
3	Suppliers	No	Vendor assessment and review, Official communication channels; website and social media	As and when required	Service and existing business
4	Investors/ Shareholders/ Analyst	No	E-mail, website, newspaper releases, Analyst meets and conference calls, Annual General Meeting, publications, and social media, roadshows	Quarterly/Annually or otherwise on event based/ corporate action	Financial Performance and other relevant information including corporate action.
5	Institutions & Industry Bodies	No	Networking through meetings, sessions, discussions, etc.	As and when required	Networking so as to be abreast of new opportunities in sector and drive change
6	Governments & Regulatory Authorities	No	Press release, publications, website and social media, Phone calls, emails and meetings, Regulatory audits/ inspections	As and when required	Highest standards of Corporate Governance and Compliance
7	Communities & Civil Society/ NGOs	No	E-mail, Newspaper, Advertisements, publications, website and social media, Complaints and grievance mechanism	Frequent and as and when required	Support CSR projects, Financial inclusion and other relevant matters affecting the communities and the Bank's involvement therein.

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.

Bank regularly communicates with all stakeholders through stakeholders' relationship committee, corporate social responsibility committee and customer service committee meetings which spread from branch to board levels. The Bank conducts customer surveys on a regular basis to assess customer satisfaction with the Bank's services. The feedback is a critical input in developing new products and services as well as enhancing existing ones. The Bank takes note of suggestions for the benefit of long-term value generation.

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

Yes.

Through proactive engagement with the stakeholder groups, the Bank identified key focus areas, especially CSR intervention. Further, the inputs and suggestions of shareholders are being incorporated into the policies and activities wherever considered feasible.

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

The Bank is guided by Reserve Bank of India (RBI) prescribed guidelines on priority sector lending, lending to small and marginal farmers, lending to weaker sections, etc., and government-led initiatives to improve access to financial services for disadvantaged, vulnerable, and marginalised stakeholders.

Under Financial Inclusion, the Bank is rendering services to rural/semi-urban sections of society. The Bank has appointed individual business correspondents for distribution of old age pension in Tamil Nadu. In addition, the Bank has also engaged financial literacy counsellors in seven blocks in the state of Kerala for financial literacy activities.

Apart from the above, there are CSR initiatives of the Bank with the intention of improving the living conditions of the underprivileged and marginalised sections of society.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTINUED)

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 2022-23			FY2021-22		
	Total A	No of Employees/workers covered (B)	% (B/A)	Total C	No of Employees/workers covered (D)	% (D/C)
Employees						
Permanent	6841	6256	91.44%	4663	1392	30%
Other than permanent	0	0	0	0	0	0
Total Employees	6841	6256	91.44%	4663	1392	30%
Workers						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total Workers	NA	NA	NA	NA	NA	NA

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

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to Minimal Wage		More than Minimal Wages		Total (D)	Equal to Minimal Wage		More than Minimal Wages	
		(B)	% (B/A)	(C)	% (C/A)		(E)	% E/D	(F)	% F/D
Employees										
Permanent	6841	1	0.01%	6840	99.99%	4663	2	0.04%	4661	99.96%
Male	4691	1	0.02%	4690	99.98%	3294	1	0.03%	3293	99.97%
Female	2150	0	0.00%	2150	100%	1369	1	0.07%	1368	99.93%
Other than Permanent	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Male	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Female	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Workers										
Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

	Male		Female	
	Number	Median remuneration/salary/ wages of respective category	Number	Median remuneration/salary/ wages of respective category
Board of Directors (BoD) – Part-Time Chairperson [#]	1	4,40,000	1	6,70,000
Key Managerial Personnel (KMP) ^{\$}	3	81,16,500	0	0
Employees other than BoD and KMP [#]	6816	2,32,324	3018	1,54,457
Workers	0	0	0	0

[#] Payment of remuneration to the Managing Director & CEO and the Chairperson is subject to the approval of Reserve Bank of India and shareholders of the Bank. The Chairperson is paid honorarium, and directors other than the Managing Director & CEO and Non-executive, Non-Independent Directors , including the Chairperson, are paid sitting fees.

^{\$} Managing Director & CEO, Chief Financial Officer and Company Secretary are the key managerial personnel of the Bank.:

For further details, please refer to the ‘Remuneration of the Directors’ as part of the Corporate Governance section of the Annual Report.

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

Yes.

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

Every staff member of the Bank has the right to be treated with dignity and respect. For any grievances on human rights issues, the employees have access to raise their concerns through the HR department, apart from the mechanisms mentioned in P3 E6, as above.

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

Complaints	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolutions end of the year	Remarks	Filed during the year	Pending resolutions end of the year	Remarks
Sexual Harassment	7	3	#Pending	4	4	NA
Discrimination at workplace	0	0	NA	0	0	NA
Child Labor	0	0	NA	0	0	NA
Forced labor/Involuntary labor	0	0	NA	0	0	NA
Wages	NA	NA	NA	NA	NA	NA
Other human rights related issues	0	0	NA	0	0	NA

[#] Bank has initiated timely measures for an effective redressal of grievances and is within the statutory resolution period.

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

The Bank does not tolerate or encourage any kind of discrimination at any of its workplaces. Employees can raise any concerns pertaining to discrimination and harassment at the workplace with the HR Department. The Bank initiates appropriate and stringent action if guilt is proven post enquiry.

Apart from the above, the Bank has in place an appropriate policy on Prevention of Sexual Harassment of Women at Workplace in accordance with the provisions of the Sexual Harassment of Woman at Workplace (Prevention, Prohibition and Redressal) Act, 2013, to prevent sexual harassment of its employees. Internal Committees (“IC”) have been in force in all zones in order to receive and address complaints of any sort of sexual harassment from women in a time-bound and extremely confidential manner. The ICs have adequate power to investigate the sexual harassment complaints and redress them in the manner enumerated under the PoSH Act and PoSH Rules.

Further, Bank sensitises the employees on the prevention of sexual harassment and discrimination at the workplace periodically through internal communications and awareness programmes.

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

No.

9. Assessments of the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/Involuntary Labour	100%
Sexual Harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	-

All assessments have been done internally as part of business operations.

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

Not Applicable.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTINUED)

Leadership Indicators

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

Bank through its various policies on human rights, viz. POSH, Anti-corruption and bribery related etc., protects the rights of employees in raising their concerns through proper mechanism in place and thereby prevent unethical activities at workplace. No modifications were carried out in the business process as a result of addressing human rights/grievances/complaints during the reporting period.
2. Details of the scope and coverage of any Human rights due-diligence conducted.

The details and coverage of human rights due diligence is covered in the essential indicators of the principle 5.
3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

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

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	0%
Discrimination at workplace	0%
Child Labour	0%
Forced Labour/Involuntary Labour	0%
Wages	0%
Others – please specify	-

Bank does not conduct any assessment of value chain partners.
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 2022-23	FY 2021-22
Total electricity consumption (A)	28,080 GJ	-
Total fuel consumption (B)	63,694 GJ	-
Energy consumption through other sources (C)	-	-
Total energy consumption (A+B+C)	91,774 GJ	-
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	348.20 GJ / Crore of Turnover	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: Bank's branches and other offices are spread across 700+ locations, and the energy bills are paid individually/separately at the same locations itself. As stated in last year's report, centralization of monitoring of energy bills/water consumption/ waste management was in the process of implementation, and hence the data from all branches/offices was made available centrally only starting in the FY 2022-23. Hence, full reporting was made available with effect from the said period only in this chapter of the Report.

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

No.
2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set

under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not applicable.

3. Provide details of the following disclosures related to water in the following format:

Parameter	FY 2022-23	FY 2021-22*
Water withdrawal by source (in kilolitres)		
i. Surface Water	448.5991	
ii. Ground Water	1,485.0101	
iii. Third party water	1,275.65361	
iv. Seawater / Desalinated water	3.6112	
v. Others	2,394.927362	
Total Volume of Water Withdrawn (in kilolitres) (i+ii+iii+iv+v)	5,607.801372	
Total volume of water consumption (in kilolitres)	5,346.0628842	
Water Intensity per rupee of turnover (Water consumed/ turnover)	2.028 KL / Crore of Turnover	
Water Intensity (optional) – the relevant metric may be selected by the entity		

* Please refer to the Note provided in P6 EI -1

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

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

No,.
5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format: -

Not applicable, as there are no other emissions other than GHG emissions.

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

No.
6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 2022-23	FY 2021-22
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	The activity is banking at various outlets and no chance of emission of effluent gases, since no production facilities are carried out. However, there are diesel generators made available at various branch offices which would be causing emissions. To mitigate this, Bank is carrying out periodic servicing of diesel generators through AMC and using mostly 5 star rated equipment.	
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		
Total Scope 1 and Scope 2 emissions per rupee of turnover			
Total Scope 1 and Scope 2 emission intensity (optional) - the relevant metric may be selected by the entity			

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

No.

7. Does the entity have any project related to reducing Green House Gas emissions? (Yes/No).If Yes, then provide details

Not applicable.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTINUED)

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

Parameter	FY 2022-23	FY 2021-22*
Total waste generated (In metric tonnes)		
Plastic Waste (A)	23.12895	
E-Waste (B)	25.3126	
Bio Medical Waste (C)	26.81030801	
Construction and Demolition Waste (D)	1.35331	
Battery Waste (E)	6.90892	
Radioactive Waste (F)	0.0315	
Other Hazardous waste (G)	0.58265	
Other Non-hazardous Waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	2.1374	
Total (A+B+C+D+E+F+G+H)	86.26563801	
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	3.18329	
(ii) Re-Used	0.3351	
(iii) Other recovery options	0.5267	
Total	4.04509	
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of Waste		
(i) Incineration	1.639261	
(ii) Landfilling	6.54961	
(iii) Other disposal operations	74.03167701	
Total	82.22054801	

* Please refer to the Note provided in P6 EI -1

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

No.

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

Being a banking company, no hazardous or toxic chemicals are used in operations, resulting in the generation of such waste. For further details, please refer to P2 EI 3.

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

Not Applicable. The Bank does not have any facilities in and around ecologically sensitive areas, and as such, no special environmental/ clearances are required. However, in the case of Bank's offices situated near ecologically sensitive areas (ESA), the local body/statutory clearances are obtained by Bank for its own property, and the same is obtained by the landlord for leased premises.

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

Not applicable for the period under review.

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

Yes, the Bank is compliant with the applicable environmental law/regulations/guidelines in India to the extent as applicable.

Leadership Indicator

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

Parameter	FY 2022-23	FY 2021-22
From Renewable Sources		
Total electricity consumption (A)	Not quantifiable as the Bank heavily depends on various state electricity boards for its energy requirements and the boards generate and distribute both renewable and non-renewable energies but the same cannot be identifiable at the consumer end. The Bank does not own renewable sources for generating energy.	
Total Fuel consumption (B)		
Energy consumption through other sources (C)		
Total Energy consumed from renewable sources (A+B+C)		
From Non Renewable Sources		
Total electricity consumption (D)*	As detailed in P6 E 1 of the Report	
Total Fuel consumption (E)		
Energy consumption through other sources (F)		
Total Energy consumed from non-renewable sources (D+E+F)		

*in the state of Kerala where Bank has prominent presence of branches, the state board is generating most of power through hydel projects.

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

NO

2. Provide the following details related to water discharged:

Parameter	FY 2022-23	FY 2021-22
Water discharge by destination and level of treatment (in Kilolitres)		
(i) To Surface Water		Bank's operations are outside the purview of any manufacturing/ factory activity and, hence the water discharge is limited to normal domestic discharges out of office and personal use only. Accordingly, the clause is not strictly applicable to the Bank.
- No treatment		
- With Treatment – please specify level of treatment		
(ii) To Ground Water		
- 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) Other		
- No treatment		
- With Treatment with Level of Treatment		
Total Water Discharged (In Kiloliters)		

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

No.

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

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

- (i) Name of the area : Not applicable
- (ii) Nature of operations : Not applicable

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTINUED)

(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
i. Surface Water	Being a banking company and service industry, water consumption is limited to office and personal usage only. Please refer P6 E3 of the report.	
ii. Ground Water		
iii. Third party water		
iv. Seawater / Desalinated water		
v. Others		
Total Volume of Water Withdrawn (in Kiloliters)		
Total volume of water consumption (in Kiloliters)		
Water Intensity per rupee of turnover (<i>Water consumed/turnover</i>)		
Water Intensity (optional) - the relevant metric may be selected by the Entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface Water	Generally, not applicable, given the nature of business.	
- No treatment		
- With Treatment – please specify level of treatment		
(ii) Into Ground Water		
- No treatment		
- With Treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With Treatment – please specify level of treatment		
(iv) Sent to third parties		
- No treatment		
- With Treatment – please specify level of treatment		
(v) Other		
- 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.

No.

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

Parameter	Unit	FY 2022-23	FY 2021-22
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 CO2 equivalent	The activity is banking at various outlets and no chance of emission of effluent gases, since no production facilities are carried out. However, there are diesel generators made available at various branch offices which would be causing emissions. To mitigate this, Bank is carrying out periodic servicing of diesel generators through AMC and using mostly 5 star rated equipments.	
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emissionintensity (optional) – the relevant metric may be selected by the entity			

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

No.

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

Not Applicable.

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

Not Applicable. As mentioned above, the usages are normal and limited for personal /office usage only.

7. Does the entity have a business continuity and disaster management plan?(Yes/No)

Yes.

Details of entity at which business continuity and disaster management plan is placed or weblink.

The Bank is having a comprehensive Business Continuity Plan (BCP) to ensure continuity of critical business operations of the Bank (identified through criticality assessment using Business impact analysis (BIA) at times of disruptions. In line with the Business Continuity Plan, Bank has constituted a BCP Committee incorporating the heads of all major departments to exercise, maintain and invoke business continuity plan as needed. A core team called Emergency Operation Team is also in place to act immediately upon a crisis and for the supervision of recovery under alternative operations arrangements during a disaster and the team ensures that the business functions are back to normalcy with minimum delay. During the pandemic, Bank was able to work seamlessly as Bank has BCP plans in place with defined BCP locations and resources for critical applications. Secured Work from home facilities are provided for critical teams. Disaster Recovery drill for the core banking system (CBS) and critical systems of the Bank is conducted at regular intervals to ensure the competence of the same during emergencies apart from undertaking periodical testing of recovery speed of critical applications from alternate locations.

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

No significant adverse impact envisaged due to the nature of business activities and arrangement with value chain partners.

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

0%

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

Four (4)

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

S No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Indian Banks’ Association	National
2	Banking Codes and Standards Board of India	National
3	Fixed Income Money Market & Derivatives Association	National
4	Foreign Exchange Dealers Association of India	National

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

No incidents of anti-competitive behavior reported during the review period.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTINUED)

Leadership Indicators

1. Details of public policy positions advocated by the entity
- No, the Bank does not engage in policy advocacy, but is actively involved in consultation/ discussion forums with the government and other bodies in the banking industry.

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.
- No Projects have been undertaken which require Social Impact Assessments (SIA)
2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:
- No projects have been undertaken which require Rehabilitation and Resettlement (R&R)
3. Describe the mechanisms to receive and redress grievances of the community.
- Bank has systems in place to receive and redress grievances of various stakeholder groups, including customer complaints. The stakeholders can register their grievances through various modes by accessing the Bank’s website. The Bank has a mechanism in place to monitor the implementation of the CSR projects and the concerns of the beneficiary community. The Bank may undertake assessment by external agency on the impact of the projects and its reach, if necessary.
4. Percentage of input material (inputs to total inputs by value) sourced from suppliers.
- Not applicable in view of the nature of business carried out

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):
- Not applicable
2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies.
- Nil.
3.
- (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)
- No.
- (b) From which marginalized /vulnerable groups do you procure?
- Not applicable, considering the nature of business.
- (c) What percentage of total procurement (by value) does it constitute?
- 0%
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.
- Nil
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.
- Not applicable

6. Details of Beneficiaries of CSR Projects

S No.	CSR Project	No of Persons Benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Project Dialysis – Fairfax India Charitable Foundation	348	100%
2	Financial aid to ‘Families for Children’ for providing housing, education, special medical care and vocational training to children and young adults with physical and/or mental disabilities	202	100%
3	Financial aid towards ‘Sponsor for Success – Education Funding Initiative’ by ‘Thuvakkam Welfare Association’*		
4	Financial aid towards ‘Suhadharam Hygeine Project’ by ‘Thuvakkam Welfare Association’*		
5	Financial aid towards ‘Help for Humanity Healthcare Project’ by ‘Thuvakkam Welfare Association’*		
6	Financial aid towards project ‘Maha-Arogya Shibir’ by ‘RK HIV Aids Research & Care Centre’*		
7	Financial aid towards ‘Housing programme for destitute women’ by ‘Trichur Archdiocese Buon Natale Trust’	2	100%
8	Financial aid towards project ‘SaraI Satya Legacy’ by ‘Dharampal Satyapal Charitable Trust’*		
9	Financial aid to ‘Liza’s Home’ for providing rehabilitation, training and therapy to the mentally disabled of all ages regardless of their caste, creed or religion	20	100%

For further details, please refer **Annexure - IV** – Annual Report on CSR Activities of the Bank for the financial year 2022-23

**Since the project is in implementation stage, the number of persons benefitted from the CSR project will be ascertained at a later stage.*

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 customer complaints and feedback.
- As per RBI guidelines, the Bank has a three-tier structure for handling customer complaints. Customers, in general, approach the branch for redressel of their grievances. Those within the powers of branch managers are resolved at the branch level itself. Other complaints are escalated to the Zonal Office and Head Office levels for customer service redressals. The Bank has taken various initiatives to handle the customer complaints promptly, and the Complaint Management System (CMS) portal is an effective tool in handling customer complaints to track and ensure proper resolution. The Branch Service Department at Head Office is following up with branches / departments to ensure early resolution / closure of complaints and sharing weekly MIS on pending complaints. Customers can also reach out to call centres through the customer care number to register their grievances.
- The Bank conducts online customer satisfaction survey, and the results of the survey are being continuously monitored. The Bank also conducts branch level customer service committee meetings at all branches within 15th of every month. During these meetings, customer feedback, suggestions, etc. about various products are directly collected and consolidated. Feasible suggestions for improvements on service/products are implemented and monitored at various forums, including the standing committee on customer service and the Customer Service Committee of the Board.
- The Bank appointed Principal Nodal Officer for grievances, Nodal Officer for customer grievances and Zonal Nodal Officers at respective zones. Bank also appointed Internal Ombudsman under the Banking Ombudsman Scheme.
2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about.
- 0%
- Not applicable considering the nature of the business.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTINUED)

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

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Received During the Year	Pending Resolution at the end of the year		Received During the Year	Pending Resolution at the end of the year	
Data Privacy	Nil	Nil	Nil	Nil	Nil	Nil
Advertising	Nil	Nil	Nil	Nil	Nil	Nil
Cyber Security	Nil	Nil	Nil	Nil	Nil	Nil
Delivery of Essential Services	Nil	Nil	Nil	Nil	Nil	Nil
Restrictive Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Unfair Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Other (Customer Complaints including ATMs related complaints)	12621	45	Nil	9071	70	Nil

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

Not applicable considering the nature of the business.

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.

Bank is having Information Security Policy in which data privacy policy is defined. In addition, the Bank has Cybersecurity Policy and Cyber Crisis Management Plan in place. Bank is ISO 27001:2013 certified for its IT, IS and Datacenters. Bank is following industry standard like CIS benchmarking, Zero trust Architecture and role based access to enhance the security posture of the Bank. Bank is in the process of getting PCI DSS certified. Data leakage prevention solution for endpoints, web and email is in place. External drives/USB's are blocked in Bank's network. Internet access is restricted through Proxy and only whitelisted websites can be accessed. DNS Security solution is in place to prevent C&C calls and data exfiltration through Domain generation algorithms and tokenization. Data is encrypted as per industrial standards at rest, in use and in transit. User Behavior analysis and sandbox enabled Endpoint Detection and response solution is available in all endpoints to detect and prevent malicious activities. Have AI and ML based SIEM in place for incident detection and response.

The web-link of the policy: <https://www.csb.co.in/pdf/PolicyonCustomerProtectionLimiting.pdf>

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.

The Bank always strives to have a cordial relationship with its customers and attempts to have an amicable settlements of any disputes. In the ordinary course of banking business, some customers may raise disputes with Bank which could result in their filing a civil suit or a customer complaint against the Bank alleging deficiency of services. In such cases, the Bank intervenes and sorts unresolved issues amicably. But only in rare instances, where the issues cannot be settled mutually, legal recourse is resorted. Further no complaints were received on cyber security and data privacy in the reporting period. Rest of the cases are not applicable, considering the nature of business.

Leadership Indicators

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

All information regarding business and products and services being offered can be accessed through the Bank's website www.csb.co.in and in its periodic disclosures such as the annual report. Link - <https://www.csb.co.in/investor-relations>.

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

Bank through its website, WhatsApp messages and e-mails, promotional materials like brochures and by SMS's, educate customers on its various products and services. Further in general, public are made aware of various safety measures to be adopted by customers for preventing ATM frauds, Phishing attacks, etc., by sending bulk SMSs, e-mails, auto voice calls from call centers to reiterate not to share ATM PIN, Internet/Mobile banking passwords, One Time Passwords (OTP), etc.

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

Bank informs the customers in the event of any disruption/discontinuation of essential services via e-mails and SMS, as well as through display in the bank branches through notice boards.

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.

Yes.

As the Bank operates in a highly customer-focused sector, product-related transparency and communications are of the utmost priority to us. In line with the guidelines of Reserve Bank of India, the Bank provides transparent information on its products through its website (www.csb.co.in) and at its branches. This includes details on product features, service charges, and fees applicable. Interest rates are published and updated on the website as and when there is a change in interest for various deposit/loan schemes. The Bank provides sufficient data to customers to understand their eligibility, applicable interest rates, and service charges for consumer loan products. SMS alerts are sent to customers when any charges or fees are triggered or levied on their account.

Further, the Bank through its brochures and posters displayed within the branches communicates the various features of products to its customers at large. Further, on opening of an account, a welcome voice call will be originated from call centre/ centralized hub detailing the product features and other criteria in maintaining the account. Further, Bank through its website, WhatsApp messages and e-mails, educate customers on its various products and services and also mark caution to avoid sharing of ATM PIN, Internet Banking passwords, OTPs, etc.

5. 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

6. Provide the following information relating to data breaches:

a. Number of instances of data breaches along-with impact

0

b. Percentage of data breaches involving personally identifiable information of customers

0%

By Order of the Board

Sd/-

Bhama Krishnamurthy

Chairperson

(DIN: 02196839)

Place: Thrissur

Date: June 22, 2023

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