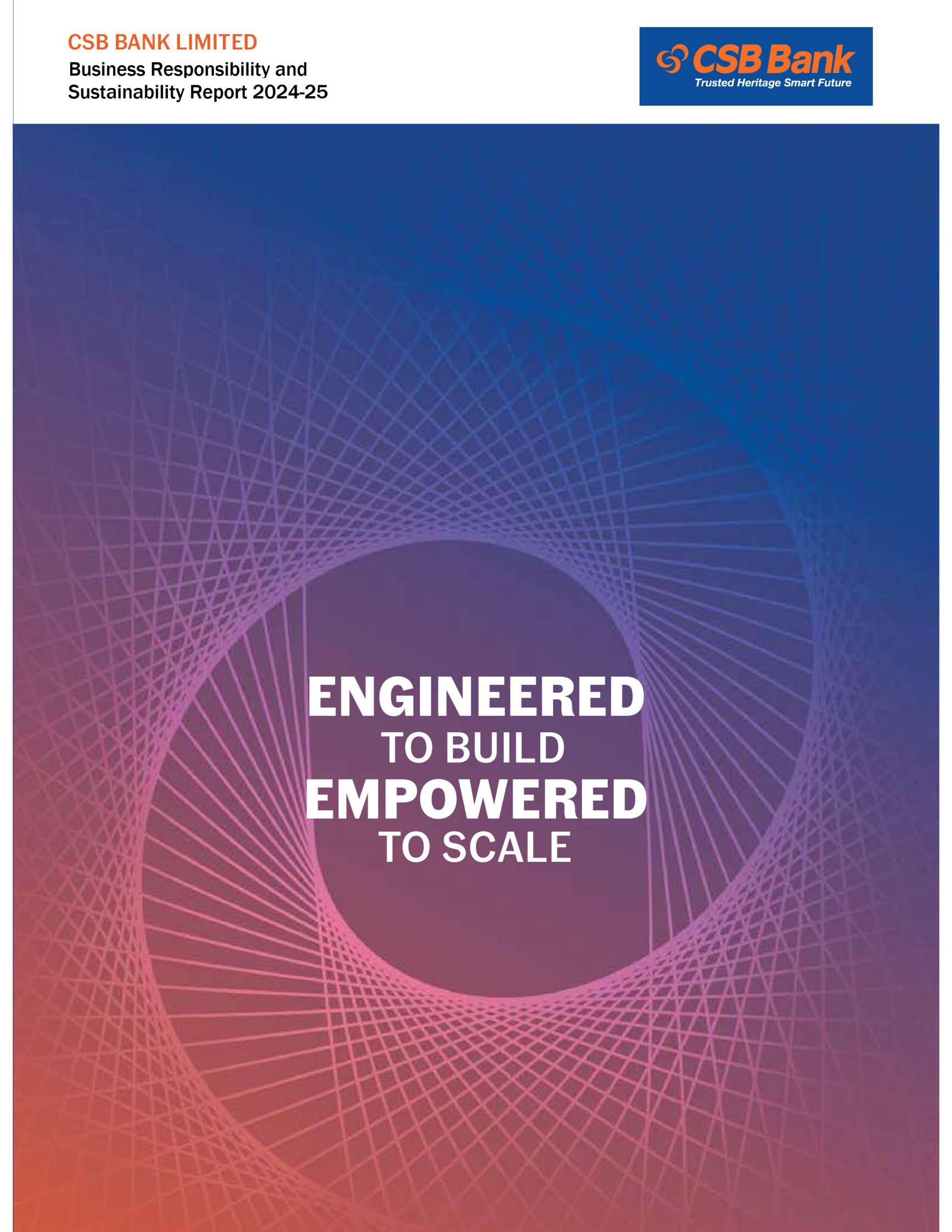


CSB BANK LIMITED

**Business Responsibility and
Sustainability Report 2024-25**



**ENGINEERED
TO BUILD
EMPOWERED
TO SCALE**

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 - 6619 219
8	Website	: www.csb.co.in
9	Financial year for which reporting is being done	: April 01, 2024 to March 31, 2025
10	Name of the Stock Exchange(s) where shares are listed	: 1. BSE Limited 2. National Stock Exchange of India Limited
11	Paid-up Capital (In ₹)	: ₹ 173.49 crore
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	: Mr. Sijo Varghese Company Secretary & Compliance Officer Tel: 0487 - 6619 228 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, 2025
15	Type of assurance obtained	: Not Applicable for the financial year ended March 31, 2025

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	829	40	869
International	NA	NIL	NIL	NA

*As of March 31, 2025

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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)	20
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 comprehensive range of products and services, including asset and liability products, third-party insurance, and investment options. For customers, it offers various deposit products such as fixed deposits, recurring deposits, savings accounts, current accounts and safe deposit lockers. On the asset side, the Bank offers gold loans, retail loans including home loans, personal loans, educational loan, vehicle loans, business loans (including SME and MSME), and agriculture loans. Additionally, the Bank offers third-party products like life insurance, general and health insurance, credit cards and investment options such as mutual funds and online trading accounts.

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

For corporate clients, the Bank offers services 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, 2025

- 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)	7616	5241	68.82	2375	31.18
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total employees (D + E)	7616	5241	68.82	2375	31.18
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 categorised 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 different ly abled workers (F + G)	NA	NA	NA	NA	NA

21. Participation/Inclusion/Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	2	20%
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 2024-25 (Turnover rate in current FY)			FY 2023-24 (Turnover rate in previous FY)			FY 2022-23 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	46.70	46.80	46.70	46.30	48.40	47.00	51.20	46.32	49.90
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	:	45,69,19,69,915.40
(iii)	Net worth	:	42,56,62,73,993.85

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 2024-25			FY 2023-24		
			Number of complaints filed during the year	Number of complains 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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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 2024-25			FY 2023-24		
			Number of complaints filed during the year	Number of complains 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 Regulation https://www.csb.co.in/pdf/Annexure-5_21112023.pdf	4	0	Investor complaints received through SEBI Scores platform of the Bank's Registrar and Share Transfer Agent	5	0	Investor complaints received through SEBI Scores platform of the Bank and 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	20	4	Bank has initiated timely measures for an effective redressal of grievances.	16	3	Bank has initiated timely measures for an effective redressal of grievances.
Customers	YES	https://www.csb.co.in/pdf/Greivance_Redressal_Policy-August_2024_16102024.pdf	20787	49	The pending cases are under process and will be settled in a timely manner.	20854	43	The pending cases are under process and will be settled in a timely manner.
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

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	<p>Risk</p> <p>Opportunity</p>	<p>Credit risk can arise from exposure to businesses with significant carbon emissions, as well as units that use technology that fail to shift and comply with ESG criteria. Further fall of real estate prices due to natural disasters will have a significant impact, resulting in larger LGD when impairment occurs.</p> <p>The Bank offers a wide range of lending money to the development and application of developing technologies such as renewable energy, battery storage, energy efficiency, making breakthroughs in LED lighting technology, industrial motor technology, and electrical vehicles.</p>	To lessen the greenhouse impact, the Bank does not fund borrowers to establish new units producing/ consuming Ozone Depleting Substances (ODS) or small/medium scale units involved in the fabrication of aerosol units utilising Chlorofluorocarbons (CFC), which reduces the greenhouse effect.	<p>Negative</p> <p>Positive</p>
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's trust, damage reputation and disrupt business.	<p>The Bank has established a strong corporate governance framework as per regulatory guidelines.</p> <p>The Bank has put 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 investors/stakeholders to address their concerns. 	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)
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	Enhance CSB brand equity by marketing and structuring goods and services that benefit society and increase social/living standards.	The Bank has established various verticals to promote educational loans, home loans, MSME, Agri, and Micro sectors, with the goal of uplifting society by meeting the requirements of individuals who want to further their education, build houses, and start micro/small businesses. The Bank is also heavily issuing loans to SHG/ JLG to meet the demands of poorer and socially backward populations. The Bank responds to the public's pressing needs with gold loans. The Bank's portfolio also includes direct assignment transactions, with the ultimate beneficiaries being economically disadvantaged debtors.	Positive
5	Waste management	Risk	Non-compliance with the increasing legislation around recycling and trash management can result in sanctions and reputational harm.	The Bank has implemented green measures such as a Document Management System, E-passbook, and video KYC.	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	Incase of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6	Employee Practices and Benefits	Opportunity	The Bank's commitment to employee welfare and development reflects its priority to supporting its employees and aligning them with the Bank's growth.	The Bank is committed to the development and progress of its employees, and we feel that this dedication will assist our team align with the company's success. To recruit and keep qualified workers, we put talent development, remuneration, and employee benefits first. Our investment in learning and development, performance assistance, career advancement, and diversity and inclusion programmes demonstrates our commitment to our workers' professional development. Furthermore, our hiring procedure favours local representation and emphasises continual progress.	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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.								
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 FY21-22. 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>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 on page no. 43 of the Annual Report</p>								

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)
- The 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. 25 and MD's message on page No. 29.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).
- Corporate Social Responsibility 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.
- Yes.
- The Corporate Social Responsibility Committee of the Bank is responsible for decision-making on sustainability-related issues. The members of the Committee are as under:

Name	Designation
Ms. Renu Kohli	Chairperson
Mr. Pralay Mondal, MD & CEO	Member
Mr. Sumit Maheshwari	Member
Mr. Sudhin Choksey	Member
Ms. Sharmila Abhay Karve	Member

10. Details of Review of NGRBCs by the Company:

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

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.
- | P 1 | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| NO | NO | NO | NO | NO | NO | NO | NO | NO |
- Evaluation is done through internal 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.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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

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

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: FY 2024-25.

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	11	Programme on Governance and Assurance, Workshop on Climate Change Risk & Sustainability, Certification programme in IT and Cyber Security.	100%
Key Managerial Personal	9	Programme on Governance and Assurance, Workshop on Climate Change Risk & Sustainability, Certification programme in IT and Cyber Security.	100%
Employees other than Board of Directors and KMPs	336*	P1,P2,P3,P4,P5,P6,P8 & P9	100%
Workers	NA	NA	NA

*The count reflects training aligned with BRSR principles.

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 Requirements) 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	The details of penalties/fines levied and paid, as required to be disclosed/ submitted under the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended, have been filed with the Stock Exchanges and simultaneously hosted on the website of the Bank.				
Settlement					
Compounding fee					

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.

Case Details	Name of the regulatory/enforcement agencies/ judicial institutions
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The details of Appeal/ Revision preferred and required to be disclosed under SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended has been filed with the Stock Exchanges and simultaneously displayed on the website of 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 2024-25	FY 2023-24
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 2024-25		FY 2023-24	
	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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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 2024-25	FY 2023-24
Number of days of accounts payables	36	40

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 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	NA	NA
	b. Number of dealers / distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	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. 169 of the Annual Report FY 2024-25	Please refer to page no. 142 of the Annual Report FY 2023-24
	d. Investments (Investments in related parties / Total Investments made)	NIL	Nil

Leadership Indicators

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

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

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

Yes.

The Bank has a process in place to monitor 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 March 31, 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 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R & D	0%	0%	Not applicable to being a Banking company.
Capex	<p>The 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. Further, the Bank's newly implemented Core Banking Solution, 'Oracle Flexcube', is expected to further strengthen its ability to mitigate environmental and social impacts. Recognised globally as a top-tier platform, 'Oracle Flexcube' complies with internationally accepted standards and supports the Bank in reinforcing its ongoing commitment to sustainable and responsible banking practices in line with ESG principles.</p> <p>The Bank has made significant advances in Digital Transformation, leading to the successful execution of various key projects. By embracing digital innovation, the Bank has prioritised delivering customer-centric solutions and operational excellence during a period of rapid technological change in the banking sector. Notable initiatives include the launch of diverse customer journeys and improvements to loan origination systems for gold, two-wheeler, and corporate loans.</p> <p>The Bank's core focus remains on the swift implementation of a comprehensive plan for its core banking system and related surrounding systems, while maintaining sustainable compliance with cybersecurity controls and strengthening digital payment security.</p> <p>The Bank has invested significantly in infrastructure transformation to be at the forefront to prevent, detect and act in situations arising from it. The technology platforms used by the Bank have adequate level of component / system level redundancy built into the production systems. Critical technology platforms / systems have a disaster recovery set up at a Disaster Recovery ("DR") site which can be utilised in the case of any major outages in the corresponding production system. Assurance of the DR set up is provided through Disaster Recovery drills carried out as per an annualised drill calendar and measurement of Recovery Point Objective and Recovery Time Objective parameters of the DR set up on an ongoing basis.</p> <p>The Bank's commitment to technological advancement is further demonstrated through strategic efforts aimed at enhancing both customer experience and operational efficiency. Additionally, the Bank has invested in and successfully implemented an enterprise service management tool for asset & inventory management and change management, underscoring its dedication to continuous improvement.</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.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

c) Hazardous Waste – There is no hazardous waste generation owing to the nature of the business.

d) Other waste – Not relevant, given the nature of business of the Bank.

4. 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

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

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
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Not applicable to the Bank.

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

Name of Product / Service	Description of the risk / concern	Action Taken
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Not applicable to the Bank.

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2024-25 Current Financial Year	FY 2023-25 Previous Financial Year

Not applicable to the Bank.

4. 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 2024-25			FY 2023-24		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Not applicable to the Bank.					
E-waste						
Hazardous waste						
Other Waste						

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

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

Essential Indicators

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

Category	% of employees covered by Insurance Policies										
	Total 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	5241	5241	100%	5241	100%	5241	100%	0	0%	5241	100%
Female	2375	2375	100%	2375	100%	2375	100%	0	0%	2375	100%
Total	7616	7616	100%	7616	100%	7616	100%	0	0%	7616	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 2024- 25	FY 2023- 24
Cost incurred on well-being measures as a % of total revenue of the company	0.58%	0.38%

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

Benefits	FY 2024- 25			FY 2023- 24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and Deposited with The authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and Deposited with The authority (Y/N/N.A.)
PF or Pension including NPS@	100	NA	Y	100	NA	Y
Gratuity	100	NA	Y	100	NA	Y

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

Benefits	FY 2024- 25			FY 2023- 24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and Deposited with The authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and Deposited with The authority (Y/N/N.A.)
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%	95.70%	NA	NA
Female	100%	95.03%	NA	NA
Total	100%	95.37%	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 2024-25			FY 2023-24		
	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	7616	853	11.20	7863	950	12.08
- Male	5241	526	10.04	5389	593	11.00
- Female	2375	327	13.77	2474	357	14.43
Total Permanent Workers	NA	NA	NA	NA	NA	NA
- Male	NA	NA	NA	NA	NA	NA
- Female	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers

Category	FY 2024-25					FY 2023-24				
	Total A	On health and safety measures		On skill upgradation		Total D	On health and safety measures		On skill upgradation	
		No. B	% B/A	No. C	% C/A		No. E	% E/D	No. F	% F/D
Employees										
Male	5241	396	7.56	4518	86.20	5389	201	3.73	5373	99.70
Female	2375	248	10.44	2165	91.16	2474	89	3.60	2464	99.60
Total	7616	644	8.46	6683	87.75	7863	290	3.69	7837	99.67
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 2024-25			FY 2023-24		
	Total A	Total B	B/A %	Total D	Total E	E/D %
Employees						
Male	5241	4137	69.1	5389	3663	68.0
Female	2375	1854	30.9	2474	1700	68.7
Total	7616	5991	78.7	7863	5363	68.2
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 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.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

- 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 2024-25	FY 2023-24
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.

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 2024-25			FY 2023-24		
	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.

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.

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 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
Employees	0	0	0	0
Workers	NA	NA	NA	NA

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

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

- Describe the processes for identifying key stakeholder groups of the entity.
As a banking institution, the Bank's stakeholders include investors, regulators, employees, customers, and the broader community. The Bank employs structured processes to identify and prioritise these stakeholder groups. It emphasises creating organisational excellence, which enhances employee satisfaction, customer satisfaction, and shareholder value. Additionally, the Bank upholds high standards of corporate governance to balance the interests of diverse stakeholders in all strategic decision-making processes and promptly address their concerns.
Specific teams in the Bank are responsible for engaging with each stakeholder group
- List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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 feedback on grievance Redressal.
Employees	No	Intranet portal, Newsletters, Employee satisfaction surveys – Emails and meetings, Training programmes, 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 & as and when required	Support CSR projects, financial inclusion and other relevant matters affecting the communities and the Bank's involvement therein.

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

The Bank maintains regular communication with all stakeholders through various committees, including the Stakeholders' Relationship Committee, Corporate Social Responsibility Committee, Customer Service Committee, and the Standing Committee on Customer Service. These committees involve participants from all levels, from branch to board. During the Branch-Level Customer Service Committee Meetings and the Standing Committee Meetings on Customer Service held at various branches and zones, customer feedback and suggestions are actively collected. These inputs are vital for the development of new products and services, as well as for enhancing existing offerings. The Bank carefully evaluates each suggestion to ensure long-term value creation.

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, CSB Bank has always maintained a frequent and proactive interaction with its major stakeholders, allowing it to successfully work on its ESG policies while remaining honest about the results. In response to current rules and discussions with stakeholders, the Bank conducts periodic assessments to amend and reissue policies as necessary.

Through proactive interaction with stakeholder groups, the Bank identified critical emphasis areas, particularly CSR interventions. Furthermore, stakeholder contributions and ideas are included into policies and actions where practicable.

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 2024-25			FY 2023-24		
	Total A	No of Employees/workers covered (B)	% (B/A)	Total C	No of Employees/workers covered (D)	% (D/C)
Employees						
Permanent	7616	7616	100%	7863	7836	99.66
Other than permanent	0	0	0	0	0	0
Total Employees	7616	7616	100%	7863	7836	99.66
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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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

Category	FY 2024-25					FY 2023-24				
	Total (A)	Equal to 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	7616	0	0.00	7616	100	7863	0	0.00	7863	100
Male	5241	0	0.00	5241	100	5389	0	0.00	5389	100
Female	2375	0	0.00	2375	100	2474	0	0.00	2474	100
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 #	-	-	1	8,90,000
Key Managerial Personnel (KMP) \$	4	1,44,24,213	-	-
Employees other than BoD and KMP #	8217	3,70,476	3769	2,55,579
Workers	NA	NA	NA	NA

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 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	21.6%	23.0%

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 2024-25			FY 2023-24		
	Filed during the year	Pending resolutions at end of the year	Remarks	Filed during the year	Pending resolutions at end of the year	Remarks
Sexual Harassment	9	2	7 cases completed: 2 cases IC proceedings are in progress	5	0	All cases are resolved
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced labour/Involuntary labour	0	0	NA	0	0	NA
Wages	0	0	NA	NA	NA	NA
Other human rights related issues	0	0	NA	0	0	0

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.

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

	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (PoSH)	9 (7 cases completed; 2 cases IC proceedings are in progress)	5
Complaints on PoSH as a % of female employees / workers	0.38%	0.2%
Complaints on PoSH upheld	6	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, 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.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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

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

Bank through its various policies on human rights, viz. PoSH, Anti-corruption and bribery related etc., protects the rights of employees in raising their concerns through proper 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.

2. 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	NA
Discrimination at workplace	NA
Child Labour	NA
Forced Labour/Involuntary Labour	NA
Wages	NA
Others – please specify	NA

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 2024-25	FY 2023-24
From renewable sources		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	-	-
From non-renewable sources		
Total electricity consumption (D)	40829 GJ	69712 GJ
Total fuel consumption (E)	2591 GJ	63914 GJ
Energy consumption through other sources (F)	0.00	0.00
Total energy consumed from non-renewable sources (D+E+F)	43420 GJ	133626 GJ
Total energy consumed (A+B+C+D+E+F)	43420 GJ	133626 GJ
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	64.75 GJ / crore of Turnover	38.05 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)	Not Applicable	Not Applicable
Energy intensity in terms of physical output	Not Applicable	Not Applicable
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.

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

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

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
i. Surface Water	1,092.90	2,20,867.62
ii. Ground Water	12,988.01	9,007.31
iii. Third party water	3,709.10	4,715.00
iv. Seawater / Desalinated water	0	0
v. Others	2,156.11	695.03
Total Volume of Water Withdrawn (in kilolitres) (i+ii+iii+iv+v)	19,946.12	2,35,284.96
Total volume of water consumption (in kilolitres)	19,946.12	2,35,284.96
Water Intensity per rupee of turnover (In crores) (Total water consumption / Revenue from operations)	0.29	67.01
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	Not Applicable	Not Applicable
Water intensity in terms of physical output	Not Applicable	Not Applicable
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.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

4. Provide the following details related to water discharged:

Parameter	FY 2024-25	FY 2023-24
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	Not Applicable	Not Applicable
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater	Not Applicable	Not Applicable
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater	Not Applicable	Not Applicable
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties	Not Applicable	Not Applicable
- No treatment		
- With treatment – please specify level of treatment		
(v) Others	Not Applicable	Not Applicable
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	Not Applicable	Not Applicable

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: -

Parameter	Please specify unit	FY 2024-25	FY 2023-24
NOx	Not Applicable	NA	NA
SOx		NA	NA
Particulate matter (PM)		NA	NA
Persistent organic pollutants (POP)		NA	NA
Volatile organic compounds (VOC)		NA	NA
Hazardous air pollutants (HAP)		NA	NA
Others- please specify		NA	NA

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 2024-25	FY 2023-24
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	191.99	4524.53
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	8245.19	13748

Parameter	Unit	FY 2024-25	FY 2023-24
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)	1.85	5.20
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	Not Applicable	Not Applicable
Total Scope 1 and Scope 2 emission intensity in terms of physical output	Not Applicable	Not Applicable	Not Applicable
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 2024-25	FY 2023-24
Total waste generated (In metric tonnes)		
Plastic Waste (A)	45.47	34.47
E-Waste (B)	2.7	5.71
Bio Medical Waste (C)	0	37.30
Construction and Demolition Waste (D)	0	0
Battery Waste (E)	18.81	3.1
Radioactive Waste (F)	0	0
Other Hazardous waste (G)	0	0
Other Non-hazardous Waste generated (H) . Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	62.63	0
Total (A+B+C+D+E+F+G+H)	129.61	80.58
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.00	0.02
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	Not Applicable	Not Applicable
Waste intensity in terms of physical output	Not Applicable	Not Applicable
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	0
(ii) Re-Used	0	0
(iii) Other recovery options	0	0
Total	0	0
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of Waste		
(i) Incineration	0.36	2.67
(ii) Landfilling	0.62	1.92
(iii) Other disposal operations	9.11	14.73
Total	10.09	19.32

* Please refer to Para P6 EI-1

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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:

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
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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:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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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 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	Not Applicable	Not Applicable
(ii) Groundwater	Not Applicable	Not Applicable
(iii) Third party water	Not Applicable	Not Applicable
(iv) Seawater / desalinated water	Not Applicable	Not Applicable
(v) Others	Not Applicable	Not Applicable
Total volume of water withdrawal (in kilolitres)	Not Applicable	Not Applicable
Total volume of water consumption (in kilolitres)	Not Applicable	Not Applicable

Parameter	FY 2024-25	FY 2023-24
Water intensity per rupee of turnover (Water consumed / turnover)	Not Applicable	Not Applicable
Water intensity (optional) – the relevant metric may be selected by the entity	Not Applicable	Not Applicable
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	Not Applicable	Not Applicable
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater	Not Applicable	Not Applicable
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater	Not Applicable	Not Applicable
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties	Not Applicable	Not Applicable
- No treatment		
- With treatment – please specify level of treatment		
(v) Others	Not Applicable	Not Applicable
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	Not Applicable	Not Applicable

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

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	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.

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:

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
	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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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
- 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:

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
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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**

- Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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No Projects have been undertaken which require Social Impact Assessments (SIA)

- 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)

- 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.

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

	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ small producers	NA	NA
Directly from within India	NA	NA

Not applicable given the nature of the business carried out.

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

Location	FY 2024-25	FY 2023-24
Rural	3%	3%
Semi-urban	25%	26%
Urban	21%	26%
Metropolitan	51%	45%

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

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Not applicable	

- 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	35,03,500
2	Assam	Darrang	35,03,500
3	Assam	Dhubri	35,03,500
4	Assam	Goalpara	35,03,500
5	Chhattisgarh	Kanker	35,03,500

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 marginalised /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.

S. No	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
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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.

Name of authority	Brief of the Case	Corrective action taken
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Not applicable

6. Details of Beneficiaries of CSR Projects

Sl. No.	CSR Project	No of Persons Benefited from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1.	Project Dialysis for undertaking dialysis activities across the country - Fairfax India Charitable Foundation	774	100%
2.	RK HIV Aids Research & Care Centre, Mumbai, Maharashtra	1,00,000	100%
3.	Trichur Archdiocese Buon Natale Trust, Thrissur, Kerala	3	100%
4.	Thiruvananthapuram Corporation, Kerala	9,57,730	Cannot be ascertained*
5.	Kallivayalil Pappan Memorial Public School, Mundakayam East, Kottayam, Kerala	1000+	Cannot be ascertained*
6.	Saveetha Institute of Medical & Technical Sciences, Erode, Tamil Nadu	20,000+	100%
7.	Raginiiben Bipinchandra Seva Karya Trust, Ahmedabad, Gujarat.	30,000+	100%
8.	Sunshine, Sagwada, Rajasthan	10,000+	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 FY 2024-25.

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 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.

	As a percentage to total turnover
Environmental and social parameters relevant to the product	NA
Safe and responsible usage	NA
Recycling and/or safe disposal	NA

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

	FY 2024-25		Remarks	FY 2023-25		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)	20,787	49	NIL	20,854	43	NIL

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

Not applicable considering the nature of the business.

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes.

Bank has 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. Bank is following industry standard like CIS benchmarking, zero trust Architecture and role-based 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 tokenization. Data is encrypted as per industrial standards at rest, in use and in transit. User Behaviour 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://www.csb.co.in/pdf/Customer-Protection-Policy-December-28022023.pdf>

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

The Bank always strives to have a cordial relationship with its customers and attempts to have an amicable 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,

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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.

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

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

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

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/ Not Applicable) If yes, provide details in brief.

Yes.

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

Further, the Bank through its brochures and posters displayed within the branches communicates the various features of products to its customers at large. Further, on opening of an account, a welcome voice call will be originated from call centre/ 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)

No

By Order of the Board

Sd/-

Biswamohan Mahapatra

Chairperson

(DIN: 06990345)

Place : Thrissur

Date : June 24, 2025

ANNEXURE - V

FORM NO. AOC-2

(Pursuant to clause (h) of sub-section (3) of section 134 of the Act and Rule 8(2) of the Companies (Accounts) Rules, 2024)
(Form for disclosure of particulars of contracts/arrangements entered into by the company with related parties referred to in sub-section (1) of section 188 of the Companies Act, 2013 including certain arm's length transactions under third proviso thereto)

1. DETAILS OF CONTRACTS OR ARRANGEMENTS OR TRANSACTIONS NOT AT ARM'S LENGTH BASIS IN FISCAL 2025

Sl. No.	Name(s) of the related party and nature of relationship	Nature of contracts/ arrangements/ transactions	Duration of the contracts/ arrangements/ transactions	Salient terms of the contracts or arrangements or transactions including the value, if any	Justification for entering into such contracts or arrangements or transaction	Date(s) of approval by the Board (latest approvals)	Amount paid as advances, if any:	Date of passing special resolution
NIL								

2. DETAILS OF MATERIAL CONTRACTS OR ARRANGEMENTS OR TRANSACTIONS AT ARM'S LENGTH BASIS IN FISCAL 2025

Sl. No.	Name(s) of the related party and nature of relationship	Nature of contracts/ arrangements/ transactions	Duration of the contracts/ arrangements/ transactions	Salient terms of the contracts or arrangements or transactions including the value, if any	Date(s) of approval by the Board, if any	Amount paid as advances, if any
1.	FIH Mauritius Investments Ltd (Promoter)	Acceptance of deposits in current account or any other similar/other types of accounts permitted to be opened under applicable laws.	From the date of 103 rd Annual General Meeting (i.e August 23, 2024) upto the date of 104 th Annual General Meeting (i.e August 26, 2025) (both days inclusive) of the Bank.	<p>The value of each transaction/ value of all transactions together/ the balance in any such account for which approval accorded, on any day, shall not exceed ₹ 5,000 crores.</p> <p>Currently, no interest is paid by the Bank on current account balance maintained by a customer. The Bank levies normal banking charges on the current account customers for various services.</p> <p>For any other similar accounts/other types of accounts, levy of charges, fees, and payment interest, as applicable, shall be made in accordance with the Bank's policies and RBI norms, and further the same is in line with or similar to all customers who are not related to/ part of any related parties of the Bank.</p>	The Audit Committee and the Board, in their respective meetings held on July 29, 2024, and approval of the shareholders at the 103 rd Annual General Meeting of the Bank held on August 23, 2024.	No advance paid

ANNEXURE - V (Contd.)

Sl. No.	Name(s) of the related party and nature of relationship	Nature of contracts/ arrangements/ transactions	Duration of the contracts/ arrangements/ transactions	Salient terms of the contracts or arrangements or transactions including the value, if any	Date(s) of approval by the Board, if any	Amount paid as advances, if any
2.	FIH Private Investments Ltd (Promoter Group)	Acceptance of deposits in current account or any other similar /other types of accounts permitted to be opened under applicable laws.	From the date of 103 rd Annual General Meeting (i.e August 23, 2024) upto the date of 104 th Annual General Meeting (i.e August 26, 2025) (both days inclusive) of the Bank.	<p>The value of each transaction/ value of all transactions together/ the balance in any such account for which approval accorded, on any day, shall not exceed ₹ 5,000 crores.</p> <p>Currently, no interest is paid by the Bank on current account balance maintained by a customer. The Bank levies normal banking charges on the current account customers for various services.</p> <p>For any other similar accounts/other types of accounts, levy of charges, fees, and payment interest, as applicable, shall be made in accordance with the Bank's policies and RBI norms, and further the same is in line with or similar to all customers who are not related to/ part of any related parties of the Bank.</p>	The Audit Committee and the Board, in their respective meetings held on July 29, 2024, and approval of the shareholders at the 103 rd Annual General Meeting of the Bank held on August 23, 2024.	No advance paid

Sl. No.	Name(s) of the related party and nature of relationship	Nature of contracts/ arrangements/ transactions	Duration of the contracts/ arrangements/ transactions	Salient terms of the contracts or arrangements or transactions including the value, if any	Date(s) of approval by the Board, if any	Amount paid as advances, if any
3.	FIH Mauritius Investments Ltd (Promoter)	Transactions pertaining to permitted foreign exchange transactions including international cross border transactions wherein the Bank act as an authorised dealer in foreign exchange	From the date of 103 rd Annual General Meeting (i.e August 23, 2024) upto the date of 104 th Annual General Meeting (i.e August 26, 2025) (both days inclusive) of the Bank.	<p>The Bank offers or undertakes such transactions as an authorised dealer in the normal course of its banking business. However, the value of such banking transactions may not exceed ₹ 5000 Crores under any circumstances.</p> <p>The terms of transactions are based on the requirements of the Bank and related parties and is subject to RBI norms and Bank's internal policies of respective products which are applicable to all customers (related/ unrelated).</p>	The Audit Committee and the Board, in their respective meetings held on July 29, 2024, and approval of the shareholders at the 103 rd Annual General Meeting of the Bank held on August 23, 2024.	No advance paid
4.	FIH Private Investments Ltd (Promoter Group)	Transactions pertaining to permitted foreign exchange transactions including international cross border transactions wherein the Bank act as an authorised dealer in foreign exchange	From the date of 103 rd Annual General Meeting (i.e August 23, 2024) upto the date of 104 th Annual General Meeting (i.e August 26, 2025) (both days inclusive) of the Bank.	<p>The Bank offers or undertakes such transactions as an authorised dealer in the normal course of its banking business. However, the value of such banking transactions may not exceed ₹ 5000 Crores under any circumstances.</p>	The Audit Committee and the Board, in their respective meetings held on July 29, 2024, and approval of the shareholders at the 103 rd Annual General Meeting of the Bank held on August 23, 2024.	No advance paid

ANNEXURE - V (Contd.)

Sl. No.	Name(s) of the related party and nature of relationship	Nature of contracts/ arrangements/ transactions	Duration of the contracts/ arrangements/ transactions	Salient terms of the contracts or arrangements or transactions including the value, if any	Date(s) of approval by the Board, if any	Amount paid as advances, if any
				The terms of transactions are based on the requirements of the Bank and related parties and is subject to RBI norms and Bank's internal policies of respective products which are applicable to all customers (related/ unrelated).		

For further details, please refer to 'Accounting Standard 18 -Related Party Disclosures' provided in Schedule 18, which forms part of the financial statements.

By Order of the Board

Sd/-

Biswamohan Mahapatra

Chairperson

(DIN: 06990345)

Place: Thrissur

Date: June 24, 2025

ANNEXURE - VI

ANNUAL REPORT ON CORPORATE SOCIAL RESPONSIBILITY (CSR) ACTIVITIES

1. Brief outline on CSR Policy of the Bank

The CSR policy of the Bank aims to identify and support all projects/programs/subjects undertaken as part of the Bank's Corporate Social Responsibilities/commitments within the framework of the Companies Act, 2013, as amended and the Schedule VII of the said Act, as amended read with the Companies (Corporate Social Responsibility Policy) Rules, 2014, as amended, from time to time.

The policy serves as a guiding principle/document to help identify, execute and monitor CSR projects/activities as well as formulation of the annual action plan in pursuance and in keeping with the spirit of the policy.

The annual action plan for CSR activities of the Bank includes the list of CSR projects or programmes that are approved to be undertaken in areas or subjects specified in Schedule VII of the Act, the manner of execution of such projects or programmes, the modalities of utilisation of funds and implementation schedules for the projects or programmes, monitoring and reporting mechanism for the projects or programmes, etc.

The Bank's Annual Action Plan has been consistently focused on healthcare, education, and gender equality, and the financial year 2024-25 is no exception, and the Bank in the said financial year spent the entire amount of the CSR budget for the said activities in line with the Annual Action Plan and CSR Policy of the Bank. The Bank, while selecting a project as part of its CSR plan ensures that the benefit of the programme reaches out to the maximum number of deserved people, irrespective of caste, creed or religion.

During the financial year 2024-25, the Bank has performed its CSR activities through own initiatives and also by partnering with various like-minded eligible charitable organisations. The Bank has also encouraged its business units or functions to seek out opportunities for performing CSR activities.

Bank as part of CSR Policy, is committed to continue its focus towards sustainable development and responsible banking with a clear understanding that bank has a key role of job and wealth creation in the society. CSR is generally understood to be the way an organisation achieves a balance between economic, environmental and social imperatives while addressing the expectations of shareholders and stakeholders.

2. Composition of CSR Committee:

Constitution of the Corporate Social Responsibility Committee (CSR Committee) in the Bank is in line with Section 135 of the Companies Act, 2013 and rules made thereunder. The CSR Committee is empowered to monitor the CSR activities as per the CSR policy and annual action plan and the CSR Committee is responsible for overall governance of CSR activities in the Bank as per the policy.

The composition of the CSR Committee during the financial year 2024-25 was as follows:

SI No	Name of Director	Designation / Nature of Directorship	Number of meetings of CSR Committee held during the year	Number of meetings of CSR Committee attended during the year
1.	Ms. Renu Kohli, Independent Director	Chairperson	4	4
2.	Mr. Pralay Mondal, Managing Director & CEO	Member	4	4
3.	Mr. Sumit Maheshwari, Non-Executive Director	Member	4	4
4.	Mr. Sudhin Choksey, Independent Director	Member	4	4
5.	Ms. Sharmila Abhay Karve, Independent Director*	Member	4	1
6.	Ms. Bhama Krishnamurthy, Independent Director^	Chairperson	4	1

* Ms. Sharmila Abhay Karve was appointed as Member of the Committee w.e.f. September 29, 2024.

^Ms. Bhama Krishnamurthy ceased to be a member of the Committee with effective from September 29, 2024 upon completion of tenure of appointment as an Independent Director on September 28, 2024.

Except as mentioned above, there was no change in the composition of the CSR Committee during the financial year 2024-25.

ANNEXURE - VI (Contd.)

3. Provide the web-link(s) where Composition of CSR committee, CSR Policy and CSR projects approved by the board are disclosed on the website of the company.

Composition of CSR Committee :	https://www.csb.co.in/pdf/List_of_Sub-Committees_of_the_Board_w.e.f.13.12.2024_23012025.pdf
CSR Policy :	https://www.csb.co.in/sites/default/files/annexure-III_3_csr_policy.pdf
CSR projects approved by the Board :	https://www.csb.co.in/corporate-social-responsibility

4. Provide the executive summary along with web-link(s) of Impact Assessment of CSR Projects carried out in pursuance of sub-rule (3) of rule 8, if applicable.

Not Applicable for the financial year.

5. (a) Average net profit of the company as per sub-section (5) of section 135.

Financial Year 2021-22 :	₹ 595.87 Crore
Financial Year 2022-23 :	₹ 733.81 Crore
Financial Year 2023-24 :	₹ 754.42 Crore
Average Net Profit/(Loss) before tax of the Bank for the last 3 financial years :	₹ 694.70 Crore
(b) Two percent of average net profit of the company as per sub-section (5) of section 135.	₹ 13.89 Crore
(c) Surplus arising out of the CSR Projects or programmes or activities of the previous financial years.	NIL
(d) Amount required to be set-off for the financial year, if any.	NIL
(e) Total CSR obligation for the financial year [(b)+(c)-(d)]	₹ 13.90 Crore

6. (a) Amount spent on CSR Projects (both Ongoing Project and other than Ongoing Project).	₹ 6.11 Crore
(b) Amount spent in Administrative Overheads.	Nil
(c) Amount spent on Impact Assessment, if applicable.	Not applicable
(d) Total amount spent for the Financial Year [(a)+(b)+(c)].	₹ 6.11 Crore
(e) CSR amount spent or unspent for the financial year:	

Total Amount Spent for the Financial Year (in ₹)	Amount Unspent (in ₹)				
	Total Amount transferred to Unspent CSR Account as per section 135(6).		Amount transferred to any fund specified under Schedule VII as per second proviso to sub-section (5) of section 135.		
	Amount	Date of transfer	Name of the Fund	Amount	Date of transfer
₹ 6,11,07,000.00	₹ 7,78,93,000.00	17.04.2025		--Nil--	

(f) Excess amount for set off, if any

Sl. No.	Particular	Amount (in ₹)
(1)	(2)	(3)
(i)	Two percent of average net profit of the company as per sub-section (5) of section 135	₹ 13.90 Crore
(ii)	Total amount spent for the Financial Year	₹ 6.11 Crore
(iii)	Excess amount spent for the financial year [(ii)-(i)]	Nil
(iv)	Surplus arising out of the CSR projects or programmes or activities of the previous financial years, if any	Nil
(v)	Amount available for set off in succeeding financial years [(iii)-(iv)]	Nil

7. Details of Unspent Corporate Social Responsibility amount for the preceding three financial years:

Sl. No.	Preceding Financial Year(s)	Amount transferred to Unspent CSR Account under section 135 (6) (in ₹)	Amount Spent in The Financial Year (in ₹)	Balance Amount in Unspent CSR Account under Section 135(6) (in ₹)	Amount transferred to a fund as specified under Schedule VII as per second proviso to section 135(5), if any.		Amount remaining to be spent in succeeding financial years. (in ₹)	Deficiency, if any
					Amount (in ₹)	Date of transfer		
1.	FY 2023-24	₹ 3,79,04,186.00	₹ 3,79,04,186.00	Nil	Nil	NA	Nil	Nil
2.	FY 2022-23			Nil				
3.	FY 2023-24			Nil				

8. Whether any capital assets have been created or acquired through Corporate Social Responsibility amount spent in the Financial Year:☐ Yes☒ No

If Yes, enter the number of Capital assets created/ acquired

Furnish the details relating to such asset(s) so created or acquired through Corporate Social Responsibility amount spent in the Financial Year:

1.	2.	3.	4.	5.	6.
Sl. No.	Short Particulars of the property or asset(s) [including complete address and location of the property]	Pincode of the property or asset(s)	Date of creation	Amount of CSR amount spent	Details of entity/Authority/ beneficiary of the registered owner
(1)	(2)	(3)	(4)	(5)	(6)
					<div>CSR Registration Number, if applicable</div> <div>Name</div> <div>Registered Address</div>

-----Not Applicable-----

(All the fields should be captured as appearing in the revenue record, flat no, house no, Municipal Office/Municipal Corporation/ Gram Panchayat are to be specified and also the area of the immovable property as well as boundaries)

9. Specify the reason(s), if the company has failed to spend two per cent of the average net profit as per section 135(5).

The Project Dialysis conducted by Fairfax India Charitable Foundation aims in providing affordable, quality dialysis services to patients in various parts of India where the services are limited/non-existent for dialysis infrastructure. The project was initially approved by the Board as a onetime arrangement with a contribution of ₹ 6.00 Crore, however, there was a delay in execution of the project due to delays in the readiness of dialysis centres that resulted in centres not being ready for installations of dialysis machines and these resulted in impeding the progress of the completion of the project as committed by the foundation at the time of sanctioning the fund. The Bank, hence, on request of the foundation, decided to classify the project as an ongoing project with an additional contribution of ₹ 1.79 Crores, which is expected to be completed on or before March 31, 2026.

The unspent amount of ₹ 7.79 Crores pertaining to the said ongoing projects were transferred to Unspent CSR account on April 17, 2025 which will be released in a phased manner up on receipt of request from the foundation or based on the progress of the project on or before March 31, 2026.

Sd/-

Pralay Mondal

Managing Director & CEO
(DIN: 00117994)

Place : Thrissur

Date: June 24, 2025

Sd/-

Renu Kohli

Chairperson – CSR Committee
(DIN: 07981627)

ANNEXURE - VII

SECRETARIAL AUDIT REPORT

FOR THE FINANCIAL YEAR ENDED MARCH 31, 2025

[Pursuant to Section 204(1) of the Companies Act, 2013 and

Rule No. 9 of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014]

To,

The Members,

CSB BANK LIMITED

CIN: L65191KL1920PLC000175

We have conducted the Secretarial Audit of the compliance of applicable statutory provisions and the adherence to good corporate practices by CSB Bank Limited (hereinafter called 'the Bank'). Secretarial Audit was conducted in a manner that provided us a reasonable basis for evaluating the corporate conducts/statutory compliances and expressing our opinion thereon.

Based on our verification of the Bank's books, papers, minute books, forms and returns filed and other records maintained by the Bank and also the information provided by the Bank, its officers, agents and authorized representatives during the conduct of Secretarial Audit, we hereby report that in our opinion, the Bank has, during the audit period covering the financial year ended March 31, 2025 complied with the statutory provisions listed hereunder and also that the Bank has proper Board-processes and compliance mechanism in place to the extent, in the manner and subject to the reporting made hereinafter:

We have examined the books, papers, minute books, forms and returns filed and other records maintained by the Bank for the financial year ended March 31, 2025 according to the provisions of:

- i. The Companies Act, 2013 ('the Act') and the rules made thereunder;
- ii. The Securities Contracts (Regulation) Act, 1956 ('SCRA') and the Rules made thereunder;
- iii. The Depositories Act, 1996 and the Regulations and Bye-laws framed thereunder;
- iv. Foreign Exchange Management Act, 1999 and the rules and regulations made thereunder to the extent of Foreign Direct Investment. The Bank has not made any Overseas Direct Investment and does not have External Commercial Borrowings during the financial year.
- v. The following Regulations and Guidelines prescribed under the Securities and Exchange Board of India Act, 1992 ('SEBI Act'):-
 - a. The Securities and Exchange Board of India (Substantial Acquisition of Shares and Takeovers) Regulations, 2011;
 - b. The Securities and Exchange Board of India (Prohibition of Insider Trading) Regulations, 2015;
 - c. The Securities and Exchange Board of India (Issue of Capital and Disclosure Requirements) Regulations, 2018#;
 - d. The Securities and Exchange Board of India (Share Based Employee Benefits and Sweat Equity) Regulations, 2021#;
 - e. The Securities and Exchange Board of India (Issue and Listing of Non-Convertible Securities) Regulations, 2021#;
 - f. The Securities and Exchange Board of India (Registrars to an Issue and Share Transfer Agents) Regulations, 1993 regarding the Companies Act, 2013 and dealing with client;
 - g. The Securities and Exchange Board of India (Delisting of Equity Shares) Regulations, 2021#;
 - h. The Securities and Exchange Board of India (Buyback of Securities) Regulations, 2018#; and
 - i. The Securities and Exchange Board of India (Depositories and Participants) Regulations, 2018;

The Regulations or Guidelines, as the case may be were not applicable to the Bank for the period under review.

The list of Acts, Laws and Regulations specifically applicable to the Bank are given below:

- vi. The Banking Regulation Act, 1949 read with applicable circulars/notifications/guidelines issued by Reserve Bank of India from time to time.

We have also examined compliance with the applicable clauses of the following:

- i. Secretarial Standards issued by The Institute of Company Secretaries of India.
- ii. The Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.

During the period under review, the Bank has complied with the provisions of the Act, Rules, Regulations, Guidelines Standards, etc. mentioned above, to the extent applicable.

We further report that –

The Board of Directors of the Bank is duly constituted with proper balance of Executive Directors, Non-Executive and Independent Directors. The changes in the composition of the Board of Directors that took place during the period under review were carried out in compliance with the provisions of the Act.

Adequate notice was given to all directors to schedule the Board and Committee Meetings, agenda and detailed notes on agenda were sent at least seven days in advance for meetings other than those held at shorter notice and a system exists for seeking and obtaining further information and clarifications on the agenda items before the meeting and for meaningful participation at the meeting.

During the period under review, decisions were carried through unanimously and no dissenting views were observed, while reviewing the minutes.

We further report that there are adequate systems and processes in the Bank commensurate with the size and operations of the Bank to monitor and ensure compliance with applicable laws, rules, regulations and guidelines.

We further report that during the audit period, the Bank has no specific events/actions, having a major bearing on the Bank's affairs in pursuance of the above referred laws, rules, regulations, guidelines, standards etc.

For Bhandari & Associates

Company Secretaries

Unique Identification No: P1981MH043700

Peer Review Certificate No.: 6157/2024

Sd/-

Manisha Maheshwari

Partner

FCS No.: 13272; C P No.: 11031

Mumbai | June 24, 2025

ICSI UDIN: F013272G000649811

This report is to be read with our letter of even date which is annexed as Annexure 'A' and forms an integral part of this report.

'ANNEXURE A'

To,

The Members,

CSB BANK LIMITED

CIN: L65191KL1920PLC000175

Our Secretarial Audit Report for the financial year ended **March 31, 2025** of even date is to be read along with this letter.

1. Maintenance of secretarial record is the responsibility of the management of the Bank. Our responsibility is to express an opinion on these secretarial records based on our audit.
2. We have followed the audit practices and processes as were appropriate to obtain reasonable assurance about the correctness of the contents of the secretarial records. The verification was done on test basis to ensure that correct facts are reflected in secretarial records. We believe that the processes and practices, we followed provide a reasonable basis for our opinion.
3. We have not verified the correctness and appropriateness of financial records and Books of Accounts of the Bank.
4. Wherever required, we have obtained the Management representation about the compliance of laws, rules and regulations and happening of events etc.
5. The compliance of the provisions of Corporate and other applicable laws, rules, regulations, standards is the responsibility of management. Our examination was limited to the verification of procedures on test basis.
6. The Secretarial Audit report is neither an assurance as to the future viability of the Bank nor of the efficacy or effectiveness with which the management has conducted the affairs of the Bank.

For Bhandari & Associates

Company Secretaries

Unique Identification No: P1981MH043700

Peer Review Certificate No.: 6157/2024

Sd/-

Manisha Maheshwari

Partner

FCS No.: 13272; C P No.: 11031

Mumbai | June 24, 2025

ICSI UDIN: F013272G000649811

ANNEXURE - VIII

PARTICULARS OF EMPLOYEES

The Bank had 7616 employees as on March 31, 2025. The disclosure under Section 197 of the Act read with Rule 5 of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014, as amended are given below:

DISCLOSURE AS PER RULE 5(1) –THE RATIO OF THE REMUNERATION OF EACH DIRECTOR TO THE MEDIAN EMPLOYEE'S REMUNERATION AND OTHER DETAILS: -

Sl No.	Requirements	Disclosure	
1	The ratio of the remuneration of each director to the median remuneration of the employees of the Bank for the financial year 2024-25	Part-time Chairperson (Non-Executive Independent)	7.25 x
		Ms. Bhama Krishnamurthy– Refer Note I (April 01, 2024 to September 28, 2024)*	
		Managing Director & CEO	107.94 x
		Mr. Pralay Mondal – Refer Note II	
		Executive Director	31.73 x
		Mr. B K Divakara – Refer Note III	
		Independent Director	6.00 x
		Ms. Sharmila Abhay Karve – Refer Note IV	
		Independent Director	8.69 x
		Mr. Sharad Kumar Saxena – Refer Note IV	
		Independent Director	7.39 x
2	The percentage increase in remuneration of each director, CEO, CFO, CS in the financial year 2024-25	Mr. Sudhin Choksey – Refer Note IV	
		Independent Director	5.58 x
		Ms. Renu Kohli – Refer Note IV	
		Independent Director	7.11 x
		Mr. Deepak Maheshwari – Refer Note IV (May 12, 2024 to March 31, 2025)	
		Independent Director	1.44 x
		Mr. Narasimha Raju Narasappa Doddahosahalli – Refer Note IV (December 13, 2024 to March 31, 2025)	
		Independent Director	1.36 x
		Mr. Sunil Srivastav– Refer Note IV (April 01, 2024 to June 08, 2024)^	
		Independent Director	1.58 x
		Mr. Biswamohan Mahapatra– Refer Note IV (April 01, 2024 to June 14, 2024)#	
		Managing Director & CEO	3.07%
		Mr. Pralay Mondal – Refer Note II	
		Executive Director	N.A
		Mr. B K Divakara– Refer Note III	
		Chief Financial Officer	7.31%
		Mr. Satish Gundewar	
		Company Secretary	12.34%
		Mr. Sijo Varghese	

ANNEXURE - VIII (Contd.)

3	The percentage increase/ (decrease) in the median remuneration of employees in the financial year 2024-25	Median remuneration of the employees in the financial year 2024-25 stood at 29.33 %, as compared to 23.65% in the previous financial year 2023-24.
4	The number of permanent employees on the rolls of the Bank as on March 31, 2025	Bank has 7616 permanent employees as on March 31, 2025.
5	Average percentile increase/ (decrease) already made in the salaries of employees other than the managerial personnel in the financial year 2024-25 and its comparison with the percentile increase/ (decrease) in the managerial remuneration and justification thereof. Point out if there are any exceptional circumstances for increase in the managerial remuneration.	The average percentage of salaries of employees other than managerial personnel in the financial year 2024-25 has increased by 25.62 % due to hiring made at senior management level other than managerial personnel. The average percentage of the salaries of the managerial personnel (Managing Director & CEO, Executive Director, Chief Financial Officer and Company Secretary) in FY 2024-25 has increased by 23.38%. There are no exceptional circumstances for an increase in managerial remuneration.
6	Affirmation that the remuneration is as per the remuneration policy of the Bank.	The Bank has a Board approved Compensation Policy, which is in line with the RBI guidelines and the applicable provisions of the Companies Act, 2013. We affirm that the remuneration paid to employees is as per the Compensation Policy of the Bank

* Ceased to be Part-time Chairperson and Non-Executive Independent of the Bank w.e.f. September 29, 2024 up on completion of tenure of appointment on September 28, 2024.

^ Ceased to be an Independent Director of the Bank w.e.f. June 9, 2024, up on completion of tenure of appointment on June 8, 2024.

Resigned from the position of Independent Director of the Bank on June 14, 2024.

Note:

- I. Ms. Bhama Krishnamurthy was appointed as the Non-Executive Independent Chairperson of the Bank for the period from November 17, 2022 to September 28, 2024. There is no increase in the percentage of remuneration paid to Ms. Bhama Krishnamurthy during the period, who apart from being paid sitting fees for the Board/Committee meetings attended, is also eligible to a honorarium of ₹ 18 lakh per annum as per the approval of Reserve Bank of India. Remuneration disclosed is for the period up to September 28, 2024.
- II. The Bank, on October 22, 2024, received approval of Reserve Bank of India in terms of Section 35B of the Banking Regulation Act, 1949, for revision of the fixed pay of Mr. Pralay Mondal, Managing Director & CEO, from ₹ 2,42,00,000 p.a. to ₹ 2,54,00,000 p.a., with effect from April 1, 2024.
The Bank, on October 22, 2024, received approval of Reserve Bank of India in terms of Section 35B of the Banking Regulation Act, 1949, for grant/ payment of variable pay of ₹ 2,42,00,000 to Mr. Pralay Mondal, Managing Director & CEO, for the performance period from April 01, 2023 to March 31, 2024, out of which ₹ 1,62,14,000/- shall be in non-cash form (stock options) and the balance in cash.
- III. Mr. B K Divakara was appointed as the Executive Director and Key Managerial Personnel of the Bank w.e.f. March 15, 2024. From the date of his appointment as an Executive Director till March 31, 2025, there was no increase in his remuneration in the said role. Remuneration paid to Mr. B K Divakara for the FY 2024-25 also includes the arrears for the period from March 15, 2024 to March 31, 2024 for his position as Executive Director.
- IV. During the financial year under review, the Bank has not paid any compensation in the form of fixed remuneration to Non-Executive Independent Directors of the Bank except for the payment of honorarium to Ms. Bhama Krishnamurthy in the Capacity as the Chairperson of the Bank as per approval received from RBI. Hence sitting fees paid to other Non-Executive Independent Directors have been considered as remuneration while calculating the ratio of the remuneration to the median remuneration of the employees of the Bank. No sitting was paid to Non-Executive Non-Independent Directors for attending the meeting of the Board and its Committees.

- V. The remuneration for the purpose of this table includes gross salary, including NPS and PF contributions paid out during the financial year, excluding exceptional items of the nature of LFC, PL encashment, gratuity, pension etc., and stock options.
- VI. 'X' denotes the median remuneration of the employees in the Financial Year which is calculated in line with point No. 1.

By Order of the Board

Sd/-

Biswamohan Mahapatra

Chairperson

(DIN: 06990345)

Place: Thrissur

Date: June 24, 2025