

BUSINESS RESPONSIBILITY REPORT

Principle-wise (as per NVGs) BR Policy/policies

The 9 principles outlined in the National Voluntary Guidelines (NVGs) are as follows



Principle 1

Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.



Principle 2

Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.



Principle 3

Businesses should promote the well-being of all employees.



Principle 4

Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.



Principle 5

Businesses should respect and promote human rights.



Principle 6

Businesses should respect, protect and make efforts to restore the environment.



Principle 7

Businesses when engaged in influencing public and regulatory policy, should do so in a responsible manner.



Principle 8

Businesses should support inclusive growth and equitable development.



Principle 9

Businesses should engage with and provide value to their customers and consumers in a responsible manner.

About CSB Bank

CSB Bank Limited is one of the oldest private sector banks in India with a history of 100 years existence, having a strong base in Kerala along with significant presence in Tamil Nadu, Karnataka and Maharashtra. The Bank offers a wide range of products and services to its customers, with particular focus on SME, Retail and NRI customers. The Bank delivers products and services through multiple channels, via 417 branches (including three service branches and three asset recovery branches) and 300 ATMs spread across 18 states and two union territories as on March 31, 2020, and various alternate channels such as micro ATMs, debit cards, internet banking, mobile banking, point of sale services and UPI. The Bank with a thrust on quality of service and nurturing long term relationship with customers, have developed a well-recognized and trusted brand in South India, particularly in the states of Kerala and Tamil Nadu and plans to expand beyond, considering the branch expansion plans, under anvil.

About this report

The Securities and Exchange Board of India (SEBI) in terms of Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 has mandated the inclusion of a “Business Responsibility Report” (BRR) as part of Company’s Annual Report for top 1000 listed entities based on market capitalization at the BSE Limited (BSE) and the National Stock Exchange of India Ltd. (NSE).

The disclosure present in this Business Responsibility Report (‘BRR’) covers the Bank’s initiatives from the point of environmental, social and governance perspective, and is based on the ‘National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs)’ released by the Ministry of Corporate Affairs, Government of India, in July 2011 which contains 9 Principles and Core Elements for each of the those 9 Principles.

Following is the first Business Responsibility Report of your Bank post listing of its shares on December 4, 2019 after Initial Public offering of shares in November 2019.

SECTION A: GENERAL INFORMATION ABOUT THE BANK		
1	Corporate Identity Number (CIN) of the Company	U65191KL1920PLC000175
2	Name of the Company	CSB Bank Limited (Formerly The Catholic Syrian Bank Limited)
3	Registered address	Head Office, “CSB Bhavan”, Post Box No.502, St. Mary’s College Road, Thrissur – 680020
4	Website	www.csb.co.in
5	e-mail id	investors@csb.co.in
6	Financial Year reported	April 1, 2019 to March 31, 2020
7	Sector(s) that the Company is engaged in (industrial activity code-wise)	CSB Bank is a banking Company governed by the Banking Regulation Act, 1949. Classification as per National Industrial Classification 2008 is given below:
		Section K - Financial and Insurance Activities
		NIC Code 64191- Banking & Financial Services
8	List three key products/services that the Company manufactures/provides (as in balance sheet)	CSB Bank is a publicly held banking company engaged in providing a wide range of banking and financial services including retail banking, corporate banking and treasury & Forex operations.

SECTION A: GENERAL INFORMATION ABOUT THE BANK

9	Total number of locations where business activity is undertaken by the Company	
	a. Number of International Locations (Provide details of major 5)	None
	b. Number of National Locations	As on March 31, 2020, the Bank had a network of 417 Branches including 3 Service and 3- Asset Recovery Branches each, and 300 ATMs spanning in 18 states and 2 union territories
10	Markets served by the Company – Local/ State/ National/ International	National : Pan India

SECTION B: FINANCIAL DETAILS OF THE BANK

1	Paid up Capital (INR)	₹1,73,45,58,270
2	Total Turnover (INR)	₹1731,49,63,935.60
3	Total profit after taxes (INR)	₹12,72,46,994.54
4	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	As the average net profit of the Bank for the last three years was negative, the Bank is not required to spend money for CSR activities in the financial year 2019-20 as per the policy adopted by the Bank and as per Section 135 of the Companies Act, 2013. However, as part of the continued focus of the Bank towards sustainable development and being a responsible Banker towards social upliftment, contributed partially to projects/programmes come under the areas/subjects defined in the CSR Policy of the Bank.
5	List of activities in which expenditure in 4 above has been incurred.	a) Slum area development b) Measures for the benefits of armed forces veterans, war widows and their dependents

SECTION C: OTHER DETAILS

1	Does the Company have any Subsidiary Company/ Companies?	No
2	Do the Subsidiary Company/ Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)	NA
3	Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]	No

SECTION D: BUSINESS RESPONSIBILITY INFORMATION

1	Details of Director/ Directors responsible for BR	
	(a) Details of the Director/ Directors responsible for implementation of the BR policy/policies	
	DIN Number	00460061
	Name	Mr. C.VR. Rajendran
	Designation	Managing Director & CEO
	(b) Details of the BR head	
	DIN Number (if applicable)	NA
	Name	Mr. Vincy Louis Pallisery
	Designation	Chief Compliance Officer
	Telephone number	0487-2333020
	e-mail id	cco@csb.co.in

SECTION D (2): BR INFORMATION – PRINCIPLE-WISE (AS PER NVGs) BR POLICY/POLICIES (Reply in YES/NO)

The NVGs on social, environmental and economic responsibilities of business prescribed by the Ministry of Corporate Affairs advocates the nine principles (detailed below) as P1-P9 to be followed:

Principle 1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.
Principle 2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.
Principle 3	Businesses should promote the well-being of all employees.
Principle 4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.
Principle 5	Businesses should respect and promote human rights.
Principle 6	Businesses should respect, protect and make efforts to restore the environment.
Principle 7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.
Principle 8	Businesses should support inclusive growth and equitable development.
Principle 9	Businesses should engage with and provide value to their customers and consumers in a responsible manner.

(a) Details of compliance (Reply in Y/N)

No.	Questions	P1	P2	P3 [^]	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for BR ?	Y	Y	Y	Y	Y	Y	NA	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	NA	Y	Y
3	Does the policy conform to any national / international standards? (If yes, specify. (50 Words)	Y	Y	Y	Y	Y	Y	NA	Y	Y
		Policies of the Bank are in line with the requirements of RBI guidelines, listing agreement with stock exchanges, The Securities and Exchange Board of India (SEBI) as per its (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Companies Act, 2013 and rules made thereunder or the Bank's internal requirements and best practices.								
4	Has the policy being approved by the Board? If yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	NA	Y	Y
		Policies of the Bank are recommended by respective Committee 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 /periodical review.								
5	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	NA	Y	Y
6	Indicate the link for the policy to be viewed online?	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 that are available in the Bank website are being internal documents and are only available to the employees through the Bank's intranet								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	NA	Y	Y
		Policies that are related to external stake holders are hosted in the Banks' website and other Policies related to internal stake holders are available in the Bank's intranet. The communication on policies covering all internal and external stakeholders is an on-going process.								

(a) Details of compliance (Reply in Y/N)										
No.	Questions	P1	P2	P3^	P4	P5	P6	P7	P8	P9
8	Does the company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	NA	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	NA	Y	Y
10	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	<p>Evaluation done through internal mechanism and seeks external assistance and advisory as and when required.</p> <p>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.</p>								

^ In line with the general laws and regulations and sound ethical practices followed nationally, the Bank has adopted employee oriented policies covering areas such as employee benefits and sexual harassment at the workplace which endeavor to provide an environment of care, nurturing and opportunity to accomplish professional aspirations.

Principle-wise Policies

Principle 1	Code of Conduct and Ethics for Directors, Senior Management Personnel of the Bank, Whistle Blower Policy, Compliance Policy, Policy to deal with Staff Members who are directly and incidentally part of the Fraud related accounts, Code of Conduct and Ethics for all the employees, Code of Fair Disclosure and Conduct , Fraud Risk Management Policy, Customer Rights policy and Customer Protection Policy
Principle 2	Sustainable Development Policy
Principle 3	HR Policies
Principle 4	CSR Policy, Sustainable Development Policy, Business Correspondent Policy, FLCC policy, Loan Policy –Agriculture, MSME and Financial inclusion, Policy Framework for Revival and Rehabilitation of Micro, Small and Medium Enterprises [MSMEs].
Principle 5	HR Policies, Human Rights Statement, Policy on Prevention, Prohibition and Redressal of Sexual Harassment of Women Employees at Workplace and Policy for General Management of Branches.
Principle 6	CSR Policy, Sustainable Development Policy
Principle 7	NIL
Principle 8	CSR Policy, Sustainable Development Policy, Business Correspondent Policy, FLCC policy, Loan Policy –Agriculture, MSME and Financial inclusion.
Principle 9	Customer Rights Policy, Customer Protection Policy, Grievance Redressal /Complaints Policy, Compensation Policy – Customers, Banking Codes and Standards Board of India (BCSBI) and Citizen Charter.

(b) If answer to the question at serial number 1 against any principle, is 'No', please explain why (Tick up to 2 options) :

S.No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	The company has not understood the Principles	-	-	-	-	-	-	-	-	-
2.	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	-	-	-	-	-	-	-	-	-
3.	The company does not have financial or manpower resources available for the task	-	-	-	-	-	-	-	-	-
4.	It is planned to be done within next 6 months	-	-	-	-	-	-	-	-	-
5.	It is planned to be done within the next 1 year	-	-	-	-	-	-	-	-	-
6.	Any other reason (please specify)	-	-	-	-	-	-	*	-	-

* 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. In taking public policy positions, CSB Bank has not lobbied through any associations.

SECTION D (3): GOVERNANCE RELATED TO BR

(a) Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. (Within 3 months, 3-6 months, Annually, More than one year)	Annually
(b) Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	BR Report of 2019- 20 is the 1 st report published by the Bank post listing of its shares in the Stock exchanges on December 4, 2019 after Initial Public offering of shares. Going forward, the Bank annually publishes BR Report as part of its Annual Report Hyperlink : https://csb.co.in/investor-relations > General meetings > Annual General Meeting – 2020. Frequency :Annual

SECTION E: PRINCIPLE-WISE PERFORMANCE
Principle 1- Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.

1	Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs / Others?	Yes. The Bank is committed to acting professionally, fairly and with integrity in all its dealings across. The Bank, has adopted a Code of Conduct and Ethics for its Board and Senior Managerial Personnel and adhere to the highest standards of honest and ethical conduct, including proper and ethical procedures in dealing with actual or apparent conflicts of interest between personal and professional relationship. Similarly, the Bank has put in place a Code of Conduct and Ethics which is applicable to all its employees as per instructions laid out in the Books of instructions. Bank's Whistle Blower Policy / Vigil Mechanism to report concerns about unethical behaviour, violations of system and procedures in the Bank, violation of law, questionable business practices or grave misconduct by employees of the Bank that could lead to financial loss or reputation to the Bank, actual or suspected fraud and others. As per the Policy /Mechanism, Directors and employees of the Bank, customers, stakeholders, Non-Governmental Organizations (NGO) and others can lodge complaints / disclosures.
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SECTION E: PRINCIPLE-WISE PERFORMANCE

2	How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.	<p>Bank established various channels for its stakeholders to communicate their expectations/concerns.</p> <p>Investor's grievances are redressed either directly by the Bank or through Bank's Registrar and Transfer Agents, M/s SKDC Consultants Ltd, Coimbatore. Complaints received on SCORES (a centralized web based complaint redressal system of SEBI) are attended within stipulated time. The Bank conducts meeting of Standing Committee on customer service as per RBI guidelines to review the customer service aspects prevalent in the Bank and to take necessary corrective action on an on-going basis.</p> <p>As a part of customer-centric approach, the Bank has appointed an Internal Ombudsman (IO) as an independent authority to review complaints that were partially or wholly rejected by the bank. The IO mechanism was set up with a view to strengthen the internal grievance redressal system of the Bank and to ensure that the complaints of the customers are redressed at the level of the bank itself by an authority placed at the highest level of bank's grievance redressal mechanism, so as to minimize the need for the customers to approach other forums, for redressal.</p> <p>The details of the Investor Complaints and other stakeholders complaints during the FY 2019-20 are as below: Refer Table 1.1</p>
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Table 1.1

Stakeholder complaints during the FY 2019-20

	Pending as on 31.03.2019	2019-20		% of cases resolved satisfactorily	Pending as on 31.03.2020
		Received	Redressed		
Customer Complaints	30	4221	4117	96.85 %	134
Investor Complaints	0*	244	244	100 %	0
Consumer cases	27	8	2	5.17 %	33

* Bank' shares were listed on the stock exchanges on December 4, 2019 and hence the investor complaints reported above are from the said date only. No investor complaints were pending for disposal prior to the date of listing.

Principle 2- Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

1	<p>List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.</p>	<p>Bank is a service oriented industry and hence the product are not pausing any risks to environmental concerns, risks, but its products provides growth opportunities. Bank offers wide range of banking products to to fulfil customer expectations through an extensive network of branches, ATMs, and though technologies like mobile banking internet banking, door step banking point of sale services and UPI. Bank offers many customized products including gold loans, retail loans, two wheeler loans, home loans, MSME loans, loans against properties, loans for asset purchases and a wide range of savings bank products.</p> <p>Bank has implemented hi-tech products which enables its customers to do banking activities, sitting in the comfort of their homes. This reduces unnecessary travel, reduces wastage of time and energy, which carbon foot print. These products are safe and secure to use and contribute to sustainability throughout their life cycle.</p> <p>The Bank, as a part of credit dispensation to viable projects ensures that the promoter has necessary pollution control equipment either on line or end of pipeline for pollution abatement and has necessary approval in place from the regulatory authorities, viz. Pollution Control Board. The bank has been extensively using digital mode for sending agenda for the meetings thereby saving huge amount of paper.</p> <p>Bank also promotes conservation of environment, by reducing usage of paper by promoting green pin for debit cards, digital alerts, e-passbook application and digitalising of documents. All these efforts combined will produce a positive effect on reduction of load on environment</p>
2	<p>For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):</p> <p>(i) Reduction during sourcing/production /distribution achieved since the previous year throughout the value chain?</p> <p>(ii) Reduction during usage by consumers (energy, water) has been achieved since the previous year?</p>	<p>Not applicable for banking products</p> <p>Not applicable for banking products</p>
3	<p>Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.</p>	<p>Not Applicable</p>
4	<p>Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?</p>	<p>The nature of banking sector is service oriented and not material resource intensive. However, the Bank procures locally the daily use items and services such as stationery, food and beverages and local transport. It works with most local vendors to align them with the Bank's procurement requirements and standards.</p>
5	<p>Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.</p>	<p>Not Applicable. Being a Banking service company, the bank is not generating products and waste associated with a manufacturing concern.</p>

Principle 3- Businesses should promote the well-being of all employees.																										
1	Please indicate the total number of employees.	The Bank had 3204 employees as on March 31, 2020																								
2	Please indicate the Total number of employees hired on temporary/ contractual/ casual basis.	The bank had 135 including 65 data entry operators employees as on March 31, 2020 on temporary basis																								
3	Please indicate the Number of permanent women employees.	The bank had 937 permanent women employees as on March 31, 2020																								
4	Please indicate the Number of permanent employees with disabilities	Four																								
5	Do you have an employee association that is recognized by management ? .	Yes. 1694 employees of the Bank are in 7 Associations/ Unions, detailed below : <table border="1" style="width: 100%; margin-top: 10px;"> <tbody> <tr> <td>Catholic Syrian Bank Officers Association</td> <td style="text-align: right;">946</td> </tr> <tr> <td>Staff Federation</td> <td style="text-align: right;">333</td> </tr> <tr> <td>Staff Association</td> <td style="text-align: right;">292</td> </tr> <tr> <td>Officers Federation</td> <td style="text-align: right;">68</td> </tr> <tr> <td>CSB Award Staff Union</td> <td style="text-align: right;">48</td> </tr> <tr> <td>Staff Union</td> <td style="text-align: right;">4</td> </tr> <tr> <td>Employees Union</td> <td style="text-align: right;">3</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">1694</td> </tr> </tbody> </table>			Catholic Syrian Bank Officers Association	946	Staff Federation	333	Staff Association	292	Officers Federation	68	CSB Award Staff Union	48	Staff Union	4	Employees Union	3	Total	1694						
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6	What percentage of your permanent employees is members of this recognized employee association?	40.46 % of employees in Officer Cadre are members of Bank Officers' Association/s and 97.42 % of employees in Award Staff cadre are members of Bank Employees' Union/s.																								
7	Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">No</th> <th style="width: 20%;">Category</th> <th style="width: 15%;">No of complaints pending at the beginning of the financial year</th> <th style="width: 15%;">No of complaints filed during the financial year</th> <th style="width: 15%;">No of complaints pending as on end of the financial year</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Childlabour/ forced labour/ involuntary labour</td> <td>Nil</td> <td>Nil</td> <td>Nil</td> </tr> <tr> <td>2</td> <td>Sexual harassment</td> <td>Nil</td> <td>Nil</td> <td>Nil</td> </tr> <tr> <td>3</td> <td>Discriminatory employment</td> <td>Nil</td> <td>Nil</td> <td>Nil</td> </tr> </tbody> </table>			No	Category	No of complaints pending at the beginning of the financial year	No of complaints filed during the financial year	No of complaints pending as on end of the financial year	1	Childlabour/ forced labour/ involuntary labour	Nil	Nil	Nil	2	Sexual harassment	Nil	Nil	Nil	3	Discriminatory employment	Nil	Nil	Nil		
No	Category	No of complaints pending at the beginning of the financial year	No of complaints filed during the financial year	No of complaints pending as on end of the financial year																						
1	Childlabour/ forced labour/ involuntary labour	Nil	Nil	Nil																						
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3	Discriminatory employment	Nil	Nil	Nil																						
8	What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2" style="width: 5%;">Sl. No.</th> <th rowspan="2" style="width: 20%;">Category</th> <th colspan="2" style="width: 20%;">Percentage</th> </tr> <tr> <th style="width: 10%;">Safety</th> <th style="width: 10%;">Skill</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>Permanent Employees</td> <td style="text-align: center;">0.47</td> <td style="text-align: center;">3.31</td> </tr> <tr> <td>B</td> <td>Permanent Women Employees</td> <td style="text-align: center;">0.32</td> <td style="text-align: center;">4.80</td> </tr> <tr> <td>C</td> <td>Casual/Temporary/ Contractual Employees</td> <td style="text-align: center;">Nil</td> <td style="text-align: center;">Nil</td> </tr> <tr> <td>D</td> <td>Employees with Disabilities</td> <td style="text-align: center;">Nil</td> <td style="text-align: center;">Nil</td> </tr> </tbody> </table>			Sl. No.	Category	Percentage		Safety	Skill	A	Permanent Employees	0.47	3.31	B	Permanent Women Employees	0.32	4.80	C	Casual/Temporary/ Contractual Employees	Nil	Nil	D	Employees with Disabilities	Nil	Nil
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D	Employees with Disabilities	Nil	Nil																							

Principle 3- Businesses should promote the well-being of all employees.

		<p>For employees working in the banking sector, every day brings new changes and challenges. The Bank provides them with regular opportunities to learn skills through training programmes that will see them equipped for new roles altogether. These training programmes include orientation sessions for new employees, programmes conducted by various skill-enhancing, role specific functional academies, leadership mentoring programmes and other management development programmes for mid-level and senior executives. The Bank invests in employee training to up-skill and reskill staff in preparation for tech jobs that don't yet exist and ensures that employees are ready for the future. It provides company-wide training for staff, which teaches them how to be visionaries. These trainings also foster a culture, where employees feel comfortable with risk, are appreciated for their ideas and respected for their feedback. In addition to classroom training, e-learning programmes are also given to the staff, thus providing the training they need to develop creativity and problem-solving abilities. The Bank also imparts training to its staff on safety norms and practices to be followed in the Bank, including hands on experience on handling fire extinguishers, security and fire alarms and on whom to call in times of various emergencies like theft or robbery, etc.</p>
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Principle 4- Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

1	Has the company mapped its internal and external stakeholders? Yes/No	<p>Yes.</p> <p>Stakeholders are segmented into Corporate, Retail customers and investors/members of the Bank. Human Resources Department looks after the interest of the Bank Employees.</p>
2	Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders.	<p>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 section etc., and government-led initiatives to improve access to financial services, to disadvantaged, vulnerable and marginalised stakeholders.</p>
3	Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders?	<p>Under Financial Inclusion, the Bank is rendering services to the disadvantaged, rural/semi-urban section of the society by providing basic banking services at their doorstep. The Bank has appointed Business Correspondents to service the banking requirement of such disadvantaged society. In addition, the Bank has also engaged Financial Literacy Counsellors at 7 blocks in the State of Kerala for financial literacy activities.</p> <p>Apart from the above, CSR initiatives of the Bank in a limited way with the intention to improve the living conditions of the under-privileged and marginalised sections of the society.</p>

Principle 5- Businesses should respect and promote human rights.		
1	Does the policy of the company on human rights cover only the company or extend to the Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ Others?	<p>The Bank realizes and respects the human rights of all its stakeholders. The employees are required to follow code of ethics and business conduct, which also documents the ethical practices to be followed by them. The Bank does not promote any kind of discrimination between its employees, customers and other stakeholders on the basis of race, caste, religion, sex, etc. The Bank follows the code issued by The Banking Codes and Standards Board of India, to ensure protection of customer's rights. There are separate mechanisms to address the grievances of employees/customers and also on the complaints of sexual harassment at workplace.</p> <p>The Bank is committed to uphold the dignity of every individual engaged or associated with them.</p>
2	How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?	No complaints have been received from the stakeholders during the reporting period with respect to Human Rights violations from internal or external stakeholders.

Principle 6- Business should respect, protect and make efforts to restore the environment.		
1	Does the policy related to Principle 6 cover only the company or extends to the Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ Others.	The aspects outlined under this Principle are not substantially relevant to the Bank given the nature of its business. The Bank complies with applicable environmental regulations in respect of its premises and operations.
2	Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If Yes, please give hyperlink for webpage etc.	The Bank adheres to environmental laws in force to the extent as applicable. Further, the Bank constantly aims to reduce the impact on the environment by identifying ways to optimise resource consumption to the extent as possible.
3	Does the company identify and assess potential environmental risks? Y/N	The Bank is aware of the potential environmental risks and participates in the initiatives to the extent as possible to address the environmental concerns. The Bank complies with applicable environmental regulations in respect of its premises and operations.
4	Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?	The question is not applicable to the Bank as it is not a manufacturing company.
5	Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If Yes, please give hyperlink for web page etc.	<p>The Bank leverages its Digital Banking strategy to enhance the digitization of its operations which positively connects with reduction in environmental impacts such as paper usage in bank or avoidance of travel by the customers to the bank.</p> <p>In respect of energy efficiency, renewable energy, the Bank prefers to use star rated and energy efficient ACs and Diesel Gensets and replacement with LED lights in the offices.</p>
6	Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?	Not Applicable
7	Number of show cause/ legal notices received from CPCB/ SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.	The Bank has not received any notice during the reporting period.

Principle 7- Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.		
1	Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:	The Bank is a member of various governing bodies and associations such as the Indian Banks' Association, Banking codes and standards board of India, Fixed Income Money Market and Derivatives Association (FIMMDA) and Foreign Exchange Dealers Association of India (FEDAI), etc.
2	Have you advocated/ lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)	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. In taking public policy positions, CSB Bank has not lobbied through any associations.

Principle 8- Businesses should support inclusive growth and equitable development.		
1	Does the company have specified programmes/ initiatives/ projects in pursuit of the policy related to Principle 8? If Yes details thereof	<p>The Bank has put in place 'Corporate Social Responsibility Policy' to guide its efforts to identify and support all projects/programs/ subjects undertaken within the framework of Schedule VII of the Companies Act, 2013 and the Companies (Corporate Social Responsibility Policy) Rules, 2014, as amended. The policy will serve as a guiding document to help identify, execute and monitor CSR projects in keeping with the spirit of the policy. CSR initiatives of the Bank aims inclusive growth and sustainable development.</p> <p>Bank has engaged Business Correspondents and Financial Literacy Counsellors (External sources) for promoting Financial Literacy and to promote inclusive growth.</p> <p>Further, of late, the bank has started holding meetings of the Board and its Committees as also intra and inter office meetings using digital platforms, thereby reducing the usage of paper tremendously and thus the carbon foot prints as well</p>
2	Are the programmes/ projects undertaken through in-house team/ own foundation/ external NGO/ government structures/ any other organization?	The Bank undertakes programmes /projects directly and also with the assistance of implementation partners/ agencies as required.
3	Have you done any impact assessment of your initiative?	Yes. The results of these initiatives are reviewed periodically by seeking completion report and other documents.
4	What is your company's direct contribution to community development projects – Amount in INR and the details of the projects undertaken	<p>The Bank has spent ₹10.16 lakhs on Corporate Social Responsibility activities during the FY 2019-20.</p> <p>The expenditure has been undertaken primarily on Slum area development. Also include rural area related activities like financial inclusion and financial literacy and digitization of adopted village.</p>
5	Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so	<p>The Bank through effective monitoring of its CSR and Financial Inclusion activities ensures that community development initiatives are reaching the target groups and it is being adopted and utilised by the beneficiaries.</p> <p>Periodic visits to Financial Literacy Centres and BC points, seeking report from implementing agency for CSR assistance are measures taken to ensure the above objectives.</p>

Principle 9 - Businesses should engage with and provide value to their customers and consumers in a responsible manner.		
1	What percentage of customer complaints/consumer cases are pending as on the end of financial year.	As on 31.03.2020, 3.15 % of the total customer complaints received during the FY 2019-20 were pending. In respect of consumer cases, 94.83 % were pending for disposal at various forum/courts, which is beyond the Bank's control.
2	Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A/Remarks (additional information)	This aspect is not applicable as the Bank is not a manufacturing company. The Bank complies with disclosure requirements relating to its products and services.
3	Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so provide details thereof, in about 50 words or so.	NIL. The Bank always strives to have a cordial relationship with its customers/borrowers and attempts to have an amicable settlement of any disputes. In the ordinary course of banking business, some customers may raise disputes with the Bank, which could result in their filing a civil suit or a consumer complaint against the Bank, alleging deficiency of services. In such cases, the Bank intervenes and sorts out unresolved issues, amicably. But only in some rare instances, where the issues cannot be settled mutually, legal recourse is resorted.
4	Did your company carry out any consumer survey/ consumer satisfaction trends?	Yes. The Bank conducts online customer satisfaction survey and the result of the survey is being continuously monitored. The Bank also conducts Branch Level Customer Service Committee at all branches on 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 are monitored at various forums including Standing Committee on Customer Service and Customer Service Committee of the Board.

By Order of the Board

Sd/-

Madhavan Menon

Chairman

(DIN: 00008542)

Place: Thrissur

Date : June 22, 2020