03

Review of Environmental, Social and Governance (ESG)



About the ESG Report

This ESG disclosure covers the Bank's operations in three areas: environmental, social and governance

ESG disclosures provide a snapshot of the Bank's impact on these three areas and how the Bank fulfills the environmental, social and governance responsibilities.

CSB Bank has a legacy embedded with the trust of over 100 years. Ethics, trust, and transparency are the founding legacies of the Bank. The transformation of the Bank into a profit-making entity, execution of a successful IPO and the accolades received in recent years are all testimonies of the Bank's ability to strictly adhere to governance and regulatory norms while delivering performance in an environment-friendly manner with a special thrust on the social framework in which it operates. CSB Bank always believed and stood for customers who are in the need-based category of society, built its business over a century by supporting effectively through the delivery of basic banking products responsibly and transparently, thereby making a significant difference in the livelihood of the segments it serves.

Bank, without losing its focus on business and other key areas, always emphasized on issues related to environment, social and governance which is very evident and reflected through its approach and activities, maintaining exemplary corporate governance standards through transparency and disclosures.



Managing **ENVIRONMENTAL** footprint



Supporting a sustainable and inclusive growth through **SOCIAL** support



Corporate **GOVERNANCE** and accountability



Managing Environmental Footprint

CSB Bank always stressed the "E factor" for environment, by utilising its resources across the Board. To meet the desired results, factors like energy efficiency, climate changes, carbon emissions, quality of air, water and waste management were considered and given importance as far as possible.

Environmental Impacts

The Bank being a service-oriented industry, its products are not posing any material risk to environment, but rather its products provide growth opportunities. Bank is committed towards enhancing the business and other core activities with minimal impacts to environment and society. The Bank has a focus on digitization of various manual activities, thereby reducing the usage of natural resources at a minimal level. Bank offers a wide range of banking products to fulfil customer expectations through an extensive network of branches, ATMs and through technologies like Mobile Banking, WhatsApp Banking, Internet Banking, Doorstep banking, Point of sale services, e-passbook and UPI.

Bank has taken Green initiatives such as Document Management System, E-passbook, video KYC etc. The Bank's digital banking initiatives enables the customers to do banking activities, without being physically present at Bank's branch/office, which substantially reduces unnecessary travel, wastage of time and energy, resulting in the minimisation of carbon footprint. These products are safe and secure to use and contribute to sustainability throughout their life cycle.

Being a Banking company, its products and services offered will have limited adverse impact on environmental issues and thereby society as a whole. Bank has put in place various measures for minimal usage of material resources that affect the environment, thereby reducing the carbon footprint.

Digital Banking

The Bank during the year has successfully completed new projects and enhancements. Digital Banking products played a key role in providing convenient and cost-effective 24*7 banking facility to the customers and thereby cementing customer loyalty with brand 'CSB'.

In FY22, the number of mobile transactions increased to 13.66 lakhs from 9.48 lakhs in FY 21 and internet banking transactions increased to 16.54 lakhs in FY 22 from 14.93 lakhs in FY 21. The total Digital Transaction penetration improved to 86.89% as on March 31, 2022. Customers are migrating to Digital Channels, thereby contributing to a reduction in operating costs.





Sustainable Development Practice

The Bank has a Sustainable Development Practice in place, which maintains excellence in both environmental and social systems. Bank's Sustainable Development Policy affirms the commitment towards community development, financial and credit counselling, lays down credit policy guidelines that ensure sustainable development and deal with environmental issues such as global warming, greenhouse effect, etc.





Waste Management

Bank follows a sustainable waste management programme for the effective disposal of waste generated. Wherever possible, Bank is taking assistance from local bodies for waste disposal.



Water management

Bank is not into any manufacturing / factory related activities and hence water consumption is restricted to individual /personal usage of employees only. Water is not consumed for any commercial operations.



Energy Intensity

Efforts are being made to reduce energy consumption by installing LED lights and star-rated equipments in a phased manner across all our branches/offices. During the year, the Bank has initiated Energy Audit Process.

ENGAGEMENT WITH CUSTOMERS TO MITIGATE ENVIRONMENT RISK FACTORS

Bank, as a part of credit dispensation to viable projects, ensures that the borrowing entity has necessary pollution control equipment either online or at the end of the pipeline for pollution abatement and has necessary approval in place from regulatory authorities.

To our Corporate customers who are into textile manufacturing and other related sectors, we have guided them for installation of renewable energy sources and based on their requirements have funded their captive power projects.

CREDIT POLICY GUIDELINES WITH FOCUS ON ESG

Loans are granted only if approvals from the relevant statutory board and other authorities including the pollution control board etc., wherever applicable are obtained and produced before the Bank. The Bank prefers to extend credit facilities for eco-friendly projects like sources of alternative energy such as solar and windmill power etc. The Bank shall extend credit facility, if the SME business adheres to certain environmental commitments such as not producing/consuming Ozone Depleting Substances, avoidance of production/trade of radioactive materials (unless the transaction pertains to medical equipment, etc.), complete absence of child labour, etc.

As a policy matter, to reduce the greenhouse effect, the Bank does not finance borrowers for setting up new units producing/consuming Ozone Depleting Substances (ODS) and small/medium scale units engaged in the manufacturing of aerosol units using Chlorofluorocarbons (CFC) which enable a reduction in the greenhouse effect.



Supporting Sustainable and Inclusive Growth

CSB Bank always preferred to be at the centre of society, its people and culture to evolve a sustainable corporate culture that blends inclusivity of diversified groups, employee engagement, customer delight, data protection and privacy, community relations and human rights

People

The Bank through its HR Department strives hard to ensure efficient as well as effective management of its Human Resources. Bank thrives to align the professional goals of the individual employees with the vision of the Bank. The Bank encourages all employees to express any grievance related to their work life or personal

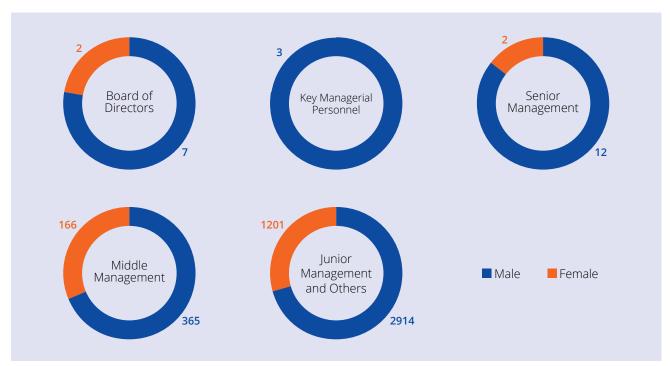
life. Disassociation from the work desk has been made compulsory to maintain a healthy work life balance as part of imbibing a compliance culture.

The total number of employees in the Bank during the end of FY 2022 is 4663 compared to 4180 in the previous financial year.

Age Diversity



Gender Diversity*



^{*}position as on March 31, 2022.

Human rights

The Bank realizes and respects the human rights of all its stakeholders. The Bank does not promote any kind of discrimination between its employees, customers, shareholders and other stakeholders on the basis of race, caste, religion, sex, etc. The Bank is committed to uphold the dignity of every individual engaged or associated with them.

All employees are required to follow code of ethics and business conduct, which also documents the ethical practices to be followed by them. There are separate mechanisms to address the grievances of employees/customers and also on the complaints of sexual harassment at workplace. An Internal Complaints Committee ("ICC") has been in force in order to receive and address the complaints of any sort of sexual harassment from women in a time-bound and extremely confidential manner. Bank has various ICC's constituted at different locations.

Bank also encourages the employees and directors to report genuine concerns including about illegal or unethical practices or behaviour and also maintain complete confidentiality. Further, the Bank sensitise the employees through internal communications and training programmes on a periodical basis for prevention of sexual harassment at workplaces. The grievance of Employees in various aspects are attended by appropriate authorities entrusted by the Bank.

The Bank pays equal remuneration to men and women employees as enacted in the Equal Remuneration Act, 1976 for prevention of discrimination on the ground of sex, against women in the matter of employment and for matters connected therewith or incidental thereto.



Labour standards

Bank has various employee welfare, rights and safety protection policies and initiatives such as staff loans, education scholarships for the children of the employees, grievance redressal mechanism, Covid Vaccination reimbursement/free of cost, Health Insurance and family welfare measures in the event of death/ incapacitation of an employee.

The Bank continues to take all measures for employee safety. Across its branches, the employee response to safety guidelines was monitored. After the second wave of COVID, with lockdown imposed in most parts of the country, work from home facility was provided to employees to the extent as feasible without much discomfort to the Customers. To encourage minimal workforce at branches, staggered work shifts were also provided to the extent as possible.

THE BANK HAS VARIOUS
EMPLOYEE WELFARE,
RIGHTS AND SAFETY
PROTECTION POLICIES AND
INITIATIVES SUCH AS STAFF
LOANS, POSH ACT, COVID
VACCINATION, HEALTH
INSURANCE, MEDICAL
REIMBURSEMENTS AND
EDUCATION SCHOLARSHIP
FOR THE CHILDREN OF THE
EMPLOYEES



Customer Relations

CSB Bank always believed and prioritised customers as their patrons and maintained exemplary relationship with them



Customer rights

Bank considers each customer as a relationship and intensely focuses on customer relationship management. This approach has helped in substantial reduction of pending customer grievances.

The Customer Service Committee Meetings at branches are being conducted by the 15th of every month, under the close supervision of Zonal Managers/Cluster Heads. The suggestions are pooled at Cluster/Zonal level and being collated centrally at Branch Service Department, Head Office. Based on the feedback, Bank revisits the products and processes and initiates corrective steps. Further, customer feedback are tracked and monitored

at Zonal Office level on a quarter on quarter basis and an analysis is conducted on the same, so as to ensure ownership at the lower level while handling customer complaints/grievances.

Further, the Bank conducts meeting of Standing Committee on customer service as per RBI guidelines to review the customer service aspects prevalent in the Bank and to take necessary corrective action on an ongoing basis.

As a part of customer-centric approach, the Bank has appointed an Internal Ombudsman (IO) as an independent authority to review complaints that were partially or wholly rejected by the Bank. The IO mechanism was set up to strengthen the internal grievance redressal system of the Bank and to ensure that the complaints of the customers are redressed at the level of the Bank itself by an authority placed at the highest level of the Bank's grievance redressal mechanism, to minimize the need for the customers to approach external forums for redressal.

All efforts are taken to address any kind of customer complaints and immediate resolution for the same. The Bank follows the code issued by the Banking Codes and Standards Board of India, to ensure protection of customers' rights.

The resolution of customer complaints improved to 98.8% in the current year compared to 97% in the previous year.

Customer complaints: Status

	Pending as on	2021	-22	% of cases	Pending as on 31.03.2022	
	31.03.2021	Received	Redressed	resolved satisfactorily		
Customer Complaints (other than ATM complaints)	97	5478	5513	98.8%	62	
Consumer cases	39	10	3	6.12%	46	

How We Support a Sustainable Inclusive Economy

A Large number of our account holders are from the middle, lower middle class and low-income strata of the society

Banks play a vital role in society by acting as an intermediary providing and advising on a wide range of financing and savings solutions and payment services for all types of customers. Large number of our account holders are from the middle, lower middle class and low-income strata of the society. The Bank provides them with saving solutions, loans and also provides payment and remittance solutions. A large number of our retail customers are small traders, self-employed and micro enterprises. Apart from this, in FY22, the Bank has loan exposure of ₹ 3528 crore among SMEs, Agriculture and MFIs up from ₹ 2876 crore in FY21, a growth of 23% year on year.

Our Branch Locations

AS ON 31ST MARCH 2022, As on 31st March 2022, 40% of the branches were located in urban and metro areas whereas 60% 40% OF THE BRANCHES WERE is located in rural and semi urban areas. A large LOCATED IN URBAN AND chunk of transactions in rural areas are outside formal banking channels with the predominant **METRO AREAS WHEREAS 60%** presence of cash based exchange. Our Key strategy of penetrating rural and urban markets, ARE LOCATED IN THE RURAL mainly in unbanked areas presently dominated by AND SEMI URBAN AREAS unorganized players has worked well for both new business acquisition and yield. Under Financial Inclusion, the Bank is rendering services to the disadvantaged, rural/semi-urban section of the society by providing basic banking services at Rural their doorstep. The Bank has appointed Business Correspondents to service the banking requirements Semi Urban Branch of such disadvantaged society. Networks ■ Metro Urban Our network of 603 branches are spread across metro, urban, semi urban and rural locations so as to ensure that the branches are accessible to people from all income strata/demographics.

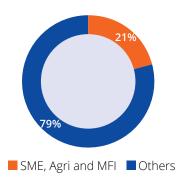


Social and **Environmental Financing**

The Bank since FY20 has exponentially grown in the social and environment financing



Total number of beneficiaries under this segment has gone up to 353868 in FY22 from 121510 in FY20, a growth of 191% since FY2020. Social beneficiaries of these advances include, MSMEs, Women Entrepreneurs, Differently abled and students, mostly in the MIG/ LIG strata (for affordable housing loans), farmers. Environment finance include those advances for renewable energy.



MFI portfolio outstanding as on 31st March, 2022

Families benefitted from small value credit through microfinance loans as on 31st March, 2022

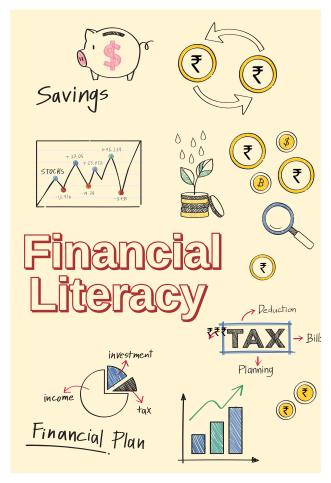
Micro Loans to women

The Bank had tied up with 10 Business Correspondents to distribute Microfinance loans to eligible women beneficiaries. The business is spread across India and presently we have extended the MFI loans to 81,000+ women beneficiaries. The borrower and the nominee are covered under credit insurance. MFI Portfolio outstanding as on 31st March 2022 is ₹ 300 crore. We are also enrolling the customers in Social Security Schemes, Viz. PMJJBY, PMSBY and APY were introduced by the Govt. of India.



Financial Literacy and Credit Counselling

Our Bank has taken initiatives to open FLCCs (Financial Lending and Credit Counselling Centres) in a few locations with the sole objective of providing free financial literacy, education and sound credit counselling to persons primarily in rural and urban areas. These centres act as a conduit for promoting responsible borrowing, proactive and early savings and debt counselling to anyone who is indebted to unorganised financial sectors. Bank has a dedicated team of Credit Counsellors at each of the FLCC set up as part of the programme.



81,000+

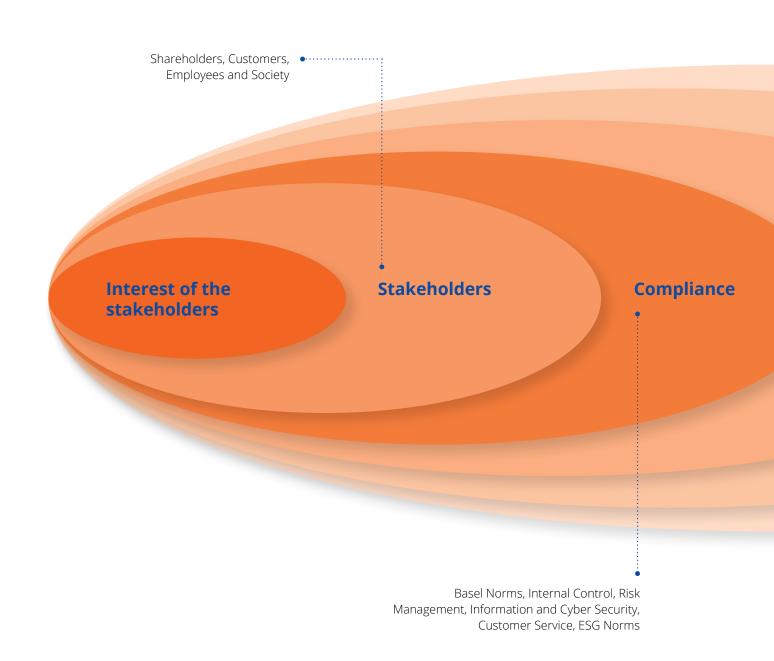
3467

Number of participants in financial literacy initiatives in FY22



Corporate Governance and Accountability

CSB Bank fundamentally stood strong on Corporate Governance principles and standards and made it a practice throughout its period of journey that exceeded a century. Bank maintained transparency in disclosures and zero level of non-compliance, for which adequate internal systems and controls, processes and procedures were laid down and implemented, thereby ensuring compliance at all levels of Governance. Various policies in the Bank ensure proper prevention of such untoward actions and wrongdoers are held accountable.



CSB endeavours to be a leading Bank striving to excel in bringing products that satisfy the needs of targeted client segments, backed by excellent service – through our branches and technology driven initiatives in a compliant and regulated manner. For our employees, we want to create a culture of pride – driven by performance and productivity that should eventually result in sustainable growth in business and deliver superior returns to our Shareholders.

Vision, Mission **Regulators Board of Directors** and Strategic and Board **Committees Goals of the Bank** Reserve Bank of India, SEBI, Board Committees, Board approved

Reserve Bank of India, SEBI, Stock Exchanges, Ministry of Corporate Affairs, Local Governing Bodies Board Committees, Board approved governance/ESG policies, risk management and implementation of the strategies by the KMPs and Senior Management.



Corporate Governance Philosophy



Corporate governance approach at CSB

Separation of Board's supervisory role from executive management

Board committee for strategic direction

The Corporate Governance philosophy of the Bank ensures that a system of rules, practices and policies are put in place and consistently monitored to ensure corporate fairness, business excellence, transparency, accountability, integrity, social responsibility and regulatory compliance, thus enhancing long-term value creation for all stakeholders. CSB Bank believes that Corporate Governance is not just limited to creating checks and balances; it is more about creating organizational excellence leading to increasing employee, customer satisfaction and shareholder value. Bank further believes and recognizes the fact that they are the custodians of public money and to fulfil its fiduciary

obligations and responsibilities, it has to maintain highest standards of corporate governance to seamlessly enjoy the trust and goodwill of the public at large. Therefore, the Bank is fully committed to ensuring strict adherence not only to the statutory requirements, but also to the exemplary corporate governance system of the Bank, which stems not only from the letter of law, but also from the Bank's inherent belief in doing business the right way.

The Board functions as the governing body of the Bank, evaluates its operational, strategic, financial performances and provides strategic and corrective directions, ensures the effectiveness of the Bank's management policies, evaluates risks and opportunities as well as its conduct.

The Board also functions through the various Committees constituted to oversee specific areas. Policy formulation, setting up and review of goals, annual evaluation of performance of the Board and its Committees, etc., and control functions are vested with the Board. The Committees have oversight of operational and supervisory issues assigned to them by the Board, from time to time.

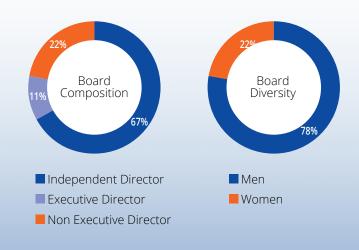
As on March 31, 2022, 9 out of 10 Committees were chaired by Independent Directors. Further, some of the Committees were exclusively constituted by Independent Directors.

Board of Directors

Board of Directors having multiple years of experience in banking, capital markets, financial auditing and information technology

Board of directors consists of a team of 9 members, the composition of which reflects a diverse means of thought, backgrounds, skills, experiences and expertise and a range of tenures that are appropriate given the Bank's current and anticipated circumstances and that collectively, enables the Board to perform its oversight function effectively with thrust on its corporate governance principles.

Out of the 9 (nine) directors of the Board, 6 (six) directors are independent directors, of which 2 (two) are women directors. The composition of the Board of Directors encourages important corporate governance principles such as transparency, accountability and sufficiency of disclosures.







Board Procedureand Policies

The Board functions as the governing body, evaluates its operational, strategic, financial performances and provides strategic and corrective directions, effectiveness of the Bank's management policy, risks and opportunities as well as its conduct. The Board and its Committees, oversees that the management serves long-term objectives and enhances stakeholder value.

Executive compensation

The Nomination and Remuneration Committee is the body which oversees the remuneration aspects of the Bank. The compensation practices followed in the Bank are strictly in accordance with the Compensation Policy of the Bank, in line with the regulatory requirements.

Internal controls

Internal Audit Department (IAD) performs independent and objective assessment to ensure adequacy, effectiveness and adherence to internal control systems and procedures laid down by the management and compliance of extant regulations.

Shareholder rights

Investor's grievances are redressed either directly by the Bank or through Bank's Registrar and Transfer Agents, M/s Link Intime India Pvt Ltd. Complaints received on SCORES (a centralized web-based complaint redressal system of SEBI) are attended within stipulated time.

The details of the Investor Complaints during the FY 2021-22 are as below:

Investor Complaints: 2021 -22

2021-22		% of cases	Pending
Received	Redressed	resolved satisfactorily	as on 31.03.2022
1*	1	100%	NIL

^{*} Investor complaint received through SEBI Scores platform of Bank's Registrar and Share Transfer Agent

Board Committees

Management Committee

Audit Committee

Stakeholders Relationship Committee

Customer Service Committee

Nomination & Remuneration Committee

Risk Management Committee

NPA Management Committee

Committee for Monitoring Large Value Frauds

Corporate Social Responsibility Committee

IT Strategy Committee

Committees monitor the activities falling within their respective terms of reference as detailed in the Corporate Governance Report, which forms part of the Annual Report .



CODE OF CONDUCT AND ETHICS

The Bank is committed to acting professionally, fairly and with integrity in all its dealings across. The Bank, has adopted a Code of Conduct and Ethics for its Board and Senior Managerial Personnel and adhere to the highest standards of honest and ethical conduct, including proper and ethical procedures in dealing with actual or apparent conflicts of interest between personal and professional relationship. An annual confirmation of the Code of Conduct is taken from all the Directors and Senior Managerial Personnel.

The Code of conduct is available at https://www.csb.co.in/pdf/Code-of-Corporate-Governance-Senior-Management-Personnel.pdf.

Similarly, the Bank has put in place a Code of Conduct and Ethics which is applicable to all its employees as per instructions laid out in the 'Books of Instructions'. This articulates the ethical principles and acceptable behaviour that the Bank's employees are expected to imbibe and demonstrate towards upholding the Bank's values.



WHISTLEBLOWER PROGRAM

Bank's Whistle Blower Policy / Vigil Mechanism may be made use of to report concerns about unethical behaviour, violations of system and procedures in the Bank, violation of law, questionable business practices or grave misconduct by employees of the Bank that could lead to financial loss or reputation to the Bank, actual or suspected fraud and others. As per the Policy / Mechanism, Directors and employees of the Bank, customers, stakeholders, Non-Governmental Organizations (NGO) and others can lodge complaints / disclosures.

The whistle blower policy may be accessed at https://www.csb.co.in/pdf/Whistle-Blower-Policy02022022.pdf.



ANTI-BRIBERY & ANTI-CORRUPTION POLICY

Bank has put in place Anti-Bribery & Anti-Corruption Policy to ensure that neither the Bank nor any of its employees (whether full-time or contractual employees and including trainees and interns), directors, agents, associates, vendors, consultants, advisors, representatives or intermediaries indulge in any acts of 'Bribery' or 'Corruption', either in their own name or in the name of the Bank.

The Bank's Anti-Bribery & Anti-Corruption Policy may be accessed at https://www.csb.co.in/pdf/ABC-Policy-website-version-17052022.pdf.

The Bank did not incur any monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behaviour, market manipulation, malpractice, or other related financial industry laws or regulations.



Expertise of Directors

The Board, in tune with regulatory prescriptions have identified the Core Skills/ Practical Experience/Special Knowledge/ Competencies as required in the context of its business(es) and sector(s) for it to function effectively. For appointment of independent directors, the balance of skills, knowledge and experience on the Board will also be considered. The core skillsets represented by the Directors on the Board are as follows:

Name	Category	Core Skills and Experience
Madhavan Aravamuthan	Independent Director [Part-time Chairman]*	
Pralay Mondal	Managing Director & CEO (Interim)	BANK
Sumit Maheshwari	Non-Executive Director	
Madhavan Menon	Non-Executive Director	
Bhama Krishnamurthy	Independent Director	
Sharmila Abhay Karve	Independent Director	
Sudhin Choksey	Independent Director	
Sunil Srivastav	Independent Director	EARLY COMMENTS
Sharad Kumar Saxena	Independent Director	EAN P

^{*}Mr. Madhavan Aravamuthan's tenure of appointment as Part-Time Chairman of the Bank shall end at the close of office hours on June 28, 2022, as per the terms of approval by RBI.



















🖺 Accountancy 번 Agriculture 🛛 🔅 Rural Economy 🔊 Risk Management 🝙 Small Scale Industry 🕳 Human Resource



Risk Management Framework

Risk Management is a vital constituent in the Bank's governance. The Bank has a well-experienced risk management team with specialized knowledge in various areas to handle the risk management functions. Our team of professionals possess relevant industry expertise in varied verticals, which are paramount to our Bank. Further, the Bank has policies and procedures in place to measure, manage and control the various risks to which the Bank is exposed. Bank's important risk policies such as Asset-Liability Management Policy, Risk Based Internal Audit Policy and Integrated Risk Management Policy, to name a few, covers the charters of risk management.

Our credit risk policy is periodically reviewed and updated to incorporate changes in the industry, geography and regulatory guidelines. We have an asset liability management committee for managing market risk; a credit risk management committee for managing credit risk; Information Security Committee for managing cyber security and control and to secure information from inadvertent or malicious changes and deletions, and an operational risk management committee for managing operations risk. We are focused on maintaining high standards of asset quality through risk management and mitigation practices.

At CSB Bank, strengthening of Risk Management has improved Bank's overall critical parameters and Asset quality.

Compliance

Asset quality



Provision Coverage Ratio





154%
Liquidity coverage ratio

Board of Directors

Risk Management Committee

Executive Committee

Integrated Risk Management Department

Credit Risk Management Department (CRMD)

Operational Risk Management Department (ORMD) Market Risk Management Department (MRMD)

Information Security
Management Department (ISMD)

Branch/ Functional Units / Operational Departments



Community Relations CSR Outreach

Bank, as part of CSR outreach, is committed to sustainable development and responsible banking with a clear understanding that the Bank has a key role in upliftment of the society, especially vulnerable and marginalized groups in the society. CSR is generally understood to be the way an organization achieves a balance between economic, environmental and social imperatives while addressing the expectations of its shareholders and stakeholders

The Bank has successfully utilized the whole of the CSR budget earmarked for FY 2022, for the purpose of undertaking various CSR activities in line with the annual action plan as approved by the CSR Committee and the Board within the framework of CSR Policy of the Bank and applicable provisions of the Companies Act, 2013.

CSR outreach 2021-22



PREVENTIVE HEALTH CARE



COVID-19
VACCINATION



DISASTER
MANAGEMENT
INCLUDING
RELIEF AND
REHABILITATION



WOMEN



PROMOTION OF EDUCATION



PROMOTING HEALTH CARE



CSB Bank joined hands with Fairfax India Charitable Foundation to be part of public charitable activities, by donating ₹ 47,28,995.78 for providing affordable, quality dialysis services to patients in various parts of India where the services are limited/non-existent for dialysis infrastructure.



Sree Durga Vilasam Higher Secondary School is in existence over a century and CSB Bank supported the School in its refurbishing project by supplying projectors and whiteboards required for 8 smart classrooms and a new audio system for the school. The total cost of the materials supplied is ₹ 4.75 lac.

INSTITUTION



The coastal areas of Kanyakumari district were devastated by cyclonic storm, leaving the poor homeless and without essential materials required for daily life. CSB Bank supported the relief camp at Kalkulam, Kanyakumari District, Tamil Nadu by donating bed sheets and mats, at a cost of ₹ 1,11,980/- which was very much helpful to many of poor public who were badly affected in the area.



TOWARDS HOUSING PROJECTS FOR THE POOR

CSB Bank through implementing agency, "Swanthanam", a trust promoted by The Archdiocese of Thrissur supported in building home for the poor and needy sector of the society. Two houses were built and handed over to eligible families at a total cost of ₹ 10 lac.



CSB Bank through its CSR initiative, supported the Director of Public Health and Preventive Medicine, Dindigul, Tamil Nadu by donating one Ambulance to the Kallimanthayam Primary Health Centre near Oddanchathram for the purpose of utilising the vehicle for all schemes and conducting medical camps and other medical related activities. The cost of the ambulance is ₹ 13.15 lac.



CSB Bank provided a helping hand to fight the pandemic, by supporting Thrissur District Medical Office through sponsorship of two vaccination camps (at Guruvayur Municipal Town Hall and YMCA Hall, Thrissur) to general public at a cost of ₹ 7,99,400/-. More than 1000 vaccination doses were provided to the general public through these camps free of cost.



Senior Management Team



Narendra Dixit Head – Retail Banking



B K Divakara Chief Financial Officer



Kesava Naidu Rayar Head - Treasury



Harsh Kumar Chief Human Resources Officer



Shyam Chandher Mani Head- SME and NRI Business



Manish Agarwal Chief Credit Officer



Rajesh Choudhary Chief Technology Officer



Vincy Louis Pallissery Chief Compliance Officer



Arvind Sharma Chief Risk Officer



Arun Kumar Ramchandran Head-Audit & Inspection



K Chandrasekhar Head – Operations



Jaikumar S Chief Vigilance Officer



Sijo Varghese Company Secretary



Runa Das Head – Wholesale Banking



Greeny Head – Recovery



Raju Kumar Ojha Business Planner

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	board@csb.co.in
7	Telephone	0487 2333 020
8	Website	www.csb.co.in
9	Financial year for which reporting is being done	April 1, 2021 to March 31, 2022
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited National Stock Exchange of India Limited
11	Paid-up Capital	₹ 173.48 crore

Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report

Mr. Sij	o Va	rghese
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Company Secretary & Compliance Officer Tel: 0487 6619 228 Email: board@csb.co.in

Mr. Harsh Kumar

Chief Human Resource Officer Landline No: +91 2269805514 Email id : gmhr@csb.co.in

Mr. Vincy Louis Pallissery

Chief Compliance Officer Tel: 0487 6619 200 Email: cco@csb.co.in

Reporting boundary

Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).

The disclosure under this report are made on a standalone basis.



Annexure II to the Board's Report



II. Products/services

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

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

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

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

III. Operations

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

Location	Number of plants	Number of Branches	Number of ATMs/CDMs	Number of offices	Total
National*	NA	603	459	10	1072
International	NA	NIL	NIL	NIL	NA

^{*}As on March 31, 2022

For catering to low and middle class income groups with products such as gold loans and housing loans, the Bank has most of its branches in city suburbs and smaller towns. Out of 603 branches, 315 are in semi urban locations and 46 are in rural locations. Besides, the Bank extends banking operations through Business Correspondent Model (BC Model) and Financial Literacy and Credit Counselling Centers (FLCCs).

17. Markets served by the entity:

a. Number of locations

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

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

Being a banking company, the products or services are offered to its customers for their foreign exchange related requirements, viz. Exports, Imports, other overseas payments and inward remittances.

Bank caters to the need of exporters by providing pre and post shipment credit facilities. Packing Credit Loan, both in Rupee and Foreign Currency, facilitates the customers for seamless procurement of their raw materials and Post shipment credit facilities, viz. Export Bills negotiation under LC terms, advance against export bills, etc.

c. A brief on types of customers

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

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

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

IV. Employees

- 18. Details as at the end of Financial Year, ended March 31, 2022.
- a. Employees and workers (including differently abled):

S. No. Particulars		Total (A)	Male		Female			
3. NO.	Particulars	Total (A)	Total (A) No. (B)		No. (C)	% (C / A)		
EMPLOY	EMPLOYEES							
1.	Permanent (D) #	4663	3294	70.65%	1369	29.35%		
2.	Other than Permanent (E)	-	-	-	-	-		
3.	Total employees (D + E)	4663	3294	70.65%	1369	29.35%		
WORKE	WORKERS [®]							
4.	Permanent (F)	NA	NA	NA	NA	NA		
5.	Other than Permanent (G)	NA	NA	NA	NA	NA		
6.	Total Associates (F + G)	NA	NA	NA	NA	NA		

which includes 31 employees who are on a contract basis.

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

b. Differently abled Employees and workers:

S.	S. Particulars		Male		Female		
No	Particulars	Total (A)	No. (B)	% (B / A)	No. (C)	% (C / A)	
DIFFE	ERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	NIL	NIL	NIL	NIL	NIL	
2.	Contract employees (E)	NIL	NIL	NIL	NIL	NIL	
3.	Total differently abled employees (D + E)	NIL	NIL	NIL	NIL	NIL	
DIFFE	DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	NA	NA	NA	NA	NA	
5.	Other than permanent (G)	NA	NA	NA	NA	NA	
6.	Total differently abled workers (F + G)	NA	NA	NA	NA	NA	

19. Participation/Inclusion/Representation of women:

	Total (A)	No. and percentage of Females		
	Total (A)	No. (B)	% (B / A)	
Board of Directors*	10	2	20%	
Key Managerial Personnel (KMP)	3	0	0%	
Material Risk Takers (MRT) other than KMP	9	1	11.11%	
Senior Management Personnel (SMP) other than KMP & MRT	4	1	25.00%	

^{*} Mr. C. VR. Rajendran, Managing Director & CEO took early retirement from the position after office hours on March 31, 2022.



Key Managerial Personnel (KMP): Managing Director & CEO, Chief Financial Officer (CFO) and Company Secretary (CS).

Material Risk Takers: Material Risk Takers are defined under the Reserve Bank of India Compensation guidelines dated November 4, 2019.

Senior Management Personnel is defined as per Regulation 16(d) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

8 out of 9 MRT's meet the criteria of SMPs.

20. Turnover rate for permanent employees and workers

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

	FY 2021-22 (Turnover rate in current FY)			FY2020-21 (Turnover rate in previous FY)			FY 2019-20 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	16.72	18.07	17.11	17.46	17.23	17.39	28.95	26.45	28.24
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

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

S. No.	Name of the holding / Subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)				
	No Subsidiary associate companies							

VI. CSR Details

22. (₹ In crore)

	(i)	Whether CSR is applicable as per section 135 of Companies Act, 2013	:	Yes
	(ii)	Turnover	:	2285.11
((iii)	Net worth	:	2416.51

VII. Transparency and Disclosures Compliances

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

			FY 2021-2	2	FY 2020-21			
whom M	rievance Redressal dechanism in Place Yes/No)	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remark s	Number of complaints filed during the year	Number of complaints pending resolutioan at close of the year	Remarks	
Communities ht pc	ttps://www.csb.co.in/ df/Sustainable%20 evelopment%20Policy.	NIL	NIL	NIL	NIL	NIL	NIL	
shareholders) po	IIL ttps://www.csb.co.in/ df/Whistle-Blower- olicy02022022.pdf	NIL	NIL	NIL	NIL	NIL	NIL	
Shareholders As	ES s per SEBI Listing egulations	1	0	Investor complaint received through SEBI Scores platform of Bank's Registrar and Share Transfer Agent	3	0	One related to Initial Public offering of shares of the Bank completed in FY 2019-20	
Employees and workers www.	ES, as per internal olicies and https:// ww.csb.co.in/pdf/ /histle-Blower- olicy02022022.pdf	4	4	Bank has initiated timely measures for an effective redressel of grievances.	NIL	NIL	NIL	
Customers follows http://doi.org/10.1001/10.10	arious polices on ustomer rights s provided in the ollowing link ttps://www.csb.co.in/ ank-policies ttps://www.csb.co.in/ df/Whistle-Blower- olicy02022022.pdf	9071	70	The pending cases are under process and will be settled in a timely manner.	6555	138	Nil	
Value Chain Partners ht pc	ttps://www.csb.co.in/ df/ABC-Policy-website- ersion-17052022.pdf ttps://www.csb.co.in/ df/Whistle-Blower- olicy02022022.pdf	NIL	NIL	NIL	NIL	NIL	NIL	
Other (please specify)	Α	NA	NA	NA	NA	NA	NA	



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

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

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

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



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.

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:



Principle 1

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



Principle 4

Businesses should respect the interests of, and be responsive to all its stakeholders.



Principle 7

Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.



Principle 2

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



Principle 5

Businesses should respect and promote human rights.



Principle 8

Businesses should promote inclusive growth and equitable development.



Principle 3

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



Principle 6

Business should respect and make efforts to protect and restore the environment.



Principle 9

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

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)	Υ	Υ	Υ	Υ	Υ	Υ	NA	Υ	Υ
b. Has the policy been approved by the Board? (Yes/No)	Υ	Υ	Υ	Υ	Υ	Υ	NA	Υ	Υ
	Policies of the Boare signed Director approva	oard and ed by the & CEO b	l approve e respect pefore pl	ed by the live depa	Board. Trimenta	The Polic I Heads a	cies of th and Man	e Bank aging	
c. Web Link of the Policies, if available	Υ	Υ	Υ	Υ	Υ	Υ	NA	Υ	Υ
	The policinvestor-	-relation	s and htt	ps://csb.	co.in/ba	nk-polici	es		
	The police website, employe	being in	ternal do	ocument	s are ava				
2. Whether the entity has translated the policy into procedures. (Yes / No)	Υ	Υ	Υ	Υ	Υ	Υ	NA	Υ	Υ
	Guidelin to the ex related t	ktent rec	juired in	line with					
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Υ	Υ	Υ	Υ	Υ	Υ	NA	Υ	Υ
	In generation policies I of Under partners	have bee	en incorp	orated s	pecifical	ly in the	Memora	ndum	
	policies	framed		he same				able for t y guidelir	
4. Name of the national and international codes/ certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle. However, the policies based on NGRBC are adhered to, as far as applicable to the Banking industry. Bank focus to maintain highest standards of quality through innovative technology platforms there ensuring superior services to customers and other stakeholders. Bank is having ISO 27001:2013 certification for IT, IS and data-cent and the rating awarded for Bank's information security system is 'v good' by rating agency, STORMS.					eby				
	Learning Department consistently lookout for innovation and technological improvements and has retained its ISO 9001:2015 certification obtained during the previous year, 2020-21.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	manufa enhanc impacts digitiza	acturing ing the I s to envi tion of va	usiness lor factor ousiness ronment arious m es and n	y related and oth and soc anual ac	activitie er core a iety. The tivities th	s, Bank is activities Bank ha nereby re	s commi with min is a focus educing t	tted for imal	e of



6. Performance of the entity against the specific commitments, goals and targets alongwith reasons in case the same are not met.

There have been no reported adverse impact to the environment due to the business activities. All efforts are being made for limited usage of material resources which affects the environment and society as a whole. Substantial reduction in paper use is achieved through Go Green initiative and reduction in power usage through installation of energy saving equipment in major centres.

Bank offers a wide range of banking products to fulfil customer expectations through an extensive network of branches, ATMs, and through technologies like Mobile Banking, WhatsApp Banking, Internet Banking, Point of sale services and UPI. Bank has taken Green initiatives such as Document Management System, E-passbook, video KYC etc. The Bank's digital banking initiatives enables the customers to do banking activities, without being physically present at Bank's branch/office, which substantially reduces carbon footprint, unnecessary travel, wastage of time and energy. These products are safe and secure to use and contribute to sustainability throughout their life cycle.

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (*listed entity has flexibility regarding the placement of this disclosure*)

Bank is committed to make the business truly sustainable and socially responsible. Further details of the same are provided in the Banks' ESG Report on page No. 25, Chairman's letter on page No. 07 and MD's message on page No. 10.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

Name: Mr. Pralay Mondal (DIN: 00117994) Role: Managing Director & CEO (Interim),

Tel: 0487 2336461

Email: mdceo@csb.co.in

Yes. The Corporate Social Responsibility Committee of the Bank is responsible for decision making on the sustainability related issues. The members of the Committee are as under:

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.

DIN	Name	Designation
02196839	Bhama Krishnamurthy, Independent Director	Chairperson
00117994	Pralay Mondal, Managing Director & CEO (Interim)	Member
00036085	Sudhin Choksey, Independent Director	Member
06920646	Sumit Maheshwari, Non-Executive Director	Member

10. Details of Review of NGRBCs by the Company: Indicate whether review was Frequency (Annually/ Half yearly/ undertaken by Director / Committee Quarterly/ Any other - please specify) of the Board/ Any other Committee **Subject for Review** Y Y Y Y Y NA Y Υ The Board and its Committees meet periodically inter alia, for evaluating the Performance against above Annually. performance of the Bank and the said policies and follow up action policies as part of NGRBC principles to the extent as applicable by review of the said policies. Compliance with statutory Bank complies with all applicable laws of the land Bank operates in. Statutory requirements of relevance Compliance Certificate on applicable laws is provided by the CEO/ Chief Compliance to the principles, and Officer / Chief Financial Officer / Company Secretary and other responsible officials as rectification of any nonthe case may be, to the Board of Directors. compliances P 1 P 2 Р3 P 5 P 6 P 7 P 8 P 9 NO NO NO NO NO NO NA No NO 11. Has the entity carried out independent Evaluation is done through internal mechanism and seeks external assessment/ evaluation of the working of its assistance and advice as and when required. policies by an external agency? (Yes/No). If The policies are annually reviewed /approved by the Board. yes, provide name of the agency. Compliance Department reviews the policies periodically for submission to the Committee and Board and the concerned department monitors adherence to implementation of policy mandated by RBI and other regulators. ^ In line with the general laws and regulations and sound ethical practices followed nationally, the Bank has adopted employee oriented policies covering areas such as employee benefits and prevention of sexual harassment at the workplace which endeavor to provide an environment of care, nurturing and opportunity to accomplish professional aspirations.

P1 P2 Р3 **Ouestions** The entity does not consider the Principles material to its business (Yes/No) The entity is not at a stage where it is in a position to Not Applicable. formulate and implement the policies on specified *In the case of Principle No. 7, the Bank does not engage principles (Yes/No) in policy advocacy, but is actively involved in consultation/ The entity does not have the financial or human and discussion forums with the government and other bodies in the technical resources available for the task (Yes/No) banking industry. It is planned to be done in the next financial year (Yes/ No) Any other reason (please specify)

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



PRINCIPLE-WISE POLICIES

Principle 1

Code of Conduct and Ethics for Board of Directors and Senior Management Personnel of the Bank, Whistle Blower Policy, Compliance Policy, Policy to deal with Staff Members who are directly and incidentally part of the Fraud related accounts, Code of Conduct and Ethics for all the employees, Code of Fair Disclosure and Conduct, Fraud Risk Management Policy, Customer Rights policy and Customer Protection Policy, Anti-Bribery & Anti-Corruption Policy.

Principle 2 Principle 3

Sustainable Development Policy HR Policies

Principle 4

Corporate Social Responsibility Policy, Sustainable Development Policy, Business Correspondent Policy, FLCC policy, Loan Policy –Agriculture, MSME and Financial inclusion, Policy Framework for Revival and Rehabilitation of Micro, Small and Medium Enterprises [MSMEs].

Principle 5

HR Policies, Human Rights Statement, Policy on Prevention, Prohibition and Redressal of Sexual Harassment of Women Employees at Workplace and Policy for General Management of Branches.

Principle 6

Principle 7

Corporate Social Responsibility Policy, Sustainable Development Policy NIL

Principle 8

Corporate Social Responsibility Policy, Sustainable Development Policy, Business Correspondent Policy, FLCC policy, Loan Policy –Agriculture, MSME and Financial inclusion.

Principle 9

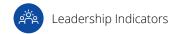
Customer Rights Policy, Customer Protection Policy, Grievance Redressal /Complaints Policy, Compensation Policy – Customers, Banking Codes and Standards Board of India (BCSBI) and Citizen Charter.



SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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





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



P1 - Essential Indicator 1

Percentage coverage by training and awareness programmes on any of the Principles during the financial year FY 2021-22.

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	5	Principle 1 Information Technology, Cyber Security, Corporate Governance, Corporate Law and Compliances.	100 % in respective cases
Key Managerial Personal	10	Principle 1 Information Technology, Cyber Security, Corporate Governance.	100 % in respective cases
Employees other than Board of Directors and KMPs	269	Covering all Principles except Principle 7 Compliance functions, Cyber Security, Financial Literacy, Prevention of fraud, Managing risk under Basel 3, ESG and Climate Risk, PoSH/Whistle Blower Policy, Soft skills like stress / Time Management, Motivation, Change readiness etc.	100 % in respective cases
Workers	NA	NA	NA



P1 - Essential Indicator 2

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

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

PI - Essential Indicator 3.

Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the Regulatory/ enforcement agencies/ judicial institutions
NA	NA

PI - Essential Indicator 4.

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

Yes, the Bank does have a specific policy viz. Anti-Bribery & Anti-Corruption Policy. Your Bank is committed to upholding the highest moral and ethical standards, and does not tolerate bribery or corruption in any form. The policy is available on the Bank's website at https://www.csb.co.in/pdf/ABC-Policy-website-version-17052022.pdf.

PI - Essential Indicator 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 2021-22	FY 2020-21
Directors	NIL	NIL
Key Managerial Personnel	NIL	NIL
Employees	1	NIL
Workers	NA	NA

PI - Essential Indicator 6

Details of complaints with regard to conflict of interest:

	FY 20	21-22	FY 2020-21		
	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	

PI - Essential Indicator 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



PI - 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 programme					
NIL	NA	NA					

PI – Leadership Indicators 2

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

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

The 'Code of conduct and Ethics for Board of Directors and senior management personnel of the Bank' and Policy document on corporate governance, principles and procedures are applicable to the Board members and senior management which includes, explaining the circumstances to avoid which may likely lead to conflict of interest. Further Bank obtains an annual declaration from all Independent Directors to the effect that they meet the criteria of independence as per SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and the Companies Act, 2013. Further, the Bank in compliance with 'Para 10(ii) of RBI Circular No. DBOD.No.BP.BC.71/21.01.01/2004-05 dated February 28, 2005 – Guidelines on Ownerships and Governance in Private Sector Banks', conducts fit and proper exercise on all the directors on an annual basis, with a cutoff date of March 31, to ensure that all the directors meet with the 'Fit and Proper' criteria in order to continue to hold the office of directorship of the Bank.

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

Bank is committed towards lesser adverse impact on environment and society through its operations. Though being into financial services, Bank has put in place a Sustainable Development Policy document which covers on Global Warming, Green House Effect, Community Development, Financial Inclusion, Financial Literacy and Credit Counselling, etc. Banks operations have least direct Impact on the environment. However, as part of the Bank's Go Green initiatives, Bank is committed to adopting energy conserving processes by exploring the options of purchasing Solar Roof Top systems. Some of our branches and ATMs have immensely benefited by using electrical fittings such as LED lightings, low energy consuming/rated electrical equipment, thereby reducing the carbon footprint.

Bank encourages its customers to explore the options of various digital banking products and services being offered and this help the customers to meet many of their requirements without being actually present at Bank branches.





P2 - Essential Indicators 1

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

	FY 2021-22	Petails of improvements in environmental and social impacts						
R & D	Bank is into financial services and hence no R & D investments were made for improving the environmental							
Capex		al initiatives reduce the imp	gital services, viz. Mobile banking, Internet Banking, act on environmental and social issues, thereby					

P2 - Essential Indicators 2

- Does the entity have procedures in place for sustainable sourcing? (Yes/No) No. Being a banking company, consumption of resources is limited to its service related operations.
- b. If yes, what percentage of inputs were sourced sustainably? N.A

P2 Essential Indicators 3

Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

As the Bank is into financial services, it does not engage in any manufacturing process. Bank follows sustainable waste management for the effective disposal of generated waste.

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

P2 Essential Indicators 4

Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities. If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

No, Extended Producer Responsibility is not applicable to the Bank.



P2 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 the 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.			
Not applicable, given the nature of business.								

P2 Leadership Indicators 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 the Product/Service	Description of Risk/ Concern	Action taken
Not Applicable	Not Applicable	Not Applicable

P2 Leadership Indicators 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 2021-22	FY 2020-21
Not applicable. Bank has deployed proper digital solutions	and progressed to paperless operations wherever possible.

P2 Leadership Indicators 4

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

		FY 2021-2	.2	FY 2020-21						
	Re-Used	sed Recycled Safely Disposed		Re-Used	Recycled	Safely Disposed				
Plastics (including packaging)			s no manufacturing a	•						
E-waste		generated out of normal /routine operations are disposed through Local bodies or vendors.								
Hazardous waste		E-waste are returned to the respective vendors in most of the locations. No hazardous waste generation due to the nature of activity.								
Other Waste	80110110111011		e or accorney.							

P2 Leadership Indicators 5

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Not applicable. Being a Banking Company, it does no	t manufacture any products.



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



P3 Essential Indicators 1

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

				% of empl	% of employees covered by Insurance Policies						
Category	Total A	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
0 1		Numbers (B)	% (B/A)	Numbers (c)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent	Employe	es									
Male	3294	3294	100%	3294	100%	NA	NA	-	-	3294	100%
Female	1369	1369	100%	1369	100%	1369	100%	NA	NA	1369	100%
Total	4663	4663	100%	4663	100%	1369	100%	-	-	4663	100%
Other than	Permane	ent Employee	S								
Male	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
Female	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
Total	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

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

				_								
	% of workers covered by Insurance Policies											
Category	Total A	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities		
	Total A	Numbers (B)	% (B/A)	Numbers (c)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)	
Permanen	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	Permane	ent Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	

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

P3 Essential Indicators 2

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

		FY 2021- 22		FY 2020-21				
Benefits	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	Υ	100%	NA	Υ		
Gratuity #	100%	NA	Υ	100%	NA	Υ		
ESI ^	NA	NA	NA	NA	NA	NA		
Others	NA	NA	NA	NA	NA	NA		

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

[#] Subject to the eligibility criteria as prescribed in the Payment of Gratuity Act, 1972, as amended.

[^] Not applicable, given the nature of business of the Bank.

P3 Essential Indicators 3

Accessibility of workplaces: Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

If not, whether any steps are being taken by the entity in this regard.

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.

P3 Essential Indicators 4

Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Though no formal policy is in place, Bank's HR department ensures equal opportunity as per the Act. Bank provides opportunities for physically challenged persons to get profitable employment.

P3 Essential Indicators 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	66 employees	92%	NA	NA	
Female	78 employees	92%	NA	NA	

P3 Essential Indicators 6

Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

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

P3 Essential Indicators 7

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

		FY 2021-22		FY 2020-21			
Category	Total Employees / Workers (A) No of employees or workers who are part of the association (B)		% B/A	Total Employees / Workers (A) No of employees or workers who are part of the association (B)		% B/A	
Total Permanent Employees	4663	1225	26.27%	4180	1458	34.88%	
- Male	3294	767	23.28%	2988	917	30.68%	
- Female	1369	458	33.45%	1192	541	45.38%	
Total Permanent Workers	NA	NA	NA	NA	NA	NA	
Total I Cillian Cilc II Cillian	1 17 (1 47 (
- Male	NA	NA	NA	NA	NA	NA	



P3 Essential Indicators 8

Details of training given to employees and workers

Category		FY 2021-22					FY 2020- 21			
			On health and safety measures		On skill upgradation		On health and safety measures		On skill upgradation	
	Total A	No. B	% B/A	No. C	% C/A	Α	No. B	%. B/A	No. C	% C/A
Employee	S									
Male	3294	2628	79.80	3162	96.00	2988	43	1.43	65	2.17
Female	1369	1158	84.60	1099	80.30	1192	17	1.49	13	1.09
Total	4663	3786	82.20	4261	91.40	4180	60	1.44	78	1.67
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

P3 Essential Indicators 9

Details of performance and career development reviews of employees and workers

Catagoni		FY 2021-22		FY 2020- 21			
Category	Total A	Total B	B/A %	Total A	Total B	B/A %	
Employees							
Male	3294	2409	73.13%	2988	1843	61.68%	
Female	1369	1003	73.26%	1192	690	57.88%	
Total	4663	3412	73.17%	4180	2533	60.59%	
Workers							
Male	NA	NA	NA	NA	NA	NA	
Female	NA	NA	NA	NA	NA	NA	
Total	NA	NA	NA	NA	NA	NA	

^{*} As per the policy, the performance review is mandatory for all the employees who are on the payroll of the Bank as on March 31, of every year provided they have joined the Bank on or before September 30, of the same financial year.

P3 Essential Indicators 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?
 - Owing to the nature of business, there are no major possibilities or significant occupational health risks in the operating premises. However, in general, Bank has a definite standard set for the well-being of its employees. The Bank ensures the effectiveness of internal safety systems periodically, including that of the safety alarms, fire extinguishers and CCTV equipment.
- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?
 - Being a banking company, no major threats envisaged. However, there is a system for conducting periodic fire drills for assessing the risk. Employees are provided access to first aid mechanisms.
- c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)
 - Being into a service industry, no work-related hazards are envisaged. The employees are made aware of any eventuality to protect them from any untoward happenings in the normal course.
- d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No) Yes. The employees are made aware of various non-occupational medical and healthcare services for ensuring physical and mental well-beings. Employees are covered under Group Medical Insurance scheme.

P3 Essential Indicators -11

Details of Safety Related Incidents in the following format:

Considering the nature of activity and not being into any factory unit or manufacturing process, no such incidents occurred.

Safety Incident /Number	Category	FY 2021-22	FY 2020-21
Lost Time Injury Frequency Rate (LTIFR)	Employees	No	No
(per one million-person hours worked)	Workers	NA	NA
Total recordable work related injuries	Employees	No	No
Total recordable work-related injuries	Workers	NA	NA
No of Fatalities	Employees	No	No
NO OF Fatalities	Workers	NA	NA
High consequence work-related injury or ill-health (excluding	Employees	No	No
fatalities)	Workers	NA	NA

P3 Essential Indicators -12

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

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

P3 Essential Indicators -13

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

		FY 2021-22		FY 2020-21			
	Filed During the Year	Pending Resolutions end of the year	Remarks	Filed During the Year	Pending Resolutions end of the year	Remarks	
Working Conditions	NIL	NIL	NA	NIL	NIL	NA	
Health & Safety	NIL	NIL	NA	NIL	NIL	NA	

P3 Essential Indicators -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	Congrally not applicable given the nature of business
Working Conditions	Generally not applicable, given the nature of business.

P3 Essential Indicators - 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.



P3 Leadership Indicators - 1

Does the entity extend any life insurance or any compensatory package in the event of death of

(A) Employees (Y/N) - Yes (B) Workers (Y/N) - N.A.



P3 Leadership Indicators - 2

Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

Bank ensures that statutory dues, wherever applicable are deducted and paid to respective authorities by the Bank.

P3 Leadership Indicators - 3

Provide the number of employees / workers having suffered high consequence work- related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

		ed employees/ rkers	No of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment				
	FY 2021-22	FY 2020-21	FY 2021-22	FY 2020-21			
Employees	NIL						
1 7	Being part of financial services industry, the chances of work-related injury is near zero.						
Workers	NA	NA	NA	NA			

P3 Leadership Indicators-4

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

Yes, the Bank provides employment to talented retired employees by recruiting them back with proper fitment and package, subject to internal policy guidelines. However, the Bank will not offer any such facility to the terminated employees under any circumstances.

P3 Leadership Indicators-5

Details on assessment of value chain partners

	% of value chain partners (by value of business done with such partners) that were assessed
Health & Safety Practices	Most of the value chain partners provide the services within the premises of the Bank by
Working Conditions	their bona-fide employees. Further, Bank being into financial service sector, there are no major safety concerns. Hence, there is no practice to conduct any due diligence on the health and safety aspects and working conditions for the value chain partners.

P3 Leadership Indicators-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.



P4 Essential Indicator - 1

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

Being a banking company, the stakeholders are investors, regulators, employees, customers and community at large. Bank follows structured processes for identification and prioritization of stakeholder groups. Bank focuses more about creating organizational excellence leading to increasing employee, customer satisfaction and shareholder value. Further, the Bank through high standards of corporate governance, ensures to balance the interests of diverse stakeholder groups in all strategic decision-making process and timely respond to their concerns.

P4 Essential Indicator - 2

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	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, emails and meetings.	Frequent and as and when required	Services , digital banking operations and customer satisfaction
Employees	No	Intranet portal, Newsletters, Employee satisfaction surveys – Emails and meetings, Training programs, Performance appraisal, Grievance redressal mechanisms, Notice boards	Intranet – Daily Newsletter – Quarterly Emails – Otherwise as and when required	Performance Appraisal, Career growth, fair remuneration, skill developments, employee satisfaction and grievance
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, 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 so as to be abreast of new opportunities in sector and drive change
Governments & Regulatory Authorities	No	Press release, publications, website and social media, Phone calls, emails and meetings, Regulatory audits/ inspections	As and when required	Highest standards of Corporate Governance, Compliance
Communities & Civil Society/ NGOs	No	E-mail, Newspaper, Advertisements, publications, website and social media, Complaints and grievance redressal mechanism	Frequent and as when required	Support CSR projects, Financial inclusion and other relevant matters affecting the communities and the Bank's involvement therein.





P4 Leadership Indicator 1

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

Bank regularly communicates with all stakeholders through stakeholders' relationship committee, corporate social responsibility committee and customer service committee meetings which spread from branch to board levels. Bank takes note of their suggestions for the benefit of long term value generation.

P4 Leadership Indicator 2

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

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

P4 Leadership Indicator 3

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

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

Under Financial Inclusion, the Bank is rendering services to the disadvantaged, rural/semi-urban section of the society by providing basic banking services at their doorstep. The Bank has appointed Business Correspondents to service the banking requirement of such disadvantaged society. In addition, the Bank has also engaged Financial Literacy Counsellors at 7 blocks in the State of Kerala for financial literacy activities.

Apart from the above, there are CSR initiatives of the Bank with the intention to improve the living conditions of the under-privileged and marginalized sections of the society.

PRINCIPLE 5. Businesses should respect and promote human rights.



P5 Essential Indicator-1

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

		FY 2021-22		FY2020-21					
Category	Total A	No of Employees/ workers covered (B)	% (B/A)	Total A	No of Employees/ workers covered (B)	% (B/A)			
Employees									
Permanent	4663	1392	30%	4180	637	15%			
Other than permanent	0	0	0	0	0	0			
Total Employees	4663	1392	30%	4180	637	15%			
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			

P5 Essential Indicator -2

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

		FY 2021-2		FY 2020-21						
Category	Total (A)		to Minimal Wage		n Minimal ges	Total (D)	Equal to Minimal Wage		More than Minimal Wages	
		(B)	% (B/A)	(C)	% (C/A)		(E)	% E/D	(F)	% F/D
Employees										
Permanent	4663	2	0.04%	4661	99.96%	4180	0	0%	4180	100.00%
Male	3294	1	0.03%	3293	99.97%	2988	0	0%	2988	100.00%
Female	1369	1	0.07%	1368	99.93%	1192	0	0%	1192	100.00%
Other than Permanent	0	0	0.00%	0	0.00%	0	0	0%	0	0.00%
Male	0	0	0.00%	0	0.00%	0	0	0%	0	0.00%
Female	0	0	0.00%	0	0.00%	0	0	0%	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

P5 Essential Indicator -3

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

		Male		Female
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD) – Part- time Chairman and WTD^%@	3	2,71,36,013	0	NA
Key Managerial Personnel (KMP) – other than WTD	2	38,97,551	0	NA
Material Risk Takers##	8	99,65,696	1	53, 84,917
Senior Management Personnel	4	20,97,716	1	19,67,671
Employees other than BoDs, KMPs, MRTs and SMPs #	4747	2,83,442	1919	2,39,747
Workers	NA	NA	NA	NA

^{^ -} Sitting fee paid to Part Time Chairman was not considered for calculation of median remuneration.

^{@ -} Mr. C.VR. Rajendran, Managing Director & CEO took early retirement form the position, after office hours on March 31, 2022.

^{% -} Remuneration paid to Mr. Pralay Mondal in the financial year 2021-22 is in the capacity as 'President - Retail, SME, Technology and Operations' and approval of RBI is awaited on the terms and conditions of his appointment including remuneration as Deputy Managing Director with effect from February 17, 2022.

^{# -} Remuneration paid to all employees who were on the rolls during the financial year 2021-22 was considered.

^{## 8} out of 9 MRT's meet the criteria of SMPs.



P5 Essential Indicator - 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. The employees can raise their concerns related to human rights issues directly with HR department, also through the windows permitted, viz. Whistle Blower Policy, Anti-Corruption and Anti-bribery policies, POSH Act, etc.

P5 Essential Indicator - 5

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

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

P5 Essential Indicator 6

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

	FY 2021-22			FY 2020-21			
Complaints	Filed during the year	Pending resolutions end of the year	Remarks	Filed during the year	Pending resolutions end of the year	Remarks	
Sexual Harassment	4	4	#Pending	0	0	NA	
Discrimination at workplace	0	0	NA	0	0	NA	
Child Labor	0	0	NA	0	0	NA	
Forced labor/Involuntary labor	0	0	NA	0	0	NA	
Wages	NA	NA	NA	NA	NA	NA	
Other human rights related issues	0	0	NA	0	0	NA	

#Bank has initiated timely measures for an effective redressal of grievances.

P5 Essential Indicator-7

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

The Bank has in place an appropriate policy on Prevention of Sexual Harassment of Women at Workplace in accordance with the provisions of the Sexual Harassment of Woman at Workplace (Prevention, Prohibition and Redressal) Act, 2013, to prevent sexual harassment of its employees. An Internal Complaints Committee ("ICC") has been in force in order to receive and address the complaints of any sort of sexual harassment from women in a time-bound and extremely confidential manner. The ICC have the adequate power to investigate the sexual harassment complaints and redress them in the manner enumerated under the PoSH Act and PoSH Rules. Bank have various ICC's constituted at different locations. Bank also encourages the employees and directors to report genuine concerns including about illegal or unethical practices or behavior and also maintain complete confidentiality.

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

P5 Essential Indicator-8

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

Yes. The business agreements and contracts do include Bank's expectations on/ respect for human rights to the extent as required as per the relevant laws.

P5 Essential Indicator 9

Assessments of the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
	NIL.
Child labour	Bank does not engage any child labour in the operations and ensures the same by periodic examination. However, no external audit was conducted during the reporting period.
[NIL.
Forced/Involuntary Labour	Bank does not engage any forced labour in the operations and ensures the same by periodic examination. However, no external audit was conducted during the reporting period.
	NIL
Sexual Harassment	No external audit was conducted during the reporting period.
	As per the POSH Act, a statutory report is submitted to local district authorities on an annual basis and the necessary disclosures will be made in the Annual Report on an annual basis .
Discrimination at	NIL.
workplace	However, no external audit was conducted during the reporting period.
Wages	Not applicable
Others – please specify	NIL

P5 Essential Indicator 10

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

Not Applicable.



P5 Leadership Indicator-1

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

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

P5 Leadership Indicator-2

Details of the scope and coverage of any Human rights due-diligence conducted.

The details and coverage of human rights due-diligence is covered in the essential indicators of the principle 5.

P5 Leadership Indicator-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 as possible. Ramp are provided wherever feasible to accommodate aged senior citizens, physically challenged customers/visitors.



P5 Leadership Indicator-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	
Discrimination at workplace	
Child Labour	Dool, door not conduct any accomment of value shain partners
Forced Labour/Involuntary Labour	Bank does not conduct any assessment of value chain partners.
Wages	
Others – please specify	

P5 Leadership Indicator-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.



P6 Essential Indicators-1

Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Bank's branches and other offices are spread across 600+ locations and the energy bills are paid individually/separately at the same locations itself. The process of centralization of accounting of energy bills will be planned in the coming years. Hence, currently no consolidated data in terms of units on energy consumption is available at the central office level. However, the total cost of energy bills and usage of diesel generator across all offices is available at the central office level. Henceforth bank will go for implementing a system for capturing and monitoring the energy units and consumption from all offices and undertake to put in place a proper mechanism for normalizing the power usage.

Parameter	FY 2021-22	FY 2020-21
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumption (A+B+C)	-	-
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	₹8,55,67,299/-	₹ 7,66,64,396/-
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.

P6 Essential Indicators-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.

No.

P6 Essential Indicators -3

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

Par	amete ^r	FY 2021-22	FY 2020-21		
Wat	ter withdrawal by source (in kilolitres)				
i.	Surface Water				
ii.	Ground Water	Bank is not into ar	ny manufacturing /		
iii.	Third party water	factory related activities and hence			
iv.	Seawater / Desalinated water	water consumption is restricted			
V.	Others	· ·	ersonal usages		
Tot	al Volume of Water Withdrawn (in kilolitres) (i+ii+iii+iv+v)	of employees only. Water is not			
Tot	al volume of water consumption (in kilolitres)	consumed for any commercial			
Wat	ter Intensity per rupee of turnover (Water consumed/ turnover)	opera	ations.		
Wat	ter 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.

P6 Essential Indicators-4

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

No, due to nature of activity, Bank has not implemented any mechanism for Zero Liquid Discharge.

P6 Essential Indicator-5

Please provide details of air emissions (other than GHG emissions) by the entity, in the following format: -

Parameter	Please specify Unit	FY 2021-22	FY 2020-21		
NOx					
Sox					
Particular Matter (PM)					
Persistent Organic Pollutants (POP)		Not applicable, as there are no other emissions ot than GHG emissions.			
Volatile Organic Compounds (VOC)					
Hazardous air pollutants (HAP)					
Others - please specify					

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

P6 Essential Indicator-6

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

Darameter	Unit	FY 2021-22	FY 2020-21	
Parameter	UTIIL	F1 2021-22	F1 2020-21	
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	The activity is banking at various outlets and no chance of emission effluent gases, since no productio facilities are carried out. However		
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs,SF6, NF3, if available)	Metric tonnes of CO2 equivalent	there are diesel available at vario	generators made us branch offices ausing emissions.	
Total Scope 1 and Scope 2 emissions per rupee of turnover		periodic servicing of	ank is carrying out of diesel generators	
Total Scope 1 and Scope 2 emission intensity (optional) - the relevant metric may be selected by the entity		_	l using mostly star uipment.	

Independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No.



P6 Essential Indicator-7

Does the entity have any project related to reducing Green House Gas emissions? If Yes, then provide details Not applicable.

P6 Essential Indicator-8

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

Par	ameter	FY 2021-22	FY 2020-21			
Plas	tic Waste (A)					
E-W	aste (B)					
Bio	Medical Waste (C)	Bank branches are spread across various locations and waste management are carried out through diverse methods from captive disposal to tie-ups with local				
Con	struction and Demolition Waste (D)					
Batt	ery Waste (E)		bodies. E-wastes are returned to the vendors itself.			
Rad	oactive Waste (F)	Plastic waste materials are disposed-off through Local Government bodies. Further, there is no hazardous				
Oth	er Hazardous waste (G)		eneration owing to the nature			
	er Non-hazardous Waste generated (H) . Please specify, y. (<i>Break-up by composition i.e. by materials relevant to the or</i>)	of business. Further details, please refer to P2-E3 of the Report.				
Tota	al (A+B+C+D+E+F+G+H)					
	each category of waste generated, total waste recov rations (in metric tonnes)	vered through recycling,	re-using or other recovery			
Cat	egory of Waste					
(i)	Recycled					
(ii)	Re-Used		cial services, it does not engage			
(iii)	Other recovery options	9	ocess. Bank follows sustainable cy for the effective disposal			
Tota	al		The plastic waste including			
Cat	egory of Waste	packaging is transported vendors for processing a	I to Local Government bodies/			
(i)	Incineration	i e	'			
(ii)	Landfilling	E-Waste like Computers are handed over to vend	lors or to certified disposal			
(iii)	Other disposal operations	agencies.	·			
Tota	al					

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.

P6 Essential Indicator-9

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

Being a Banking Company, no hazardous and toxic chemicals used in operations and hence no generation of such wastes. For further details, please refer to P2 EI 3.

P6 Essential Indicator-10

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

S. No.	Locations 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 case of Bank's offices situated near to ecologically sensitive areas (ESA), the local body/statutory clearances are obtained by Bank for its own property and same is obtained by landlord for leased premises.

P6 Essential Indicator-11

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 number	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link		
NA							

P6 Essential Indicator-12

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

S No	Specify the law/ regulation /guidelines which was not complied with	Provide details of the non- compliance	Any fines / penalties / Action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
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Yes, the Bank is compliant with the applicable environmental law/regulations/guidelines in India to the extent as applicable.





P6 Leadership Indicator-1

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

Parameter	FY 2021-22	FY 2020-21		
From Renewable Sources				
Total electricity consumption (A)				
Total Fuel consumption (B)	Energy from renewable sources are used at very minimal levels			
Energy consumption through other sources (C)	only.	used at very minimal levels		
Total Energy consumed from renewable	Orny.			
sources (A+B+C)				
From Non Renewable Sources				
Total electricity consumption (D)	Bank's branches and other offices are spread across 600+ lo			
Total Fuel consumption (E)	and the energy bills are paid individu			
Energy consumption through other sources (F)	locations itself. The process of centra	<u> </u>		
Total Energy consumed from non-renewable sources (D+E+F)	energy bills will be planned in the coming years. Hence, curr no consolidated data in terms of units on energy consumpti is available at the Central Office level. However, the total ene			

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

P6 Leadership Indicator-2

Provide the following details related to water discharged:

Para	ameter	FY 2021-22	FY 2020-21
Wat	er discharge by destination and level of treatment (in Kilolitres)		
(i)	To Surface Water		
	- No treatment		
	- With Treatment – please specify level of treatment		
(ii)	To Ground Water		
	- No treatment	5 1/	
	- With Treatment – please specify level of treatment	Bank's operations a purview of any mar	
(iii)	To Seawater	factory activity and	<u> </u>
	- No treatment	discharge is limited	
	- With Treatment – please specify level of treatment	domestic discharge	
(iv)	Sent to third parties	personal use only. clause is not strictly	• • •
	- No treatment	Bank.	applicable to trie
	- With Treatment – please specify level of treatment		
(v)	Other		
	- No treatment		
	- With Treatment with Level of Treatment		
Tota	al Water Discharged (In Kiloliters)		

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

P6 Leadership Indicator 3

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

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

- (i) Name of the area
- (ii) Nature of operations
- (iii) Water withdrawal, consumption and discharge in the following format:

Par	ameter	FY 2021-22	FY 2020-21	
Wat	ter withdrawal by source (in kilolitres)			
i.	Surface Water			
ii.	Ground Water			
iii.	Third party water	Doing a banking o	ompany and	
iv.	Seawater / Desalinated water	Being a banking company and service industry, water consumption		
V.	Others	is limited to office	· ·	
	al Volume of Water Withdrawn (in Kiloliters)	usage only.	and personal	
	al volume of water consumption (in Kiloliters)	asage only.		
	ter Intensity per rupee of turnover (Water consumed/ turnover)			
	ter Intensity (optional) - the relevant metric may be selected by the Entity			
Wat	ter discharge by destination and level of treatment (in kilolitres)			
(i)	Into Surface Water			
	- No treatment			
	- With Treatment – please specify level of treatment			
(ii)	Into Ground Water			
	- No treatment			
	- With Treatment – please specify level of treatment			
(iii)	Into Seawater			
	- No treatment	Generally, not app		
	- With Treatment – please specify level of treatment	nature of busines	S.	
(i∨)	Sent to third parties			
	- No treatment			
	- With Treatment – please specify level of treatment			
(\)	Other			
	- No treatment			
_	- With Treatment – please specify level of treatment			
Tot	al water discharged (in kilolitres)			

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

P6 Leadership Indicator-4

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

Parameter	Unit	FY 2021-22	FY 2020-21
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	The activity is banking at chance of emission of ef production facilities are	fluent gases, since no
Total Scope 3 emissions per rupee of turnover		there are diesel generate various branch offices w	hich would be causing
Total Scope 3 emission intensity (optional) - the relevant metric may be selected by the entity		emissions. To mitigate the periodic servicing of diese AMC and using mostly st	el generators through

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.



P6 Leadership Indicator-5

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

Not Applicable.

P6 Leadership Indicator-6

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

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 for personal /office usage only.					

P6 Leadership Indicator-7

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

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

P6 Leadership Indicator-8

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

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

P6 Leadership Indicator-9.

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

Not Applicable.

PRINCIPLE 7. Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.



P7 Essential Indicator-1

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

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

P7 Essential Indicator 2

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

Name of the authority	Brief of the case	Corrective Action Taken		
No incidents of anti-competitive behavior reported during the review period.				



P7 Leadership Indicator-1

Details of public policy positions advocated by the entity

•	Public Policy	Method	Whether information	Frequency of Review by Board	Web
No	Advocated	Resorted for such advocacy	available in public domain? (Yes/No	(Annually/ Half yearly/Quarterly /Others –please specify)	Link if available
		•	•		

No, the Bank does not engage in policy advocacy, but is actively involved in consultation/ discussion forums with the government and other bodies in the banking industry.

PRINCIPLE 8. Businesses should promote inclusive growth and equitable development



P8 Essential Indicator-1

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

Name and brief details of project	SIA notification number	Date of Notification	Whether conducted by independent external agency (Yes/No)	Results communicated in Public domain (Yes/ No)	Relevant web link
			None		



P8 Essential Indicator-2

Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

S No	Name of project for which R&R is ongoing	State	District	No of Project Affected Families (PAFs)		Amount paid to PAFs in FY (in INR)
Not applicable owing to the business nature.						

P8 Essential Indicator-3

Describe the mechanisms to receive and redress grievances of the community.

Bank has systems in place to receive and redress grievances of various stakeholder groups including customer complaints. The stakeholders can register their grievances through various modes by accessing Bank's website. The Bank has a mechanism in place to monitor the implementation of the CSR projects and the concerns of the beneficiary community. The Bank may undertake assessment by external agency on the impact of the projects and its reach, if necessary.

P8 Essential Indicator-4

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

	FY 2021-22	FY 2020-21
Directly sourced from MSMEs/ small producers	Not applicable in view o	f the nature of business
Sourced directly from within the district and neighboring districts	carrie	d out.



P8 Leadership Indicator-1

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

Details of negative social impacts identified	Corrective Action Taken
Not applicable	

P8 Leadership Indicator-2

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

S No	State	Aspirational District	Amount Spent (in INR)		
None					

P8 Leadership Indicator-3

- (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)
 - Not applicable, considering the nature of business.
- (b) From which marginalized /vulnerable groups do you procure? Not applicable, considering the nature of business.
- (c) What percentage of total procurement (by value) does it constitute? Not applicable.

P8 Leadership Indicator-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 N	Intellectual Property based on traditional Knowledge	Owned/ Acquired (Yes/No)	Benefit Shared (Yes/No)	Basis of Calculating Benefit Share
		NIL		

P8 Leadership Indicator-5

Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Name of Authority	Brief of the case	Corrective action taken
	Not applicable	

P8 Leadership Indicator-6

Details of Beneficiaries of CSR Projects

S No.	CSR Project	No of Persons Benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Ambulance to Govt. Primary Health Centre, Oddanchathram, Dindigul Dist. Tamil Nadu	Various	Various
2	COVID -19 Vaccination Drive in Thrissur District, Kerala	1142	Not assessed, however, the drive was targeted mainly for vulnerable and marginalized groups
3	Supply of relief /essential materials to Flood Relief Camp in Kalkulam, Kanyakumari through Kanyakumari District Collector	786	100%
4	Financial aid to Santhwanam, Apostolate, Thrissur, Kerala	10	100%
5	Education Support to Sree Durga Vilasam Higher Secondary School, Peramanagalam, Thrissur District, Kerala	2,500	Not assessed, but it covers the students from vulnerable and marginalized groups
6	Project Dialysis- Fairfax India Charitable Foundation, Mumbai	Various	Not assessed. However, the project targeted mainly for vulnerable and marginalized groups.

For further details, please refer the page no. 144 Annexure III – Annual Report on CSR Activities of the Bank for the financial year 2021-22.

PRINCIPLE 9. Businesses should engage with and provide value to their consumers in a responsible manner



P9 Essential Indicator-1

Describe the mechanisms in place to receive and respond to customer complaints and feedback.

As per RBI guidelines, Bank has in place a three-tier structure for handling the customer complaints. Customers in general, approach the Branch for redressel of their grievances. Those within the powers of Branch Managers are resolved at Branch level itself. Other complaints are escalated to Zonal Office and Head Office level for Customer Service



Redressals. Bank has taken various initiatives to handle the customer complaints promptly and Complaint Management System (CMS) portal is an effective tool in handling customer complaints to track and ensure proper resolution. Branch Service Department at Head Office is following up with branches / departments to ensure early resolution / closure of complaints and sharing weekly MIS on pending complaints. Customers can also reach out Call Centre / Customer Care number of the Bank and register their grievances.

The Bank conducts online customer satisfaction survey and the result of the survey is being continuously monitored. The Bank also conducts branch level customer service committee meetings at all branches within 15th of every month. During these meetings, customer feedback, suggestions, etc. about various products are directly collected and consolidated. Feasible suggestions for improvements on service/products are implemented and are monitored at various forums including standing committee on customer service and Customer Service Committee of the Board.

Bank has appointed Principal Nodal Officer for Grievances, Nodal Officer for Complaints and Zonal Nodal Officers at respective Zones. Bank also appointed Internal Ombudsman under the Banking Ombudsman Scheme.

P9 Essential Indicator-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	This aspect is not applicable as the Bank is not a manufacturing company. The Bank complies with
Safe and responsible usage	disclosure requirements relating to its products and
Recycling and/ or safe disposal	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.

P9 Essential Indicator-3

Number of consumer complaints in respect of the following:

	FY 20	21-22		FY 2020-21		
	Received During the Year	Pending Resolution at the end of the year	Remarks	Received During the Year	Pending Resolution at the end of the year	Remarks
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)	9071	70	Nil	6555	138	Nil

P9 Essential Indicator-4

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

	Number	Reason for Recall
Voluntary Recalls	Not applicable due to pature of the products (capies being offered	
Forced Recalls	Not applicable due to nature of the products /service being offered	

P9 Essential Indicator-5

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

Yes. Bank is ISO 27001:2013 certified for its IT, IS and Datacenters. Bank is following zero trust architecture and access is provided only on need base and have robust security tools in place to secure the systems. Data leakage prevention solution for endpoints, web and email is in place. External drives/USB's are blocked in Bank's network. Internet access is restricted through Proxy and only whitelisted websites can be accessed. DNS Security solution is in place to prevent C&C calls and data exfiltration through Domain generation algorithms and tokenization. Data is encrypted as per industrial standards at rest, in use and in transit. User Behavior analysis and sandbox enabled Endpoint Detection and response solution is available in all endpoints to detect and prevent malicious activities. Have AI and ML based SIEM in place for incident detection and response.

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

P9 Essential Indicator-6

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

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



P9 Leadership Indicator-1

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

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

P9 Leadership Indicator-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.

P9 Leadership Indicator-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 SMSs.

P9 Leadership Indicator-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.

This aspect is not strictly applicable as the Bank is not a manufacturing company. However, the Bank complies with disclosure requirements relating to its products and services to the extent as applicable.

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



centralized hub detailing the product features and other criteria in maintaining the account. Further, Bank through its website, WhatsApp messages and e-mails, educate customers on its various products and services and also mark caution to avoid sharing of ATM PIN, Internet Banking passwords, OTPs, etc.

P9 Leadership Indicator-5

Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

As mandated by regulators, Bank carries out customer feedback and customer surveys. The Bank conducts online customer satisfaction survey and the result of the survey is being continuously monitored. Further, Bank has successfully implemented the Net Promoter Assessment (NPS) Survey. The Survey is conducted through digital channels.

P9 Leadership Indicator-6.

Provide the following information relating to data breaches:

- a. Number of instances of data breaches along-with impact None.
- b. Percentage of data breaches involving personally identifiable information of customers Not applicable.

By Order of the Board

Sd/-

Madhavan Aravamuthan Chairman

(DIN: 01865555)

Place: Thrissur Date: June 28, 2022