

# Business Responsibility and Sustainability Report

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

- Corporate Identity Number (CIN) of the Listed Entity** - L65191PN1943PLC007308
- Name of the Listed Entity** – RBL Bank Limited (“RBL” or “the Bank”)
- Year of incorporation** – 1943
- Registered office address** - 1st Lane, Shahupuri, Kolhapur 416 001
- Corporate address** - One World Center, Tower 2B, 6th Floor, 841, Senapati Bapat Marg, Lower Parel (W), Mumbai 400013, Maharashtra, India
- E-mail** - [investorgrievances@rblbank.com](mailto:investorgrievances@rblbank.com)
- Telephone** - +91 22 4302 0600
- Website** - [www.rblbank.com](http://www.rblbank.com)
- Financial year for which reporting is being done** – FY 2023-24
- Name of the Stock Exchange(s) where shares are listed** – BSE Limited and National Stock Exchange of India Limited
- Paid-up Capital** - ₹ 6,050,998,850/- as on 31 March, 2024.
- Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report** - Ms. Niti Arya, Company Secretary and Compliance Officer; Tel: +91 22 43020600; email: [investorgrievances@rblbank.com](mailto:investorgrievances@rblbank.com)
- 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 Report presents information about the pan-India standalone operations of the Bank across various business verticals.

### II. Products/services

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

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

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Banking Activity by Commercial Banks	65191	100%

### III. Operations

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

Location	Number of plants	Number of offices]	Total
National	Not applicable	18 (offices) and 545 (branches)	563
International	Not applicable	Nil (offices) and 1* (branches)	1

\* GIFT City IBU

#### 17. Markets served by the entity:

##### a. Number of locations

Locations	Number
National (No. of States)	With a total network of 1,272 banking outlets and 395 ATMs, the Bank has a presence in all 28 States, and 2 Union Territories.
International (No. of Countries)	The Bank has International Financial Services Unit (IFSC) Banking Unit (IBU) at the Gujarat International Finance Tec-City IFSC (GIFT City) to meet the requirements of offshore banking operations from India.

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

Not Applicable

##### c. A brief on types of customers

The Bank offers a wide array of products and services for individuals and corporates including microfinance, personal loans, personal and commercial vehicles loans, credit cards, SME loans. The Bank is also a preferred banking partner for various Government entities, PSUs and large corporates.

#### IV. Employees

##### 18. Details as at the end of Financial Year:

###### a. Employees and workers (including differently abled):

	S. No.	Particulars	Total (A)	Male		Female	
				No. (B)	% (B / A)	No. (C)	% (C / A)
		<b>EMPLOYEES</b>					
RBL	1.	Permanent (D)	12,202	9,675	77.6	2,800	22.4
	2.	Other than Permanent (E)	273	–	–	–	–
	3.	<b>Total employees (D + E)</b>	<b>12,475</b>	<b>9,675</b>	<b>77.6</b>	<b>2,800</b>	<b>22.4</b>
RFL	1.	Permanent (D)	10,089	9,716	96.2	373	3.8
	2.	Other than Permanent (E)	Nil	Nil	Nil	Nil	Nil
	3.	<b>Total employees (D + E)</b>	<b>10,089</b>	<b>9,716</b>	<b>96.2</b>	<b>373</b>	<b>3.8</b>
		<b>WORKERS</b>					
	4.	Permanent (F)	NA	NA	NA	NA	NA
	5.	Other than Permanent (G)	NA	NA	NA	NA	NA
	6.	<b>Total workers (F + G)</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

###### b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
	<b>DIFFERENTLY ABLED EMPLOYEES</b>					
1.	Permanent (D)	11	11	100	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	<b>Total differently abled employees (D + E)</b>	<b>11</b>	<b>11</b>	<b>100</b>	<b>0</b>	<b>0</b>
	<b>DIFFERENTLY ABLED WORKERS</b>					
4.	Permanent (F)	0	0	0	0	0
5.	Other than permanent (G)	0	0	0	0	0
6.	<b>Total differently abled workers (F + G)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

##### 19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	11	2	18.18%
Key Management Personnel	4	1	25%

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### 20. Turnover rate for permanent employees and workers

	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	NA	NA	44.4	3,752	1,208	48.9%	2,718	986	43.4%
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 - Bank has a wholly owned subsidiary, viz. RBL FinServe Limited. It works as a last-mile distributor of comprehensive financial services and products for the Bank, in particular loans and savings products to low-income households and micro entrepreneurs.

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)
1	RBL FinServe Limited	wholly owned subsidiary	100%	Yes

### VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

(ii) Turnover (in ₹) 9,086 Crore

(iii) Net worth (in ₹) 14,206.10 Crore

Gross Amount required to be spent by the Bank on CSR activities during the current year ₹ 11.23 crore.

The areas of CSR activities and contributions made thereto are as follows.

Particulars	2023-24			2022-23		
	Amount spent	Amount yet to be spent	Total	Amount spent	Amount yet to be spent	Total
i) Construction / Acquisition of any assets	–	–	–	–	–	–
ii) For purposes other than (i) above	7.86	3.37	11.23	5.22	3.46	8.68

## 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:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0	Refer Note 7 below	0	0	Refer Note 7 below
Investors (other than shareholders)	Yes <sup>1</sup>	0	0	NA	0	0	NA
Shareholders	Yes <sup>2</sup>	7	0	NA	4	0	NA
Employees and workers	Yes	6	0	For details refer discussion under principal 3 of BRSR	0	0	For details refer discussion under principal 3 of BRSR
Customers	Yes <sup>3</sup>	77,961	3,894	–	1,26,131	6,526	–
Value Chain Partners	NA	NA	NA	–	NA	NA	–
Other (please specify)	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	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
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Please refer section on 'Materiality Assessment', 'External Environment', 'Risk Management' and 'Business Continuity Plan' Sections of the Integrated Report for FY 2023-24.

<sup>1</sup> <https://www.rblbank.com/investor-grievance-redressal>

<sup>2</sup> <https://www.rblbank.com/static-pages/investor-grievance-redressal-mechanism>

<sup>3</sup> <https://s3.ap-south-1.amazonaws.com/rbl-website-prod-bucket/document/Bank%20Policies/GrievanceRedressalPolicy.pdf>

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## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	See Note 1	See Note 2	See Note 3	See Note 4	See Note 5	See Note 6	See Note 7	See Note 8	See Note 9
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	Policies like Bank's CSR policy, Code of Bank's Commitment to Customer, Code of Bank's Commitment to Micro and Small Enterprises etc. are available online on Bank's website (www.rblbank.com).								
2. Whether the entity has translated the policy into procedures. (Yes / No)	No	No	No	No	No	No	No	No	No
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	No	No	No	No	No	No	No	No	No
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.	NA	NA	NA	NA	NA	NA	NA	NA	NA
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	-	-	-	-	-	-	-	-	-
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	-	-	-	-	-	-	-	-	-
<b>Governance, leadership and oversight</b>									
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): Please refer message from MD&CEO.									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The Board has an overall responsibility for oversight of bank Sustainability & ESG strategy. The CEO and the Committees of the Board review the strategy of the Bank that includes the issue of Business Responsibility and updates the board Quarterly on the performance.								
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.	ESG Executive Committee reviews the sustainability performance and reports to the Risk Management Committee of the Board (RMCB).								

## 10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Quarterly								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Quarterly								

	P1	P2	P3	P4	P5	P6	P7	P8	P9
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	No	No	No	No	No	No	No	No	No

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	Not applicable								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

**Notes:**

**Note 1** – RBL Bank has the following policies, viz. Compliance Policy, Whistleblower Policy, Anti Money Laundering Policy, Vigilance and Fraud Policy, Policy of Ethical Conduct, Code of Bank's Commitment to Customers, Employee's Code of Conduct, Policy on dealing with Related Party Transactions, Fair Practice Code, RBL Trading Code, Staff Accountability Policy, Customer Rights Policy, Grievance Redressal Policy for stakeholder, and Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information (UPSII). These policies guide the Bank to attain ethical, transparent and accountable means of doing business.

These policies have been approved by the Bank's Board. Board committees like the Audit Committee, Risk Management Committee (RMC), Fraud Monitoring Committee (FMC), Customer Service Committee (CSC) and Nomination and Remuneration Committee (NRC) ensure compliance with these policies. These policies are rolled out by Bank's Vigilance, Compliance, Secretarial, Human Resources departments and Customer Support groups.

All policies are uploaded on Bank's Intranet, while policies relating to external stakeholders (like Whistleblower Policy, Fair Practice Code, Grievance Redressal Policy) are displayed on the Bank's website <https://www.rblbank.com/pdf-pages/bank-policies>.

RFL has developed a Fraud Risk Management Policy and Staff Disciplinary policy which mandates and drives ethical conduct in RFL. This is approved by RFL's Board and is circulated to RFL's staff members.

**Note 2** – The Bank complies with regulations governing its products and services and has taken initiatives to promote inclusive growth and environmental sustainability.

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The Bank agricultural business division has a dedicated line of credit for financing energy efficient agricultural practices like drip/micro irrigation practices, installation of solar pump-sets, and installation of solar home solution in off grid area to promote water and energy efficiency. Details of this program could be found at <http://rblbank.com/sustainability-framework.aspx>. This line is administered by Bank's retail agri-banking group and is guided by Bank's Sustainability Policy.

In addition, the Bank's Environmental and Social (E&S) Risk policy (subservient of Bank's Sustainability Policy) mandates that all large wholesale credit cases are evaluated for associated environmental and social risks. This assessment is carried out by the Bank's E&S risk team. This helps the Bank to lend sustainably.

**Note 3** – RBL Bank's policies towards employees revolve around the following HR policies - Employees Code of Conduct, Compensation and Protection Policy, Employees Leave Policy, Employee Loan Policy, Grievance Redressal Policy, Employee Suggestion Scheme, Staff Accountability Policy, Maternity Leave Policy, Anti-Sexual Harassment Policy, and Mandatory Leave Policy. Some policies are based on Indian regulations (viz. Maternity Leave Policy, Anti-Sexual Harassment Policy etc.), some are based on International best practices while some policies (viz. mandatory leave policy) follow RBI's guidelines. RFL has similar HR and POSH policies.

All policies have been approved by the Bank's Board. All policies are uploaded to the Bank's intranet and available for review by Bank's employees.

**Note 4** – Bank's Credit Policy for Financial Inclusion (FI) Business guides Bank's efforts towards marginalized and vulnerable population. This credit policy follows RBI master-circular on PSL sector lending and MSME Act. It has been approved by the Bank's Board is available on the intranet. RBL Bank's development banking and financial inclusion activities are listed on Bank's webpage, <http://rblbank.com/Developmental-Banking-and-Financial-Inclusion.aspx>. RFL, being a wholly owned subsidiary and exclusive BC partner for the Bank, also follows the same policy.

The Bank undertakes activities focused at providing education, preventive healthcare, women empowerment and sustainable livelihood related activities in poor, marginalized and vulnerable sections of the society through its structured CSR programmes. These are guided by Bank's Corporate Social Responsibility (CSR) Policy. The policy is available at the weblink below <https://www.rblbank.com/api/v1/doc/document/Social%20Responsibility%20Policy/csr-policy-rbl-bank.pdf>. The CSR policy has been approved by the Bank's Board and its activities are governed by CSR Committee of the Board in compliance with Sec. 135 of Companies Act, 2013. The bank's CSR Department looks after implementation of the CSR policy. RFL does not qualify for CSR programmes as per requirements put down under Sec. 135 Companies Act 2013.

**Note 5** – The Code of Conduct adopted by the Bank addresses the requirements of this principle. The Code emphasizes fair employment practices & diversity, fair competition, prohibition of harassment & intimidation and safety of the employees at the workplace. The Code of Conduct is approved by the Bank's Board and is displayed on Bank's intranet for reference of the employees. The Human Resource department looks after the Code of Conduct.

Similarly, for suppliers, the Bank has Supplier's Standard which covers aspects like responsible business practice – including ensuring human rights along the Bank's value chain. This standard is a part of all tender documents and mandatory for Bank's goods/service suppliers to follow.

The Bank follows the Code of Commitment based on the standards issued by The Banking Codes and Standards Board of India (BCSBI) which covers aspects like good and fair banking practices, transparency in services and products, high operating standards and cordial relationship with customers. The Code to the Bank's Commitment to Customer is available at <https://rblbank.com/api/v1/doc/document/BCSBI%20Members/code-of-banks-commitment-to-customers-january-2018.pdf>.

**Note 6** – Bank's Sustainability Policy governs the Bank's environment related activities, including reviewing environmental and social risk associated with wholesale lender's operations and practices. It has been approved by the Bank's Board.

The Environmental, Social and Governance (ESG) Committee of the Bank, headed by the Bank's Executive Director, oversees the implementation and roll out of the policy across the Bank. The Bank has an Environmental and Social (E&S) Risk Department which manages the day-to-day implantation of the Sustainability Policy. The Policy is available on the Bank website at <https://drws17a9qx558.cloudfront.net/document/Bank%20Policies/sustainability-policy.pdf>. Please refer to the following page for more details on Bank's Sustainability Framework <http://rblbank.com/sustainability-framework.aspx>.

**Note 7** – Bank's Environmental & Social (E&S) Risk Policy dictates that when the Bank engages with external stakeholder like regulators, trade associations, industry bodies etc. for redressal of a grievance or for influencing public policy and voicing its opinion; it should do so in a (i) responsible manner, (ii) ensuring fairness while voicing opinion, and (iii) promoting greater public good. The policy has been approved by the Bank's Board and is made availed on Bank's website at <https://drws17a9qx558.cloudfront.net/document/Bank%20Policies/e-and-s-risk-policy.pdf>.

**Note 8** - The Bank has a Corporate Social Responsibility (CSR) Policy. The CSR policy has been approved by the Bank's Board and its activities are governed by CSR Committee of the Board in compliance with Sec. 135 of Companies Act, 2013. The policy is available on the bank's website <https://www.rblbank.com/api/v1/doc/document/Social%20Responsibility%20Policy/csr-policy-rbl-bank.pdf>. A separate CSR Department is present, which looks after the implementation of CSR-related activities across the Bank. The Bank has special emphasis in education of underprivileged children, promoting preventive healthcare, women empowerment and promoting sustainable livelihood in rural, underprivileged areas.

In addition, Bank's Credit Policy for Financial Inclusion (FI) Business guides Bank's Financial Inclusion efforts. FI activities are aimed towards improving the quality of life of poor women folk in rural and semi-rural areas of India, by honing their entrepreneurial skills. The bank's financial inclusion efforts are supported by financial literacy (FL) training of clients. This, in the long run, helps them to access mainstream finance, break free from the shackles of poverty and avoid loan sharks.

**Note 9** - The Bank has the following policies oriented towards its customers – Code of Bank's Commitment to Customer, Policy on Outsourcing of Financial Services, Commercial Credit Policy(s), Information Security Policy, Citizen Charter(s), Comprehensive Deposit Policy, and Policy on Collection of Dues and Repossession of Securities and Privacy Policy. These policies have been approved by the Bank's Board and different sub-committees of the Board look after the implementation of the policies. Some of these policies are available on Bank's website <http://rblbank.com/BankPolicies.aspx>.

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

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

#### Essential Indicators

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

Segment	Total number of training and awareness programs held	Topics/ principles covered under the training and its impact	% of persons in respective category covered by the awareness program
Board of Directors	4	IT & Cyber Security, Governance and Assurance and Corporate Governance	100
Key Managerial Personnel	8	Anti Money Laundering – AML, Code of Conduct, Compliance Culture, Risk and Governance, Information Security Awareness, Insider Trading, Operational Risk Management, Prevention of Sexual Harassment (POSH)	100
Employee other than BoD and KMPs	37	Role based KYC & AML; IT & Cyber Security; Risk based internal audit; Compliance Management. Fraud Risk Management; POSH and Gender Sensitization; ESG and Sustainable Finance; Climate Risk; Environmental and Social Risk	100
Workers	NA	NA	NA



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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	4	Reserve Bank of India ('RBI')	64 lakh	Reserve Bank of India ('RBI') vide its communication dated October 13, 2023, has imposed an aggregate monetary penalty of ₹ 64 lakh (Rupees Sixty Four Lakh only) on the Bank for non-compliance with certain directions of Reserve Bank of India (Prior approval for acquisition of shares or voting rights in private sector banks) Directions, 2015 w.r.t (i) ₹ 32 lakh (Rupees Thirty Two Lakh only) for failure to obtain annual declaration in Form B from its major shareholder for financial years 2017-18, 2018-19 and 2019-20 and (ii) ₹ 32 lakh (Rupees Thirty Two Lakh only) for failure to furnish certificate regarding continuance of the 'fit and proper' status of the major shareholder to RBI by the end of September of the said three financial years.	No
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	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	NA	NA	NA	NA
Punishment	NA	NA	NA	NA

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

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

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.

The Bank's Code of Conduct covers all Bank employees. The code defines bribery and corruption as potential misconduct, and has defined procedures for reporting, documenting, and disciplinary actions to be taken in case of violation of code. The Whistle Blower Policy<sup>4</sup> also covers 'Graft/Bribery/Corruption'.

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

Nil

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

	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NA	NA	NA	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NA	NA	NA	NA

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

	FY 2023-24	FY 2022-23
Directors	NA	NA
KMPs	NA	NA
Employees	NA	NA
Workers	NA	NA

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

### Essential Indicators

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

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	Not Applicable		
Capex	Not Applicable		

Given the nature of business of the Bank, the relevance of the above is largely restricted to information technology (IT) capex.

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)
- b. If yes, what percentage of inputs were sourced sustainably?

Bank being a service industry our primary inputs by value are software and services, hence this is not applicable.

<sup>4</sup> <https://s3.ap-south-1.amazonaws.com/rbl-website-prod-bucket/document/pdfs/whistle-blower-policy.pdf>

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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.

Not applicable

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

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

#### Essential Indicators

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

Category	Total (A)	Health Insurance#		Accident Insurance *		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Male	9,675	9,646	99.7%	9,290	96.0%	NA	NA	9,675	100%	–	–
Female	2,800	2,796	99.9%	2,764	98.7%	2800	100%	NA	NA	–	–
<b>Total</b>	<b>12,475</b>	<b>12,442</b>	<b>99.7%</b>	<b>12,054</b>	<b>96.6%</b>	<b>2800</b>	<b>22%</b>	<b>9,675</b>	<b>78%</b>	<b>–</b>	<b>–</b>

Health Insurance # Employees on contract not covered in Heal Insurance Policy

Accident Insurance \* Employees on contract, IBA staff and Full Time Contract staff (entry level executives) are not part of Accidental Insurance policy

- b. Details of measures for the well-being of workers: Not Applicable

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	NA	No	100	NA	No
Gratuity	100	NA	No	100	NA	No
ESI	NA	NA	NA	NA	NA	NA
Others – please specify	NA	NA	NA	NA	NA	NA

## 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.

Accessible offices and branches is a priority for the bank. Most of our offices and branches are located in modern buildings with ramps, wheelchair accessible parking and lifts etc.

## 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.

RBL strives to maintain a working environment free from any discrimination and harassment. It endeavours equal employment opportunity without discrimination or harassment, of whatsoever nature, on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, marital status, national or ethnic origin, or any physical or other characteristics that are unrelated to inherent job requirements or other characteristics protected by law.

## 5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100	84	NA	NA
Female	100	89	NA	NA
<b>Total</b>	<b>100</b>	<b>85</b>	NA	NA

## 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.

The Bank has grievance redressal policy for permanent employees where employees can log in their complaints and seek resolution. Besides this employee are encouraged to reach out their supervisors and HR BPs for any other complaints/ grievance.

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Not applicable
Other than Permanent Workers	Not applicable
Permanent Employees	Grievance redressal system on HRMS
Other than Permanent Employees	Approach assigned HR Business Partner

## Business Responsibility and Sustainability Report

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity: 3.11% of the employees are members of the employee union

Category	FY 2023-24			FY 2022-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	–	–	–	–	–	–
- Male	–	–	–	–	–	–
- Female	–	–	–	–	–	–
Total Permanent Workers	Not Applicable					
- Male	–	–	–	–	–	–
- Female	–	–	–	–	–	–

8. Details of training given to employees and workers :

Category	Total (A)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)
Employees					
Male	9,764	–	–	7,135	73%
Female	2,799	–	–	2,266	81%
Total	12,563	9,321	74%	9,401	100
Workers					
Male	–	–	–	–	–
Female	–	–	–	–	–
Total	–	–	–	–	–

9. Details of performance and career development reviews of employees and worker:

Category	FY 23 -24 Current Financial Year			FY 22 -23 Previous Financial Year		
	Total (A)	No. (B) *	%(B/A)	Total (C)	No. (D) *	%(D/C)
Male	9,675	4,592	47%	8,468	3,610	44%
Female	2,800	1,430	51%	2,564	1,126	48%
<b>Total</b>	<b>12,475</b>	<b>6,022</b>	<b>48%</b>	<b>11,032</b>	<b>4,736</b>	<b>45%</b>

\* Includes CTC employees who were part of performance review.

## 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 such system?

No.

The Bank is committed to providing a safe and secure working environment for its employees. Regular drills and trainings in first aid, fire safety and personal safety are conducted together with periodic checks on the physical and mental health of employees.

- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Given the nature of business, this is not directly applicable. The bank's security officer and BCM team regularly share good practices during strikes and any local unrests, cash handling etc.

- c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N) – Not Applicable

Category	FY Current Financial Year					FY Previous Financial Year				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	9,764	-	-	7,135	74	-	-	-	-	-
Female	2,799	-	-	2,266	81	-	-	-	-	-
Total		9,321				-	-	-	-	-
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

- d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? Yes

## 11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Not applicable	
	Workers		
Total recordable work-related injuries	Employees		
	Workers		
No. of fatalities	Employees		
	Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees		
	Workers		

## Business Responsibility and Sustainability Report

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

The Branch Managers / Office In charges are informed for conduct of the security, safety, fire safety and evacuation drill well in advance for information of all staff for maximum Participation and attendance during the Training and Mock drill. This training is not gender specific, however, we include all available male and female including all support staff.

We demonstrated in detail about all security safety equipment's installed in branch/office, the use of Fire Extinguishers Panic and Security Alarms to deal with in case any untoward incidents in branch/office, we delivered the information and SOP in a very effective and simple way so that the maximum staff will have all basic information about branch security and safety.

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	NA	NA	NA	NA	NA	NA
Health & Safety	NA	NA	NA	NA	NA	NA

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	NA
Working Conditions	NA

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.

Security trainings of 517 Branches/Offices /Vendors site were organized by the Security Unit during the period from 01 Apr 2023 to 31 Mar 2024.

- The Branch Managers /Office In charges are informed for conduct of the security, safety, fire safety and evacuation drill well in advance for information of all staff for maximum Participation and attendance during the Training and Mock drill. This training is not gender specific, however, we include all available male and female including all support staff.
- We demonstrated in detail about all security safety equipment's installed in branch/office, the use of Fire Extinguishers Panic and Security Alarms to deal with in case any untoward incidents in branch/office, we delivered the information and SOP in a very effective and simple way so that the maximum staff will have all basic information about branch security and safety.

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

### Essential Indicators

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

Please refer Section on the Stakeholder Engagement of Annual Integrated Report.

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

Stakeholder Group	Whether identified Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website) Other	Frequency of engagement (Annually / Half yearly / Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
NA	NA	NA	NA	NA
NA	NA	NA	NA	NA

## PRINCIPLE 5: Businesses should respect and promote human rights

### Essential Indicators

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	12.475	8,692	69.67	11,305	5,253	46
Other permanent than	NA	NA	NA	NA	NA	NA
<b>Total Employees</b>	12.475	8,692	69.67	11,305	5,253	46
<b>Workers</b>						
Permanent	NA	NA	NA	NA	NA	NA
Other permanent	NA	NA	NA	NA	NA	NA
<b>Total Workers</b>	NA	NA	NA	NA	NA	NA



## Business Responsibility and Sustainability Report

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

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B /A)	No.(C)	% (C /A)		No. (E)	% (E /D)	No.(F)	% (F /D)
Employees										
Permanent	12,202	0	0	12,202	100	11,032	-	-	11,032	100
Male	9,442	0	0	9,442	100	8,468	-	-	8,468	100
Female	2,760	0	0	2,760	100	2,564	-	-	2,564	100
Other Permanent than	273	0	0	273	100	273	-	-	273	100
Male	233	0	0	233	100	239	-	-	239	100
Female	40	0	0	40	100	34	-	-	34	100
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 Permanent than	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	9	NA	2	NA
Key Managerial Personnel	3	2.57 Cr	1	1.24 Cr.
Employees other than BoD and KMP	9,442	6,43,248	2,760	5,45,004
Workers	NA	NA	NA	NA

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

The Bank has grievance redressal policy where employees can log in their complaints and seek resolution. Besides this, the employees are encouraged to reach out their supervisors and HR BPs for any other complaints/ grievance.

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	6	0		1	0	
Discrimination at workplace	0	0	No complaints	0	0	No complaints
Child Labour	0	0	No complaints	0	0	No complaints
Forced Labour/Involuntary Labour	0	0	No complaints	0	0	No complaints
Wages	0	0	No complaints	0	0	No complaints
Other human rights related issues	0	0	No complaints	0	0	No complaints

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

The Banks has a Code of Conduct which clearly prohibits harassment. The Bank during the investigation/ enquiry proceedings attempts to protect the complainant and ensures that he/she should not face negative consequences after raising the complaint.

8. Do human rights requirements form part of your business agreements and contracts?

Yes

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	This FY, total 20 locations have been inspected in FY 2023-24 by third parties and 100% locations reviewed by internal functions.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

NA

## PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

### Essential Indicators

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

Parameter	FY 2023-24	FY 2022-23
Total electricity consumption (A) - GJ	44,450	39,143
Total fuel consumption (B) - GJ	1,671	1,521
Energy consumption through other sources (C)	NA	NA
Total energy consumption (A+B+C)	46,121	40,664
Energy intensity per rupee of turnover * (Total energy consumption/turnover in rupees)	5.07	5.86

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? No

If yes, name of the external agency. \* turnover in crore rupees is used for a readable number

## Business Responsibility and Sustainability Report

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.

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

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	NA	NA
(ii) Groundwater	NA	NA
(iii) Third party water	NA	NA
(iv) Seawater / desalinated water	NA	NA
(v) Others	1,03,742	94,012
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1,03,742	94,012
Total volume of water consumption (in kilolitres)	1,03,742	94,012
Water intensity per rupee of turnover (Water consumed / turnover)	11.42	13.54

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.

\* turnover in crore rupees is used for a readable number

4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.  
Not applicable due to nature of business
5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx	NA	NA	NA
SOx	NA	NA	NA
Particulate matter (PM)	NA	NA	NA
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others – please specify	NA	NA	NA

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

Not applicable due to nature of business

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	116	110
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	9,145	8,807
Total Scope 1 and Scope 2 emissions per rupee of turnover	tCO <sub>2</sub> / Crore	1.02	1.28
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	tCO <sub>2</sub> / 1000 sq. ft. carpet area	8.3	8.4

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? No

If yes, name of the external agency.

\* turnover in crore rupees is used for a readable number; The intensity has decreased due to energy efficiency measures and use of renewable energy in two offices and few branches.

7. Does the entity have any project related to reducing Greenhouse Gas emission? If Yes, then provide details.

Yes, the bank has many initiatives for reducing GHG emissions within its operations. A few notable initiatives and their potential impacts are summarized below.

Green buildings: Three of our largest offices by carpet area – Corporate Office, Airoli and NOC, Goregaon (all in Mumbai Metropolitan Region) are situated in certified green buildings. This is about 45% of the carpet area among our all the regional offices (barring branches) and 14% of all carpet area, inclusive of all India branches.

The 8th and 9th floors of NOC, Goregaon office is using 100% renewable energy from September 2022. Similarly, CO, Parel is also on 100% renewable energy. With a monthly consumption of 1.23 lakh units, this initiative will help avoid emissions of 1,017 tCO<sub>2</sub> annually.

Solar roof top in branches: The bank has installed about 96 kWp renewable energy in its 21 rural branches, Sangli Office and Bank's Head Office in Kolhapur, generating about 150 MWh of solar power in last FY, and avoiding GHG emissions of 141 tCO<sub>2</sub>. In addition, the bank finances various renewable energy, other emission reduction projects and electric vehicles etc. These in turn also help reduce the total GHG emissions.

The third-party data centers used are also Green Certified and use significant renewable energy for their operations.

Further, the bank has also taken a voluntary goal of being carbon neutral within operations by FY 34 through use of energy efficiency and renewable energy. In Q3 FY23, Bank's Board has approved a Coal Policy. Accordingly, the exposure to coal based thermal power generation will be restricted to 2.5% of total exposure up to FY 2026-27, with ultimate objective of reducing it to zero by FY 2034.

## Business Responsibility and Sustainability Report

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

Parameter	FY 2023-24	FY 2022-22
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	–	–
E-waste (B)	–	–
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)	NA	NA
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	NA	NA
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>NA</b>	<b>NA</b>
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	Not applicable	Not applicable
(ii) Re-used	Not applicable	Not applicable
(iii) Other recovery operations	Not applicable	Not applicable
<b>Total</b>		
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	Not applicable	Not applicable
(ii) Landfilling	Not applicable	Not applicable
(iii) Other disposal operations	Not applicable	Not applicable
<b>Total</b>		

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. Given the nature of business, in the Bank waste-streams are limited to paper, packaging material and sewage. The electronic waste is given to authorized recyclers. Hence this requirement is not applicable.

We have replaced Hand Roll Towels in 7 major offices in the Bank with electric hand dryers. Monthly consumption of HRT rolls was 878 rolls i.e., annually 10,536 rolls.

We have started installing RO units in 96 branches where we have 24 hours running municipal water and installation is possible. This will reduce usage of 20 ltr plastic bottles by approx. 2,016 bottles per month i.e., 24,192 bottles annually.

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.

Not applicable as the entity is in to banking services hence there is no usage of hazardous or toxic chemicals.

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

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

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
NA	NA	NA	NA	NA

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

### Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations.
- 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	Indian Merchant Chamber (IMC)	National
3	Confederation of Indian Industries (CII)	National
4	Federation of Indian Chamber of Commerce and Industries (FICCI)	National
5	International Market Assessment India Private Limited (IMA)	National
6	Maharashtra Economic Development Council	State
7	Association of Mutual Funds in India	National
8	BSE Broker's Forum	National
9	Fixed Income Money market and Derivative Association (FIMMDA)	National
10	Foreign Exchange Dealers Association of India	National

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

Name of authority	Brief of the case	Corrective action taken
NA	NA	NA

# Business Responsibility and Sustainability Report

## PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

### Essential Indicators

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
NA	NA	NA	NA	NA	NA

- 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)	% of PAFs covered by R&R	Amounts No. paid to PAFs in the FY (in INR)
Not applicable						

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

Not applicable

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	NA	NA
Sourced directly from within the district and neighbouring districts	NA	NA

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

### Essential Indicators

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

The bank follows Board approved Customer Grievance Redressal Policy and overall Guidelines of RBI. The policy lays down a defined escalation process for all customer complaints received at branches and Corporate Office.

Customers can contact their respective Branch Manager or call the Bank's Contact Centre on the toll-free number or send an email to the dedicated email IDs or access the Bank's website <https://www.rblbank.com/suggestion-and-complaints> to lodge their grievances in a simplified way and get their complaints redressed without delay.

<https://www.rblbank.com/static-pages/grievance-redressal>

- 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	Not applicable
Safe and responsible usage	
Recycling and/or safe disposal	

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

	FY 2023-24		Remarks	FY 2022-23		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	1,326	3,894	Consumer complaints received for bank and credit cards are internally categorised using judgment	2,197	6,526	–
Advertising	0			0*		
Cyber-security	24,324			25,182		
Delivery of essential services	NA			–		
Restrictive Trade Practices	NA			–		
Unfair Trade Practices	NA			–		
Other	52,311			100,762		

\* Volume has been recategorized basis the revised logics

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

Not applicable

	Number	Reasons for recall
Voluntary recalls	NA	NA
Forced recalls	NA	NA

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

Yes. The Bank has a Board approved Information Security Policy. Bank follows International security standards and guidelines released by Centre for Internet Security (CIS) and National Institute of Standard and technology (NIST) for system hardening. The Bank's information security applications conform to Reserve Bank of India's guidelines on information security, electronic banking, technology risk management and cyber frauds circular. The Bank continues to invest in information security and data theft prevention. It has the right mix of technology, people and processes to thwart cybersecurity threats. The Bank's systems are ISO/IEC 27001: 2013 (Information security management systems) certified.

The Bank's operations are ISO/IEC 27001: 2013 (Information security management systems) certified. The Bank has developed vulnerability management programs which are not limited to requirements from The Open Web Application Security Project (OWASP) top 10 for web and mobile applications.

The Bank has also adopted Privacy Commitment aimed at protecting the personal/ Company level information entrusted and disclosed by the customer.

## 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.

There are no incidents reported related to cyber security and data privacy etc. in the reporting period.