

SEC/287/2024

July 31, 2024

BSE Limited,
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai 400001.
Scrip code: 542867

National Stock Exchange of India Ltd.,
Exchange Plaza, 5th floor,
Bandra-Kurla Complex,
Bandra (E), Mumbai 400051.
Symbol: CSBBANK

Dear Sir/Madam,

Business Responsibility and Sustainability Report for the financial year 2023-24

Pursuant to Regulation 34 (2) (f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("**SEBI Regulations**") read with SEBI circular no. SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated May 10, 2021, please find enclosed herewith the Business Responsibility and Sustainability Report ("**BRSR**") of the Bank for financial year 2023-24. The BRSR also forms the part of the Annual Report for the Financial Year 2023-24, submitted to the exchanges vide letter dated July 31, 2024.

The BRSR for the FY 2023-24 is also available on the website of the Bank at:
<https://www.csb.co.in/pdf/CSB Bank AR 2023-24 Final C2C 31072024.pdf>

Kindly take the same on records.

Thanking You.

Yours faithfully,

Sijo Varghese
Company Secretary

CSB BANK LIMITED

The background of the page is a large rectangle with a vertical gradient from dark blue at the top to orange at the bottom. Overlaid on this is a pattern of orange hexagons. The hexagons are arranged in a grid that curves from the left side towards the right, creating a sense of motion and depth. The hexagons vary in opacity, with some appearing more solid and others more faded.

Business Responsibility and Sustainability Report 2023-24

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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	: secretarial@csb.co.in
7	Telephone	: 0487 - 2333 020
8	Website	: www.csb.co.in
9	Financial year for which reporting is being done	: April 01, 2023 to March 31, 2024
10	Name of the Stock Exchange(s) where shares are listed	: 1. BSE Limited 2. National Stock Exchange of India Limited
11	Paid-up Capital (In ₹)	: ₹ 173.49 crore
12	Name and contact details (telephone, e-mail 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 e-mail: secretarial@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).	: On a standalone basis.
14	Name of assurance provider	Not Applicable for the financial year ended March 31, 2024.
15	Type of assurance obtained	Not Applicable for the financial year ended March 31, 2024.

II. Products/services

16. 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 Savings banks	100

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

S. No.	Product/Service	NIC Code	% of total Turnover Contributed
1	The 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

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

Location	Number of plants	Number of Branches	Number of offices	Total
National*	NA	779	37	816
International	NA	NIL	NIL	NA

*As on March 31, 2024

19. Markets served by the entity:

a. Number of locations where plants or branches or operations/offices of the entity are situated:

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

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

The Bank offers a wide range of asset and liability products, third-party insurance products and investment products etc. For customers, there are various deposit products such as fixed deposits, recurring deposits, savings accounts, and current accounts. On the asset side, the Bank provides gold loans, business loans (SME including MSME), home loans, education loans, vehicle loans, agriculture loans etc. The Bank also offers third-party products such as life insurance, general and health insurance, as well as investment options like mutual funds and online trading accounts.

In the priority sector, the Bank provides loans to agriculture, small & marginal farmers, weaker sections, and micro-enterprises. Through the Financial Inclusion scheme, the bank offers Pradhan Mantri Jan Dhan Yojana (PMJDY), as well as three social security schemes: Pradhan Mantri Jeevan Jyothi Bima Yojana (PMJJBY), Pradhan Mantri Suraksha Bima Yojana (PMSBY), and Atal Pension Yojana (APY).

The Bank serves corporate clients through Corporate Lending/Wholesale Banking, focusing on medium-sized enterprises, capital markets, securitisation, and supply chain finance.

IV. Employees

20. Details as at the end of Financial Year: March 31, 2024.

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)	7863	5389	68.54	2474	31.46
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total employees (D + E)	7863	5389	68.54	2474	31.46
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

*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.	Other than Permanent (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 (Contd.)

21. Participation/Inclusion/Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	11	3	27.27 %
Key Managerial Personnel (KMP)	4	0	0%

22. Turnover rate for permanent employees and workers

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

	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	46.3	48.4	47.0	51.20	46.32	49.90	28.95	26.45	28.24
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

23. (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

24.

(i) Whether CSR is applicable as per section 135 of the Companies Act, 2013	: Yes
(ii) Turnover	: ₹ 35,11,82,87,765.90
(iii) Net worth	: ₹ 35,63,63,77,816.33

VII. Transparency and Disclosure 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 complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	(If Yes, then provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
			Number of complaints filed during the year	Number of complaints pending resolution at 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/ESG_Policy_17042024.pdf https://www.csb.co.in/sites/default/files/annexure-III_3_csr_policy.pdf https://www.csb.co.in/pdf/Whistle_Blower_Policy-2024_16022024.pdf	NIL	NIL	NIL	NIL	NIL	NIL
Investors (other than shareholders)	YES	https://www.csb.co.in/pdf/ESG_Policy_17042024.pdf https://www.csb.co.in/pdf/Whistle_Blower_Policy-2024_16022024.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 2023-24			FY 2022-23		
			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 https://www.csb.co.in/pdf/Annexure-5_21112023.pdf	5	0	Investor complaint received through SEBI Scores platform of the Bank and 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_Policy-2024_16022024.pdf	16	3	Bank has initiated timely measures for an effective redressal of grievances.	12	6	Bank has initiated timely measures for an effective redressal of grievances.
Customers	YES	Various policies on customer rights as provided in the following link https://www.csb.co.in/bank-policies https://www.csb.co.in/pdf/Whistle_Blower_Policy-2024_16022024.pdf	20854	43	The pending cases are under process and will be settled in a timely manner.	12621	45	All pending complaints were subsequently attended and closed.
Value Chain Partners	YES	https://www.csb.co.in/pdf/Anti_Bribery_Anti_Corruption_Policy_08012024.pdf https://www.csb.co.in/pdf/Whistle_Blower_Policy-2024_16022024.pdf	NIL	NIL	NIL	NIL	NIL	NIL
Other (please specify)	NA	NA	NA	NA	NA	NA	NA	NA

26. 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	Response to Climate Change	Risk	Credit Risk due to climate change can emerge from exposures to units with high carbon emission, units following technologies that fail to shift and comply with ESG guidelines. Further collapse of real estate prices due to natural hazards will have a 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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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)
		Opportunity	Bank has a wide scope of 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
2	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.	<p>The bank has established a strong corporate governance framework per regulatory guidelines.</p> <p>The Bank has in place a fair, transparent & accountable Corporate Governance structure across its hierarchy to safeguard the interests of all stakeholders.</p> <ul style="list-style-type: none"> There is an effective mechanism, supported by strong policies to supervise the Executive Management and oversee the Bank's critical functions. There is an effective grievance redressal mechanism for the customer to address their concerns. 	Negative
3	Social Responsibility	Opportunity	The business must be rooted in the 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.	Positive
4	Brand Reputation	Opportunity	Improve the CSB brand equity by promoting/ structuring products and services to uplift society and improve social/living standards.	<p>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 to higher education, building houses, and starting micro/small enterprises.</p> <p>The bank is also in a big way extending loans to SHG/JLG to cater for the needs of weaker and socially backward societies. Through gold loans, the bank addresses the urgent needs of the public. The portfolio of the bank also includes direct assignment transactions wherein the ultimate beneficiary is the economically weak borrowers.</p>	Positive

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)
5	Waste management	Risk	Non-compliance with the emerging regulations around recycling and waste management can lead to penalties and reputational risk.	The Bank has taken Green initiatives such as a Document Management System, E-passbook, video KYC, etc.	Negative
6	Employee Practices and Benefits	Opportunity	The bank's dedication to employee welfare and development directly demonstrates its commitment to supporting its workforce and aligning them with the Bank's growth.	The Bank is dedicated to the development and growth of our employees, and we believe that this commitment will help align our team with the company's success. We prioritise talent development, compensation, and employee benefits to attract and retain skilled individuals. Our investment in learning and development, performance support, career growth, and diversity and inclusion initiatives reflect our dedication to our employees and their professional growth. Additionally, our hiring process prioritises local representation and focuses on continuous improvement.	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		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes										
1.	a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	N	Y	Y
	b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	N	Y	Y
		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 on the 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 on 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 the Bank and value chain partners.								

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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 obtained ISO 9001:2015 certification during FY 2021-22. The Bank is also having ISO 27001:2013 certification for IT, IS and data centres.								
5. Specific commitments, goals, and targets set by the entity with defined timelines, if any.	The nature of business is banking and not involved in any manufacturing or factory-related activities, Bank is committed to enhancing the business and other core activities with minimal impacts on the environment and society. The Bank has a focus on digitalisation of various manual activities thereby reducing the usage of natural resources and minimising 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.	<p>There has been no reported adverse impact to the environment due to the business activities. All efforts are being made to limit the usage of material resources which affects the environment and society as a whole. Substantial reduction in paper use is achieved through the Go Green initiative and reduction in power usage through installation of energy saving equipment in major centres.</p> <p>The Bank offers a wide range of banking products to fulfil customer expectations through an extensive network of branches, ATMs/CDMs, and technologies like Mobile Banking, WhatsApp Banking, Internet Banking, Point of sale services and UPI. Bank has taken Green initiatives such as a Document Management System, E-passbook, video KYC etc. The Bank's digital banking initiatives enable the customers to do banking activities, without being physically present at the Bank's branch/office, which substantially reduces carbon footprint, unnecessary travel, and wastage of time and energy. These products are safe and secure to use and contribute to sustainability throughout their life cycle.</p> <p>For more details please refer to the ESG Section from page no. 42 of the Annual Report.</p>								

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)	Bank is committed to make the business truly sustainable and socially responsible. Further details of the same are provided in the Chairman's letter on page No. No. 22 and MD's message on page No. 26.													
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Corporate Social Responsibility (CSR) Committee													
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 sustainability-related issues. The members of the Committee as on March 31, 2024, are as under:</div> <table><tr><th>Name</th><th>Designation</th></tr><tr><td>Ms. Bhama Krishnamurthy, Part-time Chairperson -Independent</td><td>Chairperson</td></tr><tr><td>Mr. Pralay Mondal, Managing Director & CEO</td><td>Member</td></tr><tr><td>Mr. Sumit Maheshwari, Non-Executive Non-Independent Director</td><td>Member</td></tr><tr><td>Mr. Sudhin Choksey, Non-Executive Independent Director</td><td>Member</td></tr><tr><td>Ms. Renu Kohli, Non-Executive Independent Director</td><td>Member</td></tr></table>		Name	Designation	Ms. Bhama Krishnamurthy, Part-time Chairperson -Independent	Chairperson	Mr. Pralay Mondal, Managing Director & CEO	Member	Mr. Sumit Maheshwari, Non-Executive Non-Independent Director	Member	Mr. Sudhin Choksey, Non-Executive Independent Director	Member	Ms. Renu Kohli, Non-Executive Independent Director	Member
Name	Designation														
Ms. Bhama Krishnamurthy, Part-time Chairperson -Independent	Chairperson														
Mr. Pralay Mondal, Managing Director & CEO	Member														
Mr. Sumit Maheshwari, Non-Executive Non-Independent Director	Member														
Mr. Sudhin Choksey, Non-Executive Independent Director	Member														
Ms. Renu Kohli, Non-Executive Independent Director	Member														
10.	Details of Review of NGRBCs by the Company:														

Disclosure Questions			P1	P2	P3	P4	P5	P6	P7	P8	P9							
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)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	NA	Y	Y	Annually.								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes. Directors, Committee of Board, 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.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	NO	NO	NO	NO	NO	NO	NO	NO	NO
	Evaluation is done through internal mechanisms and seeks external assistance and advice as and when required. The policies are annually reviewed /approved by the Committee/Board. The Compliance Department reviews the policies periodically for submission to the Committee and Board and the concerned department monitors adherence to the 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	P1	P2	P3	P4	P5	P6	P7*	P8	P9
The entity does not consider the principles material to its business (Yes/No)	NA								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA								
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NA								
It is planned to be done in the next financial year (Yes/No)	NA								
Any other reason (please specify)	*In the case of Principle No. 7, the Bank does not engage in policy advocacy directly 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 categorised 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.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year: 2023-24.

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	Familiarisation programme on "Empowering Board governance through enhanced GRC Practices" and "ESG-Reporting Trends and Updates"	100%
Key Managerial Personal	10	ESG- Reporting Trends and Updates, Vigilance Awareness Challenge : 2023, Certification Programme in IT and Cyber Security for Senior Management, etc.	100%
Employees other than Board of Directors and KMPs	220	Liability/ Gold Products & Processess, Insurance, Compliance Paathshala, Survey on Environmental, Social, and Governance (ESG)Awareness, Cybersecurity Awareness Training, Compliance & KYC Challenge, awareness module on Prevention of sexual harassment of women at workplace ((PoSH) Act 2013), Compliance Paathshala etc.	100%
Workers	NA	NA	NA

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

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	NA
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	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	NIL	NA	NA	NA
Punishment	NIL	NA	NA	NA

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. have been levied or paid by the Bank.

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/Anti_Bribery_Anti_Corruption_Policy_08012024.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 2023-24	FY 2022-23
Directors	NIL	NIL
Key Managerial Personnel	NIL	NIL
Employees	NIL	NIL
Workers	NA	NA

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

	FY 2023-24		FY 2022-23	
	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.

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

	FY 2023-24	FY 2022-23
Number of days of accounts payables	40	36

9. Open-ness of business

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

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

Parameter	Metrics	FY 2023-24	FY 2022-23
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	NIL	NIL
	b. Sales (Sales to related parties / Total Sales)	NIL	NIL
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	Please refer to page no. 142 of the Annual Report FY 2023-24.	Please refer to page no. 110 of the Annual Report FY 2022-23.
	d. Investments (Investments in related parties / Total Investments made)	NIL	NIL

Leadership Indicators

- 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

- 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 and manage conflicts of interest involving members of the Board. As part of the process, the Bank obtains an annual declaration from the Board of Directors regarding the entities they are interested in. Any changes in interests are immediately obtained, including approvals required under the statute and the Bank's policies before transacting with any individuals and entities in which directors are interested.

The 'Code of Conduct and Ethics for the Board of Directors and senior management personnel of the Bank and the policy document on corporate governance, principles, and procedures apply to the board members and senior management. This includes explaining the circumstances to avoid, which may likely lead to a conflict of interest. Furthermore, the 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.

Additionally, 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 Ownerships and Governance in Private Sector Banks, conducts a fit and proper exercise on all the directors on an annual basis, with a cutoff date of 31st March to ensure that all the directors meet the 'Fit and Proper' criteria 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

- 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.

	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R & D	0%	0%	Not applicable to being a Banking company.
Capex	<p>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.</p> <p>The Bank is presently in the process of migrating from the Core Banking Solution 'Maarvel' to 'Oracle Flexcube'. Upon completion of this implementation, the Bank will be in a position to reduce environmental and social impacts further as 'Oracle Flexcube' is recognised as a top-tier Core Banking Solution that complies with international standards.</p>		

-

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

As a financial institution, the Bank focuses on maximising resource efficiency and reducing waste. While digitisation has reduced paper usage, the Bank continues to work on further reducing paper consumption through sustainable sourcing.

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

- Describe the processes in place to safely reclaim your products for reusing, recycling and disposal at the end of life, for

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

- Whether Extended Producer Responsibility (EPR) applies to the entity's activities(Yes/No).

Not Applicable.

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

Not Applicable.

If not, provide steps taken to address the same.

Not applicable to the Bank.

Leadership Indicators

- 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.

- 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.

- 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.

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

	FY 2023-24			FY 2022-23		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Not applicable to the Bank.					
E-waste						
Hazardous waste						
Other Waste						

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

Not applicable to the Bank.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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 A	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Numbers (B)	% (B/A)	Numbers (c)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	5389	5389	100	5389	100	NA	NA	5389	100	5389	100
Female	2474	2474	100	2474	100	2474	100	NA	NA	2474	100
Total	7863	7863	100	7863	100	2474	100	5389	100	7863	100
Other than Permanent Employees											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

Category	% of workers covered by Insurance Policies										
	Total A	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Numbers (B)	% (B/A)	Numbers (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 categorised as 'Employees' and none as 'Workers'. Hence in all sections, details sought of the 'Workers' category are Not Applicable to the Bank.

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

	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the company	0.38%	0.58%

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

Benefits	FY 2023- 24			FY 2022- 23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and Deposited with The authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and Deposited with the authority (Y/N/N.A.)
PF 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	100	83.5	NA	NA
Female	86.1	87.8	NA	NA
Total	91.7	86.0	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.

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent workers	NA
Other than permanent workers	NA
Permanent employees	Yes. The Bank has established a grievance redressal mechanism which includes a 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. Additionally, the Bank has internal guidelines to address the grievances of all employees. There is a Transfer Grievance Committee available for award staff to handle transfer-related grievances. This committee comprises a group of executives who review the grievances and recommend a course of action based on the 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. However, there is no such categories of employees in the Bank for the period under review.

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

Category	FY 2023-24			FY 2022-23		
	Total Employees / Workers in respective category (A)	No of employees or 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 or workers in respective category, who are part of the association(s) or Union (D)	% D/C
Total Permanent Employees	7863	950	12.08	6830	1034	15.14
- Male	5389	593	11.0	4680	650	13.89
- Female	2474	357	14.43	2150	384	17.86
Total Permanent Workers	NA	NA	NA	NA	NA	NA
- Male	NA	NA	NA	NA	NA	NA
- Female	NA	NA	NA	NA	NA	NA

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

8. Details of training given to employees and workers

Category	FY 2023-24					FY 2022-23				
	Total A	On health and safety measures		On skill upgradation		Total D	On health and safety measures		On skill upgradation	
		No. B	% B/A	No. C	% C/A		No. E	% E/D	No. F	% F/D
Employees										
Male	5389	201	3.73	5373	99.70	4691	3484	74.26	4614	98.35
Female	2474	89	3.60	2464	99.60	2150	1565	72.79	2120	98.60
Total	7863	290	3.69	7837	99.67	6841	5049	73.80	6734	98.43
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 worker:

Category	FY 2023-24			FY 2022-23		
	Total A	Total B	B/A %	Total D	Total E	E/D %
Employees						
Male	5389	3663	68.0	4691	2889	61.58
Female	2474	1700	68.7	2150	1283	59.67
Total	7863	5363	68.2	6841	4172	60.98
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.

Due to the nature of our business, there are no major occupational health risks at the Bank operating premises. However, we have set definite standards for the well-being of our employees. We have introduced Group Personal Accident (GPA) insurance cover for all active employees as a preventive measure. Currently, we have Group Term Life, Group Personal Accident, and Group Medical Insurance schemes in place for our employees. We ensure the effectiveness of our internal safety systems periodically, including safety alarms, fire extinguishers, and CCTV equipment across our premises

- 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, there are no major threats anticipated. However, we conduct periodic fire drills to assess risks, and employees have 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 2023-24	FY 2022-23
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

*Including in the contract workforce

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

The Bank ensures that it is committed to being a responsible business entity by providing a 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 2023-24			FY 2022-23		
	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, the Bank provides its employees with, personal accident cover and future service gratuity liability in addition to medical insurance.

(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 (Contd.)

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:

	No of affected employees/workers		No of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	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.

The Bank believes in hiring well-qualified talent on merits and continuously upskills the workforce to align with the changing business environment.

5. Details on assessment of value chain partners

	% of value chain partners (by value of business done with such partners) that were assessed
Health and Safety Practices	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.

Specific teams in the Bank are responsible for engaging with each stakeholder group

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, 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
Customer	No	E-mail, SMS's, Customer meets. Official communication channels: Advertisements, publications, website and social media, Conferences events, Phone calls, e-mails and meetings.	On-going basis	Services, digital banking operations and customer satisfaction surveys.

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
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 development, employee satisfaction and grievance redressal mechanism.
Suppliers	No	Vendor assessment and review, Official communication channels: website and social media.	As and when required.	Service and existing business.
Investors/ Shareholders/ Analyst	No	E-mail, website, newspaper releases, Analyst meets and conference calls, Annual General Meeting, and Stock exchange intimations. A, publications, and social media, roadshows.	Quarterly/ Annually or otherwise on event-based/ corporate action.	Financial Performance and other relevant information including corporate action.
Institutions & Industry Bodies	No	Networking through meetings, sessions, discussions, etc.	As and when required.	Networking to be abreast of new opportunities in the sector and drive change.
Governments & Regulatory Authorities	No	Press releases, publications, website and social media, Phone calls, emails and meetings, Regulatory audits/ inspections.	As and when required.	Highest standards of Corporate Governance and Compliance.
Communities & Civil Society/ NGOs	No	E-mail, Newspaper, Advertisements, publications, website and social media, Complaints and grievance mechanism.	Frequent and as 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.

The Bank regularly communicates with all stakeholders through the Stakeholders' Relationship Committee, Corporate Social Responsibility Committee, Customer Service Committee meetings and standing Committee on Customer Service, which involve participants from branch to board levels. The Bank conducts customer surveys regularly to assess customer satisfaction with its services. The feedback from these surveys is critical 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 the policies and activities of the entity.

Yes. The Bank has always maintained a regular and proactive engagement with the Bank's key stakeholders, allowing it to effectively work on its ESG strategies and be transparent about the outcomes. In response to current regulations and interactions with stakeholders, the Bank performs periodic evaluations to update and reissue policies as needed.

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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalised 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 the distribution of old-age pensions 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 to improve the living conditions of the underprivileged and marginalised sections of society.

PRINCIPLE 5: Businesses should respect and promote human rights.

Essential Indicators.

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

Category	FY 2023-24			FY 2022-23		
	Total A	No of Employees/ workers covered (B)	% (B/A)	Total C	No of Employees/ workers covered (D)	% (D/C)
Employees						
Permanent	7863	7836	99.66	6841	6256	91.44
Other than permanent	0	0	0	0	0	0
Total Employees	7863	7836	99.66	6841	6256	91.44
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 2023-24					FY 2022-23				
	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	7863	0	0.00	7863	100	6841	1	0.01	6840	99.99
Male	5389	0	0.00	5389	100	4691	1	0.02	4690	99.98
Female	2474	0	0.00	2474	100	2150	0	0.00	2150	100.00
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

- a. Median remuneration /wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD) – Part-time Chairman #	0	-	1	16,20,000
Key Managerial Personnel (KMP) \$	4	1,09,90,326	Nil	Nil
Employees other than BoD and KMP #	8192	2,74,136	3767	2,07,663
Workers	0	0	0	0

#Payment of remuneration to the Managing Director & CEO, Whole-time Director and the Chairperson is subject to the approval of the Reserve Bank of India and shareholders of the Bank. The Chairperson is paid honorarium, and directors other than the Managing Director & CEO, Whole-time Director and Non-executive, Non-Independent Directors, including the Chairman, are paid sitting fees for attending the Board and Committee meetings.

\$Managing Director & CEO, Whole-time Director, 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.

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

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	23.0%	24.4%

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 Human Resources 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 2023-24			FY 2022-23		
	Filed during the year	Pending resolutions end of the year	Remarks	Filed during the year	Pending resolutions end of the year	Remarks
Sexual Harassment	5	0	All cases are resolved	7	3	#Pending
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	0	0	0	NA

#The Bank has initiated timely measures for an effective redressal of grievances and is within the statutory resolution period. All cases including those pending at the beginning of the financial year were also redressed within the timeline.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (PoSH)	5	7
Complaints on PoSH as a % of female employees / workers	0.2%	0.3%
Complaints on PoSH upheld	0	0

8. 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 about discrimination and harassment at the workplace with the HR Department. The department initiates appropriate and stringent action if guilt is proven post enquiry.

Apart from the above, the Bank has put 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 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, The Bank sensitises the employees on the prevention of sexual harassment and discrimination at the workplace periodically through internal communications and awareness programmes.

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

No.

10. 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.

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

- Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.
The 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 mechanisms in place and thereby prevent unethical activities at the workplace. No modifications were carried out in the business process as a result of addressing human rights/grievances/complaints during the reporting period.
- Details of the scope and coverage of any Human rights due-diligence conducted.
The details and coverage of human rights due diligence are covered in the essential indicators of 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.

All offices, premises, branches and ATMs are accessible to differently-abled visitors to the extent possible. Ramps are provided wherever feasible to accommodate aged senior citizens, and physically challenged customers/visitors.

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	-

The 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 2023-24	FY 2022-23
From renewable sources		
Total electricity consumption (A)	69712 GJ	28080 GJ
Total fuel consumption (B)	63914 GJ	63694 GJ
Energy consumption through other sources (C)	0.00	-
Total energy consumed from renewable sources (A+B+C)	133626 GJ	91774 GJ
From non-renewable sources		
Total electricity consumption (D)	-	-
Total fuel consumption (E)	-	-
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	-	-
Total energy consumed (A+B+C+D+E+F)	133626 GJ	91774 GJ
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	38.05 GJ / Crore of Turnover	34.82 GJ / Crore of Turnover
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	NA	NA
Energy intensity in terms of physical output	NA	NA
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

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

No.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not applicable.

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

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface Water	2,20,867.62	448.60
(ii) Ground Water	9,007.31	1485.01
(iii) Third party water	4,715.00	1275.65
(iv) Seawater / Desalinated water	0	3.61
(v) Others	695.03	2394.93
Total Volume of Water Withdrawn (in kilolitres) (i+ii+iii+iv+v)	2,35,284.96	5607.80
Total volume of water consumption (in kilolitres)	2,35,284.96	5346.062
Water Intensity per rupee of turnover (Total water consumption / Revenue from operations)	67.01	2.02
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	NA	NA
Water intensity in terms of physical output	NA	NA
Water Intensity (optional) - the relevant metric may be selected by the entity	-	-

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

No.

4. Provide the following details related to water discharged:

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

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

No.

6. 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.

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	4524.53	4747.68
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	13748	6318
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Per rupee of turnover (In Crores)	5.20	4.19
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Not Applicable	NA	NA
Total Scope 1 and Scope 2 emission intensity in terms of physical output	Not Applicable	NA	NA
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.

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

Not applicable.

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

Parameter	FY 2023-24	FY 2022-23
Total waste generated (In metric tonnes)		
Plastic Waste (A)	34.47	23.13
E-Waste (B)	5.71	25.31
Bio Medical Waste (C)	37.30	26.81
Construction and Demolition Waste (D)	0	1.35
Battery Waste (E)	3.1	6.91
Radioactive Waste (F)	0	0.03
Other Hazardous waste (G)	0	0.58
Other Non-hazardous Waste generated (H) . Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	0	2.14
Total (A+B+C+D+E+F+G+H)	80.58	86.27

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

Parameter	FY 2023-24	FY 2022-23
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.02	0.03
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	NA	NA
Waste intensity in terms of physical output	NA	NA
Waste intensity (optional) – the relevant metric may be selected by the entity	--	--
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	0	3.18329
(ii) Re-Used	0	0.3351
(iii) Other recovery options	0	0.5267
Total	0	4.04509
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of Waste		
(i) Incineration	2.67	1.64
(ii) Landfilling	1.92	6.55
(iii) Other disposal operations	14.73	74.03
Total	19.32	82.22

* Please refer to Para 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.

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.

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.

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:

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 the Bank's offices situated near ecologically sensitive areas (ESA), the local body/statutory clearances are obtained by the Bank for its property, and the same is obtained by the landlord for leased premises.

12. 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.

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:

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

Leadership Indicator

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): Not Applicable

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

- Name of the area
- Nature of operations
- Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	NA	NA
(ii) Groundwater	NA	NA
(iii) Third party water	NA	NA
(iv) Seawater / desalinated water	NA	NA
(v) Others	NA	NA
Total volume of water withdrawal (in kilolitres)	NA	NA
Total volume of water consumption (in kilolitres)	NA	NA
Water intensity per rupee of turnover (Water consumed / turnover)	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	NA	NA
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater	NA	NA
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater	NA	NA
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties	NA	NA
- No treatment		
- With treatment – please specify level of treatment		
(v) Others	NA	NA
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	NA	NA

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	The Bank is in the process of calculating Scope 3 Emissions.	
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity (optional) - the relevant metric may be selected by the entity			

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

No.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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

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:

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

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

Yes.

Details of the entity at which business continuity and disaster management plan are placed or web link.

Web link : https://www.csb.co.in/pdf/Business_Continuity_Management_Statement_20062024.pdf

The Bank has 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, the Bank has constituted a BCP Committee incorporating the heads of all major departments to exercise, maintain and invoke the business continuity plan as needed. A core team called Emergency Operation Team, comprising of Senior Executives of the Bank 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. 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 the recovery speed of critical applications from alternate locations.

6. 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 is envisaged due to the nature of business activities and arrangements with value chain partners.

7. 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
3 (three)
- 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	Fixed Income Money Market & Derivatives Association	National
3	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 behaviour were reported during the review period.

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 relevant to 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.

The 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 assess by an external agency the impact of the projects and their reach, if necessary.

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

Not applicable given the nature of the business carried out.

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

Location	FY 2023-24	FY 2022-23
Rural	3%	3%
Semi-urban	26%	30%
Urban	26%	31%
Metropolitan	45%	36%

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

Leadership Indicators

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

Not applicable.

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

Sl. No.	State	Aspirational District	Amount spent (In ₹)
1	Assam	Barpeta	5,51,785.78
2	Assam	Darrang	5,51,785.78
3	Assam	DHUBRI	5,51,785.78
4	Assam	Goalpara	5,51,785.78

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised /vulnerable groups? (Yes/No)
No.
- (b) From which 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 for undertaking dialysis activities across the country - Fairfax India Charitable Foundation.*	1,600+	100%
2	Financial aid for purchase of Cryostat Microtome Machine to be used in the Histopathology Lab of the Hospital run by Sevarth Sansthan Seth Bimal K Jain Trauma and Physio Dharmarth Samiti.*	5,000+	100%
3	Financial aid to Trichur Archdiocese Buon Natale Trust for empowering women, setting up homes and hostels for women and Orphans.	3	100%
4	Financial aid towards CSBRESTH – Catholic Syrian Bank & RK HIV Aids Research & Care Centre Efforts for Stamping out Tuberculosis (TB) from every Household in Mumbai.*	5,000+	100%
5	Financial aid for the education and skill development projects by Jan Jagrati Sevarth Sansthan.*	10,000+	100%
6	Financial aid for Installation of Book shelf as part of establishment of a multifunctional knowledge centre and Women Technology Park in Providence Women's College, Kozhikode.	2000+	100%
7	Financial aid for construction of Sewage Treatment Plant for Hospital sanitisation in Saveetha Institute of Medical & Technical Sciences, Erode.*	20,000+	100%
8	Financial aid to Kerala State Coastal Area Development Corporation Ltd (KSCADC) for formation of Fisheries Training Centre for empowering marginalised fisherwomen.*	1,000+	100%

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

For further details, please refer to the Annexure IV of the Boards Report on Annual Report on CSR Activities of the Bank for the financial year 2023-24.

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 the RBI guidelines, the Bank has a three-tier structure for handling customer complaints. Customers, in general, approach the branch for redressal 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 customer complaints promptly, and the Complaint Management System (CMS) portal is an effective tool for handling customer complaints to track and ensure proper resolution. The Branch Service Department at the 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 surveys, and the results of the survey are being continuously monitored. The Bank also conducts branch-level customer service committee meetings at all branches on the 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 a Principal Nodal Officer for grievances, a Nodal Officer for customer grievances and Zonal Nodal Officers at respective zones. The Bank also appointed an 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.

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

	FY 2023-24		Remarks	FY 2022-23		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)	20854	43	Nil	12621	45	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.

The Bank is having Information Security Policy in which data privacy policy is defined. In addition, the Bank has a Cybersecurity Policy and Cyber Crisis Management Plan in place. The Bank is ISO 27001:2013 certified for its IT, IS and data centres. The Bank is following industry standard like CIS benchmarking, zero trust Architecture and role-based

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

access to enhance the security posture of the Bank. The Bank is in the process of getting PCI DSS certified. Data leakage prevention solutions for endpoints, web and email are in place. External drives/USBs are blocked in the 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 tokenisation. 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 framework /policy: <https://online.fliphtml5.com/qasrw/tidw/?1635162501701#p=10>

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 settlement 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.

7. Provide the following information relating to data breaches:

a	Number of instances of data breaches :	NIL
b	Percentage of data breaches involving personally identifiable information of customers :	NIL
c	Impact, if any, of the data breaches :	NA

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 at 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.

The 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.

The 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/ centralised hub detailing the product features and other criteria in maintaining the account. Further, the 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.

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.

By Order of the Board

Sd/-

Bhama Krishnamurthy

Chairperson

(DIN: 02196839)

Place : Thrissur

Date : June 24, 2024