

Ref No.: ISC/106/2023-24

Date: 11.07.2023

The Vice President
National Stock Exchange of India Ltd.
Exchange Plaza, Bandra- Kurla Complex
Bandra East, Mumbai-400 051

NSE Symbol: INDIANB

Dear Sir/Madam,

Subject: Business Responsibility and Sustainability Report for the Financial Year 2022-23

In terms of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are enclosing Business Responsibility and Sustainability Report forming part of Annual Report of the Bank for the Financial Year 2022-23.

For Indian Bank

AGM & Company Secretary

Encl: A/a

Business Responsibility & Sustainability Report 2022-23

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity:

1. **Corporate Identity Number (CIN) of the Listed Entity:** Not Applicable
2. **Name of the Listed Entity:** Indian Bank
3. **Year of incorporation:** 1907, Date of Nationalisation: 19th July 1969
4. **Registered office address:** 66, Rajaji Salai, Chennai 600 001
5. **Corporate address:** 254-260, Avvai Shanmugam Salai, Royapettah, Chennai – 600 014
6. **E-mail:** ibinvestorrelations@indianbank.co.in, investors@indianbank.co.in
7. **Telephone:** 044 – 28134484
8. **Website:** www.indianbank.in
9. **Financial year for which reporting is being done:** 2022-23
10. **Name of the Stock Exchange(s) where shares are listed:** BSE Ltd., National Stock Exchange of India Ltd.
11. **Paid-up Capital:** Rs. 1245.44 Crore.
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:**

Shri Sujit Kumar Dey,
 Chief General Manager – RMD / CRO
 Telephone No.: 044 – 28134566
 e-mail-id: cro@indianbank.co.in

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

On standalone basis including all offices and branches of Indian Bank across India.

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	BANKING AND FINANCIAL SERVICES	The Bank provides many Banking products and services like, deposits, loan products, insurance services, derivatives services to corporates, MSME. The Bank also provides foreign exchange products, agricultural and rural Banking products. The Bank is also into retail lending and mutual funds.	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 SERVICES & PRODUCTS	64191	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	NA	6155*	6155
International	NA	3 #	3

* It includes 5788 Branches, 367 Offices and Processing centers situated across India.

Besides the Bank has a IFSC Banking Unit (IBU) at Gandhi Nagar, Gujarat.

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	34 (STATES & UTS)
International (No. of Countries)	2

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

Entity is not engaged in exporting

c. A brief on types of customers

Indian Bank provides a diverse range of financial services to a wide array of customers, including retail consumers, small and medium-sized businesses, large corporates, agriculture and rural customers, Public sector undertakings and government organizations.

For retail customers, Indian Bank offers products and services such as savings accounts, current accounts, fixed deposits, personal loans, home loans, car loans, credit cards, and more.

Small and medium enterprises (SMEs) can access financial support from Indian Bank through a variety of schemes such as Mudra Loans, CGTMSE, and Stand-Up India.

Indian Bank caters to the financial needs of large corporates with services that include working capital loans, term loans, project finance etc.

Agriculture and rural customers are also a significant customer segment for Indian Bank. The Bank provides a range of products and services to these customers, including crop loans, tractor loans, Kisan Credit Card etc.

In addition, Indian Bank provides various Banking services to government organizations, including central and state government departments, public sector undertakings etc.

Overall, Indian Bank serves a diverse range of customers and offers customized products and services to meet their specific financial needs.

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)
EMPLOYEES						
1.	Permanent (D)	41699	29425	70.56	12274	29.44
2.	Other than Permanent (E)	17	8	47.05	9	52.94
3.	Total employee (D+ E)	41716	29433	70.55	12283	29.45
WORKERS						
4.	Permanent (F)	Not Applicable				
5.	Other than Permanent (G)					
6.	Total workers (F + G)					

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	1113	865	77.72	248	22.28
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently abled employees (D + E)	1113	865	77.72	248	22.28
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	Not Applicable				
5.	Other than Permanent (G)					
6.	Total differently abled workers (F + G)					

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	10	1	10
Key Management Personnel*	4	0	0

*MD & CEO & Executive Director(s) have been considered as Key Managerial Personnel.

20. Turnover rate for permanent employees and workers

	FY 23			FY 22			FY 21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	1.01%	1.03%	1.02%	0.81%	0.96%	0.85%	0.44%	0.45%	0.45%
Permanent Workers	Not Applicable								

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

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

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	Ind Bank Merchant Banking Services Ltd.	Subsidiary	64.84	No
2	Ind Bank Housing Ltd.	Subsidiary	51	No
3	Tamilnadu Grama Bank	Associate	35	No
4	Saptagiri Grameena Bank	Associate	35	No
5	Puduvai Bharathiar Grama Bank	Associate	35	No
6	Universal Sampo General Insurance Bank Ltd	Joint Venture	28.52	No
7	ASREC (India) Ltd	Joint venture	38.265	No

VI. CSR Details

22. I. Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) ? No

However, Bank has spent **Rs. 1831.77 Lakhs** during the financial year. Details are as under:

S. No	CSR Activity	Amount (Rs. In Lakhs)
1	Inclusive Growth	212.81
2	Financial Literacy & Enhancing Vocational Skills	1390.15
3	Green Initiatives and Environment Sustainability reducing carbon foot-prints	49.51
4	Gender Equality and Women Empowerment	6.45
5	Health and Wellness, Specific needs of the senior citizens	172.04
6	COVID-Relief	0.71
	Donation	0.1
Total		1831.77

II. Turnover (in Rs.): Rs. 52085.27 Crore

III. Net worth (in Rs.): Rs. 37431.30 Crore

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 23			FY 22		
		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	-	-	-	-	-	-	-
Investors (other than shareholders)	-	-	-	-	-	-	-
Shareholders	Yes https://indianBank.in/investors-services-ib/#!	146	0	-	77	1	Resolved in FY 22-23
Employees and workers	Yes https://indianBank.in/wp-content/uploads/2022/08/Reserve-Bank-Integrated-Ombudsman-Scheme-2021.pdf	10449	346	-	4387	20	-
Customers	Yes https://indianBank.in/departments/customer-centric-services/#!	99298	838	-	254183	1588	-
Others	-	-	-	-	-	-	-

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.

While the Bank will undertake more substantial material assessment of ESG issues in due course of time, the Bank has identified some pertinent material issues which are detailed here.

Sl. 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)
1	Privacy and Data Security	Opportunity & Risk	<p>Risk: The continuous advancement of digitization accompanied by exponential rise in the population of digital users have considerably amplified the vulnerability stemming from the compromise of data privacy and security.</p> <p>Opportunity: Enforcement of a sturdy information security framework is essential to alleviate cyber threats and can effectively shield the confidential data of all stakeholders. By giving utmost priority to data privacy and security, we not only secure our enterprise and clientele but also generate prospects for progression and expansion in the digital realm.</p>	<p>The organization intends to devise a comprehensive risk management and mitigation policy, encompassing cyber security risks, and regularly monitor and evaluate it to safeguard the Bank’s data from cyber-attacks, threats, and vulnerabilities.</p>	<p>Positive: Streamlined process automation, improved public relations and credibility of stakeholders, superior data management, and augmented trust.</p> <p>Negative : Breach of Privacy and Data Security</p>
2	Climate change & Governance	Opportunity & Risk	<p>Risk: The phenomenon of climate change has increased the risks to the reputation of businesses. There has been a surge in shareholder activism concerning governance practices. The natural vagaries have started showing its negative effects on society which will impact on Bank’s asset (loans & real estate) by way of heightened NPA and loss/ damage to Bank property.</p> <p>Opportunity: Choosing viable sustainable solutions and conducting awareness sessions that shed light on an individual’s carbon footprint helps conserves natural resources along with cost savings. extend its support towards critical social issues such as promoting education and providing essential resources like meals and rations.</p>	<p>The monitoring and examining on ESG related factors will be done by the Bank’s BRSR committee</p> <ul style="list-style-type: none"> - We have initiated a broad-based awareness programme for customers and staff on climate risk. We have also started factoring climate risk in our business decisions, capital management and CSR activity. - The Bank has a deep understanding and is responsible for the actions to be taken ramifications of climate change and its impact on the environment to the best of its ability. 	<p>Negative: Physical and Regulatory risks.</p> <p>Positive: Enhanced risk management, improves brand image, energy and water saving. We take our contribution in mitigating climate risk as investment, since we firmly believe in long term sustainability of business and actively contributing our bit as a socially responsible institution.</p>

3	Community and Social Impact	Opportunity	<p>The Bank has been firmly committed to upholding its Corporate Social Responsibility (CSR) values since its establishment. One of its key priorities has been identifying and supporting vulnerable, disadvantaged, and marginalized stakeholders. Through its various CSR initiatives, the Bank endeavors to design and implement projects that contribute to the socio-economic upliftment of these underprivileged and marginalized sections of society. To achieve this, the Bank partners with various implementing agencies to extend its support towards critical social issues such as promoting education and providing essential resources like meals and rations.</p>	Not applicable	<p>Positive: We are devoted in making a difference in the lives of the marginalized and vulnerable, and supporting CSR initiatives is a key aspect of this effort. By actively participating in such activities, we aim to create a positive impact and contribute to the betterment of society.</p>
4	Human Capital	Opportunity & Risk	<p>Opportunity: The Bank has been consistent in investment towards upliftment and the alignment of employees in the Bank growth strategy. Human Capital is kept at the top of the priority list as it is the most important aspect the Bank's overall development.</p> <p>Risk: Bank has to invest on its manpower and make them the best available option in the market, as there is rapid growth and development in the industry. To compete with all the other entities in the market, the Bank has to invest on upscaling their workforce.</p>	<p>Our Bank's culture is based on excellence, transparency, and equal opportunities for all. We believe in providing growth and development opportunities to employees who consistently perform at a high level, allowing them to advance in their careers ahead of schedule. The Bank has been providing several trainings for the human resource development such as e-learning (self-earning platform e-paathshaala), physical trainings, classroom trainings, Capsule programs and webinars etc.</p>	<p>Positive: Retention of key talent through various human resources proposition increases productivity.</p> <p>Negative: High attrition possibilities leads to wage inflation and loss in continuity.</p>

5	Financial Literacy	Opportunity	India is at a point where it has become mandatory for the people to know that the old methods or instruments can be a risk to the upcoming inflation and tax liabilities in the future. Financial Literacy is and will be a very important aspect for the Banks and their customers in the long run.	The Bank gives utmost importance to the need of financial literacy, and has policies in place for the same: The Bank has focused on Financial literacy and enhancing vocational skills under its CSR Policy. -The Bank has incorporated financial services for the social concerns and opportunities, under which it has opened Financial literacy centres(FLCs). Through which the Bank provides Financial literacy and counselling sessions. -The Bank has FLCs at 42 Centres and 59 CFLs pan India, out of which Urban Financial Literacy Centres have been established in Chennai, Delhi region and Mumbai for the benefit of migratory workers and slum dwellers as part of Bank's initiatives under financial inclusion.	Positive: - The Bank gets to work for the social cause and learn about the ground reality as it connects to larger audience. -Helping the marginalized sections by providing financial literacy. -Help in better wealth creation for every one
6	FinTech Value partnership	Opportunity	Fintech offers blend of finance and ease of access, to reach the new age tech savvy customer and for deepening of financial services to every citizen in a cost-effective and efficient way.	Though the activity has inherent risk, Bank has put in place adequate and appropriate risk mitigants (operating and legal) to manage it.	It will help Bank to cater to diverse set of customers, spread across geography and having differentiated financial needs in a cost effective, safe and efficient manner.
7	Green & Sustainable Financing	Opportunity	The worldwide impetus on ways to mitigate climate risk has put focus on finding sources of green energy. This in turn has led to many inventions in areas of green automobiles, green manufacturing etc. Transition to green source of energy provides financing opportunity for Banks.	Financing for green energy and allied sectors have their inbuilt risk due to its current stage of development, adoption by market, statutory regulations etc. Bank has put in place adequate and appropriate risk mitigants. Further Bank is continuously monitoring the developments in this sector and is well prepared to adopt to any evolving situation	Financing for green and sustainable sources of energy and allied activities provides a long term business opportunity and has potential to open up undiscovered areas, wherein, we believe as a Bank we can add value on a sustainable basis.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	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	They are made available in intranet as they are the internal documents. Hence not posted on the Bank's website.								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	----Not Applicable----								
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.	N	N	N	N	N	N	N	N	N
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	No specific commitments, goals and targets were being set by the entity in relation to the above principles during the Financial year								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	----Not Applicable----								

Principles	Policies
Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable	Compliance Policy, Whistleblower Policy, policy relating to ethics, Whistle Blower Policy, Enterprise Fraud Risk Management Solution, Code of Bank's Commitment to Customers, Policy on Related Party Transactions, RTI, Policy for Determining Material Subsidiaries, Policy for Determining Material Event or Information, Fair Lending Practices Code, Dividend Distribution Policy, Best Practices code of the Bank, Banking Ombudsman Scheme
Principle 2: Business should provide goods and services in a manner that is sustainable and safe	Credit Risk Management policy, Dividend Distribution Policy, Integrated Risk Management Policy, Policy on Market Risk Management, Operational Risk Management Policy, Stress Test Policy, Group Gratuity Policy, Derivatives Policy, ALM policy

Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains	Employee friendly HR initiatives, policies covering areas such as growth and development, Equal Opportunities Policy, Welfare measures for SC/ST/OBC/PWD employees, policies related to safety & skill up-gradation training, employee benefits, Grievance Redressal Policy, health and safety and prevention of sexual harassment at the workplace, whistleblower policy
Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders	Dividend Distribution Policy, CSR initiatives, Policy on Customer Grievances Redressal and compensation to customers for deficiency in services, Enterprise Fraud Risk Management Solution, ALM policy, "Policy on Deposits/Unclaimed Deposits
Principle 5: The businesses should respect and promote human rights.	CSR initiatives, All HR policies of the Bank, Employee Benefits, Grievance Redressal mechanism, health and safety and prevention of sexual harassment at the workplace, whistleblower policy
Principle 6: Businesses should respect and make efforts to protect and restore the environment	CSR initiatives, Green Initiatives
Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent	Credit Risk Management policy, Dividend Distribution Policy, Integrated Risk Management Policy, Policy on Market Risk Management, Operational Risk Management Policy, Stress Test Policy, Group Gratuity Policy, Derivatives Policy, Fair Lending Practices Code, Dividend Distribution Policy, Debt Restructuring Mechanism for SMES, Policy on appointment of SBA & SCA
Principle 8: Business should promote inclusive growth and equitable development	CSR initiatives, Schemes related to MSME, credit facilities for the marginalized and vulnerable, policies covering areas such as growth and development, policies related to training of SC/ST employees, Welfare measures for SC/ST/OBC/PWD employees, Policies related to safety & skill up-gradation training, Employee Benefits, Grievance Redressal, Health and Safety, Prevention of Sexual Harassment at the workplace, Whistleblower Policy, Equal Opportunity Policy, Policy on Compassionate Appointment, Self Help Groups (SHGs), Financial Literacy Centres (FLCs), Indian Bank Self Employment Training Institutes (INDSETIs)
Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner	Digital Personal Data Protection Policy, Policy for Social Media, Rights of Bank's customers, BCSBI, Best Practices code of the Bank, Deposit Policy, Dealing Dishonour of Cheques, Bank's code of conduct, Cyber Security Policy, Banking Ombudsman Scheme

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements

Serving for more than 100 years has taught us that, nothing is more important than growth and development but in a sustainable way. The Bank is dedicated in promoting financial literacy, financial inclusion and adhering to UN Sustainable development goals, which are integrated into its core principles. Employee wellbeing, inclusive growth, ethics & transparency run in our core value and effective governance standards play a pivotal role in fostering sustainable practices and ensuring the creation of long-term value. We recognize that sustainability is a key driver of long-term success, and therefore. Hence, we are committed to implementing practices that reduce our environmental impact, promote social welfare, and maintain high standards of governance. We are implementing various strategies initiatives such as reducing our carbon footprint, promoting financial inclusion, and enhancing the diversity and inclusion of our workforce. We are also engaging with our stakeholders to understand their concerns and to work collaboratively to find solutions to the challenges we face.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Shri Ashwani Kumar, Executive Director Shri Sujit Kumar Dey Chief General Manager - RMD / CRO Telephone No. 044 - 28134566 e-mail-id: cro@indianbank.co.in
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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.	Every committee within the organization focuses on sustainability-related concerns by considering their unique set of goals, objectives, and specific operational requirements. They diligently address these issues in a manner that aligns with their mandates and tailored approaches, ensuring a comprehensive and effective approach to sustainability across the organization.
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10. Details of Review of NGRBCs by the Bank

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	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Compliance with statutory requirements of relevance to the principles, & rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y	Our Bank is conducting quarterly compliance certification & testing, assessment of compliance risk using Non Compliance Risk Index and reports the quarterly compliance risk assessment to ACB while annual review of compliance is being placed to board.								

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.

Advisors/ consultants assess the policies & compliance. M/s Deloitte has carried out the assignment in FY 23.

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
It is planned to be done in the next financial year (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURES

Principle 1: Business should conduct and govern themselves with ethics transparency and accountability

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 programmes held	Topics/principles covered under the training and its impact	Total No of people (A)	No. of people covered in training (B)	% of persons in respective category covered by the awareness programs
Board of Directors	3	Director development program conducted by Egon Zehender, Banking Conclave on Climate Risk & Sustainable Finance Conducted by IIBF & IT & cyber Security for Board Members Conducted by IDRBT covered the above topics	10	10	100%
Key Managerial Personnel*	3	Director development program conducted by Egon Zehender, Banking Conclave on Climate Risk & Sustainable Finance Conducted by IIBF & IT & cyber Security for Board Members Conducted by IDRBT covered the above topics	4	4	100%
Employees other than BoD and KMPs	264	Refer Note	25073	24694	98.49%
Workers	Not Applicable				

* MD & CEO and Executive Director(s) have been considered as Key Managerial Personnel.

NOTE:

- I. Leadership Development Program, Program of Preventive Vigilance, Training on Social Media, Refresher Program on CRO, Seminar for Chief Compliance Officer on advantages of being compliant, Program on Climate Change, Transition Risk & Suitable Finance, Program on IT & Cyber Security, Conference on Digital Banking Heads.
- II. Mid-Career training program related to ethics & integrity for sustainable business, addressing the ethical challenges, customer as business partner, program on preventive vigilance. Also specific program on compliance culture, discipline & vigilance management, IT & Cyber Security, cyber laws & financial crimes, etc.

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	Penalty/Fine/Settlement/Compounding fee imposed on the Bank are not material as per Bank's policy on Determination and Disclosure of Material Events or Information. However the Bank make disclosures(s) to Stock Exchanges NSE & BSE of such events on a qualitative basis.				
Settlement			Nil		
Compounding fee			Nil		
Non Monetary					
Imprisonment					
Punishment					

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
Nil	

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

The Bank has a Whistle Blower policy through which the employees are encouraged to report fraudulent activity in an account, along with the reasons in support of their views, to the appropriate Authority, under the Whistle Blower Policy of the Bank, who may institute a scrutiny through internal investigation. Protection is made available to such employees under the Whistle Blower. The objectives of the policy are as follows: 1. Promoting culture of openness, 2. Setting standards of Public Services, 3. Compliance with Rules and Regulations. The policy can be accessed online through the website of Indian Bank and the link for the same is as follows:

<https://indianBank.in/wp-content/uploads/2020/08/Whistle-Blower-Policy-1.pdf>

Being a Public sector Bank with majority stake held by Government of India, the Bank falls within the purview of Central Vigilance Commission of India. The Bank has also in place the following:

- "Citizens' Charter of Indian Bank" provides key information on various facilities/services provided to customers in the branches of the Bank
- Citizens' Charter together with the code is ensuring high standards of accountability, responsibility, and transparency in the Bank's dealings with customers.

- In February 2006, Reserve Bank of India set up the Banking Codes and Standards Board of India (BCSBI) as an independent autonomous watchdog to ensure that customers get fair treatment in their dealings with Banks.
- The BCSBI has published the “Code of Banks’ Commitments to Customers-January 2018” and “Code of Commitment to Micro and Small Enterprises – August 2015” which set out minimum standards of Banking practice and benchmarks in customer service for Banks to follow
- Bank is a member of BCSBI and has therefore, voluntarily adopted the above Codes as its Fair Practice Code in dealing with its customers.
- Code of commitment to customers has been placed to the Customer Service Committee of the Board for adoption. Complete copy of the Code is available at www.indianBank.in

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

Particulars	FY 23	FY 22
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil

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

Particulars	FY 23	FY 22
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	
Number of complaints received in relation to issues of Conflict of interest of the KMPs		

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---

Leadership Indicators

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

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

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.

The Bank has framed the “Code of Conduct” applicable to the Board of Directors and Senior Management Personnel and the same has been adopted by the Board and the same is available on the Bank’s website viz. **www.indianBank.in**. Board Members and Senior Management Personnel of the Bank (i.e. General Managers) have affirmed their compliance with the Code of Conduct for the Financial Year ended on 31 March, 2022 in terms of Regulation 26 (3) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. Other than those in the normal course of Banking business, the Bank has not entered into any materially significant transactions with its Promoter / Directors, Senior Management Personnel, their relatives etc. that may have potential conflict of the interest.

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.

	FY23	FY22	Details of improvements in environmental and social impacts
R&D	NA		
Capex	₹ 26.96 Cr	₹ 26.44 Cr	Improved ATM infrastructure, Increased the customer experience through revamping of mobile App IndOASIS The Bank is also implementing various journey(ies) towards digital lending

The Bank’s business nature restricts the relevance of the statement above mainly to IT capital expenditures. As digital platforms are more widely adopted, operational efficiency has increased, and the dependence on paper-based processes has been significantly reduced.

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

No, The Bank’s focus is primarily on paper when it comes to operational material purchases due to its presence in the Financial Services sector. However, when purchasing electronic equipment such as computers, laptops, lighting devices, and air conditioning systems, the Bank makes sure to take energy efficiency standards into account. The products for the Bank are sourced through GOI GEM portal.

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.

In Bank’s Procurement Policy for IT Related Goods and Services-2022-25. The process of disposal off IT Assets is included, brief of which is mentioned here under:

“All hardware components which are taken out of use or being taken out of use will be disposed of preferably through a buy-back arrangement. If a buy-back arrangement is not possible or feasible, such items will be sold as scrap to Government authorized E-waste recyclers.

The IT Department at Corporate Office or concerned Zonal Offices may dispose these items by calling appropriate bids from the approved e-waste recyclers approved by the respective State Pollution Control Board and shall dispose off to the highest bidder (H-1) in accordance with prevailing policy of the Bank.”

The Bank has implemented a recycling mechanism for products and waste at its Corporate Office located in Royapettah. Furthermore, a Sewage Treatment Plant has been installed at the Corporate Office in Royapettah, with a capacity to treat 17,000 liters of sewage per day. The paper waste in the Bank is given to the Govt’ authorized vendors which later is sent for recycling.

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.

----Not Applicable----

Leadership Indicators

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

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

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

Name of product/service	Description of risk/concern	Action taken
----Not Applicable----		

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	
	FY 23	FY22
----Not Applicable----		

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

	FY 23			FY 22		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	-----Not Applicable-----					
E-waste						
Hazardous waste						
paper						
Other waste						

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-----	

Principle 3: Business should promote the well-being of all employees

Essential Indicators

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

Category	% of employees 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 employees											
Male	29425	29425	100	29425	100	0	0	1667*	5.66	0	0
Female	12274	12274	100	12274	100	898*	7.31	0	0	1275*	10.38
Total	41699	41699	100	41699	100	898	7.31	1667	5.66	1275	3.05
Other than permanent employees											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0

*No of employees availed the said facility during the year.

As per Bank's policy all the eligible permanent employees can avail the facilities of Maternity/Paternity Benefits, Day Care facilities.

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

Category	% of employees 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 employees											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0

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

Benefits	FY 2023 Current Financial Year		FY 2022 Previous Financial Year	
	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)
PF	26.50	Y	30.74	Y
Gratuity	100	Y	100	Y
ESI	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Others (NPS)	73.50	Y	69.26	Y

3. 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.

The Bank has taken measures to facilitate the movement of differently-abled individuals in most of branches/offices. Ramps have been installed to ensure easy access, and most offices have elevators and other infrastructure in place. Some of the Bank's locations also provide wheelchair accessible restrooms to cater to the needs of differently-abled individuals.

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.

- The Bank has implemented an Equal Opportunity Policy, in compliance with the Rights of Persons with Disabilities Act, 2016 and the regulations established under it. The policy serves as a framework that aims to support the empowerment of people with disabilities in the workplace, by offering practical guidance for the management of disability-related issues, in accordance with the act and its regulations.
- Indian Bank believes in providing equal opportunities to all its employees, through an inclusive work culture and a discrimination-free environment. The Bank values diversity and does not differentiate or discriminate against anyone based on factors such as race, gender, religion, disability, age, sexual orientation, gender identity, gender expression, caring responsibilities, marital or civil partnership status, or any other class of person protected under applicable laws.
- As per Government of India's guidelines, reservations are provided to Scheduled Castes (SCs), Scheduled Tribes (STs), Other Backward Classes (OBCs) and Persons with Disability (PWD) candidates in Direct Recruitment. Reservations for SC/STs in promotions are provided as per Government guidelines. The SC/ST Welfare Cell/Reservation Cell at CO/HRM ensures prompt disposal of grievances/ representations (if any) of SC/ST employees.

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%	100%	Not Applicable	Not Applicable
Female	100%	100%	Not Applicable	Not Applicable
Total	100%	100%	Not Applicable	Not Applicable

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.

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Not Applicable
Other than Permanent Workers	Not Applicable
Permanent Employees	Yes
Other than Permanent Employees	Not Applicable

- Employees can lodge their complaints through their HRMS login.
- An Internal Ombudsman has been appointed to strengthen the Internal Grievance Redressal Mechanism. All complaints where the resolution is either negative or partial are internally escalated to the Internal Ombudsman of the Bank for necessary action.

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

Gender	FY 23			FY 22		
	Total employees/ workers in respective category (A)	No. of employees/ Workers in respective category, who are part of association (s)/ Union (B)	% (B / A)	Total employees/ workers in respective category (A)	No. of employees/ Workers in respective category, who are part of association (s)/ Union (B)	% (B / A)
Total Permanent employees	41699	38786	93.01	40751	36893	90.53
Female	12274	11726	95.54	11784	11053	93.80
Male	29425	27060	91.96	28967	25840	89.20
Total Permanent Workers	----Not Applicable----					
Female						
Male						

8. Details of training given to employees and workers

Category	FY 23					FY 22				
	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	18023	994	5.52	17890	99.26	17563	759	4.32	15258	86.88
Female	7054	355	5.03	6772	96.00	6678	145	2.17	5580	83.56
Total	25077	1349	5.38	24662	98.35	24241	904	3.73	20838	85.96
Workers										
Male	----Not Applicable----									
Female										
Total										

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

Category	FY 23			FY 22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	18023	18023	100	17563	17563	100
Female	7054	7054	100	6678	6678	100
Total	25077	25077	100	24241	24241	100
Workers						
Male	----Not Applicable----					
Female						
Total						

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?

The inherent nature of the Bank's operations does not pose any significant health and safety risks to its employees. However, the Bank recognizes the importance of ensuring the well-being of its employees and has established a health and safety policy that includes periodic communication and alerts, safety awareness sessions, and training programs on fire safety and evacuation procedures. The Bank has a Fire Safety Manual, Security Manual, Facilities and Administration Manual and Workplace Health and Safety Policy in place. Regular drills and trainings in first aid, fire safety and personal safety are conducted together with periodic checks on the wellbeing of employees. Fire safety training and evacuation drills were conducted at Bank branches across all zones.

In addition to physical health, the Bank also prioritizes the mental health and well-being of its employees. The Bank has done a Health Care tie up with M/s. Practo for free online Doctor consultation for serving and retired staff members. All employees are required to undergo mandatory training on workplace safety for women.

During the year, no employee of the Bank suffered any workplace accidents. However, the COVID-19 pandemic posed significant health and safety challenges and the Bank has implemented measures to address these issues. Further details on these measures can be found elsewhere in the report.

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

Due to the nature of the business, the policy is not directly applicable. However, in light of the COVID-19 pandemic, the Bank took precaution in the office premises. To mitigate these risks, necessary precautions were taken, such as sanitizing all office premises, issuing daily updates on the situation, restricting movements in common areas, and avoiding large gatherings. The Bank also complied with all government directives, issued travel and health advisories to its employees, to ensure the safety of employees and business continuity.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

----Not Applicable----

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes. The Bank has in place, a Medclaim policy to address the non-occupational medical and healthcare needs of its employees. Employees are educated about these policies. Health Care tie up with M/s. Practo for free online Doctor consultation for serving and retired staff members.

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

Safety Incident/Number	Category	FY 23	FY 22
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		

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

Due to the nature of the business, the risks associated with occupational health and safety are limited. However, the Bank has a policy in place for employee health and safety. Regular internal communication and training sessions are conducted on safety measures, including fire safety and evacuation procedures. The Bank also works to promote well-being of its employees. All employees receive mandatory training on the safety of women employees at the workplace. In the past year, no employee of the Bank has been involved in any

accidents on duty. During COVID-19 pandemic, the Bank took measures to ensure the safety of its employees and visitors to its premises. This included regular sanitization of office premises, communication updates, restricted movements in common areas, and avoidance of large gatherings. The Bank also complied with government directives, issued travel and health advisories to its employees to ensure safety and business continuity.

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

	FY 23			FY 22		
	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	Nil					
Health & Safety						

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	100% done internally. No third party's assessment
Working Conditions	

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 and safety practices and working conditions.

No major security related incident took place during the FY 23. Also, we have E-surveillance of all ATMs in place. In the coming years, we plan to extend this E-surveillance with advanced AI & IOT features. Security arrangements is already smoothly functioning in branches for customers and employees.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

Yes. In the event of death of employee, compensation is provided as all the permanent employees are covered by Group life insurance policy. The Bank may also offer employment to the deceased employee's spouse or dependent based on eligibility. Additionally, the Bank prioritizes settling benefits such as provident fund, gratuity, superannuation etc., as applicable.

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

The Bank undergoes internal and statutory audits to review the compliance status of these activities. In addition, the Bank expects its partners in the value chain to uphold the principles of business responsibility, as well as the values of accountability and transparency.

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:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 23	FY 22	FY 23	FY 22
Employees	Nil			
Workers				

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, training in the Bank is a proactive, planned and continuous process and an integral part of Human Resource development. The aim is to create and enhance the competencies of the employees, ensuring optimal performance in the ever-changing business scenario. Further retirement training is imparted to employees before their superannuation.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Currently Bank has no such assessment done.
Working Conditions	

6. Provide details of any corrective actions taken or 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: Business should respect the interest of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

Essential Indicators

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

Stakeholders are identified by considering the extent of their influence on the business, as well as the effect that the business has on them. The initial recognition was done through focused group discussion of the senior management people. Impact was assessed based on the categories. Significant categories are customers, employees, business associates which includes intermediaries.

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

Stakeholder groups	Whether identified as vulnerable & marginalised (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 raised during such engagements
Government & Regulatory Bodies	No	Email, personal meetings, calls, video calls, Letters	As and when required	Discussions on policy regulations and amendments, inspections, and approvals
Shareholders	No	Email, SMS, newspaper advertisement, notice board, website, Annual General Meetings, intimation to stock exchanges, annual/ quarterly financials and investors meetings/ conferences	As and when required	Communication of data for informed decision making. Discuss and provide insights on the financial position of the Bank
Customers	No	SMS, Emails, Pamphlets, Advertisements, Website, Social media, OOH Advertisements, Physical/ Virtual Meets and Webinars	As and when required	<ol style="list-style-type: none"> For better branding and wider publicity To bring in more customers into fold. To understand the present requirements/needs of the existing customers To improvise on the Products & Services to capture bigger share in the market. To provide Information on product launches, Important events, Product promotions undertaken by the Bank.

Employees	No	Direct contact through Events, Social Media, Virtual Meetings, SMS, Emails, Calls, Internal Helpdesk, Employee Engagement Initiatives, Employee Suggestion Portal, Rewards & recognition Programmes	Regular intervals	To inform employees on the developments in the Bank such as launch of new products / process / business & promotional campaigns / milestone achievements etc. via promotional and awareness centric communications. To motivate the Employees for reaching committed deliverables.
Business Partners	No	Meetings, E-mails, Letters, SMS, Calls, Other physical and Digital Channels	Frequent or as and when required	Communication of information enabling smooth collaboration with Bank
Vendors	No	Email, personal, virtual meetings, calls	Need Based	To discuss on Bank's requirements and timely deliverables.

For all procurement of the Goods & Services, Bank is providing benefits and preference to Micro and Small Enterprises (MSEs) including MSEs owned by Scheduled Caste (SC)/Scheduled Tribe (ST) and women owned MSEs as per the guidelines of public procurement policy issued by Government of India. Same guidelines are also incorporated in our Procurement policy.

Leadership Indicators

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

Stakeholders Relationship Committee (SRC) was constituted with effect from November 23, 2006 to carry out such functions that are required for the redressal of Shareholders' and investors' complaints, including but not limited to transfer of shares, non-receipt of dividends, Annual Report and any other grievance that a shareholder or investor of the Bank may have against the Bank. The Committee was reconstituted from time to time. Function of Stakeholders' Relationship Committee of the Board:

The role of the committee, inter-alia, include the following:

- Resolving the grievances of the security holders of the Bank including complaints related to transfer, transmission of shares, non-receipt of Annual Report, non-receipt of declared dividends, issue of new, duplicate certificates, general meetings etc.
- Review of measures taken for effective exercise of voting rights by shareholders.
- Review of adherence to the service standards adopted by the Bank in respect of various services being rendered by the Registrar & Share Transfer Agent.
- Review of the various measures and initiatives taken by the Bank for reducing the quantum of unclaimed dividends and ensuring timely receipt of Dividend Warrants, Annual Reports, Statutory Notices by the shareholders of the Bank.

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.

The Bank considers itself as a trustee of all the stakeholders and acknowledges its responsibility towards them by creating and safeguarding their wealth, attained through sound corporate strategies, proactive business plans, policies and procedures to satisfy the ethical and legal responsibilities. Bank's corporate governance principles are firmly rooted for generating profitable growth with high level degree of disclosure policies adhering to the governance standards. The Bank appreciates the benefit accruing to the society with the advent and advancement of technology and means of communications and further recognizes the need of keeping its stakeholders informed of the events of their interest. The quarterly / half yearly / annual financial results of the Bank are submitted to the Stock Exchanges namely, NSE and BSE, where the equity shares of the Bank are listed. The Financial Results are published in one national newspaper (English), one national newspaper (Hindi) and one regional language newspaper based at Chennai as per statutory requirement. During the financial year 2022-23, the quarterly / half yearly financial results were published in leading newspapers namely "Financial Express (English), Business Standard (English), Jansatta (Hindi), Business Standard (Hindi), Dinamani (Tamil) etc. The results are also displayed on the website of the Bank www.indianbank.in.

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

The Government and the RBI have prescribed certain guidelines and targets in lending for Financial Inclusion, Priority Sector and marginalized sections of the society. Indian Bank has identified the disadvantaged, vulnerable and marginalized stakeholders, which include Small and Marginal Farmers, Tenant and Leased Farmers, landless Labourers and Rural Women. They are provided with special credit facilities like Kisan Credit Card, Agri. Jewel Loan, Self Help Groups loans, Joint Liability Group loans, Mudra loans etc.

- Indian Bank extends Banking facilities to the financially excluded people with saving Bank account under PMJDY. They are provided with RuPay cards with insurance in-built coverage, free of cost for the PMJDY programme at the time of account opening. Further, eligible customers are covered under PMJJBY (Life insurance) & PMSBY (Accidental Insurance) and APY Pension facility, under the scheme.
- Bank is imparting self - employment training to the unemployed youth in Below Poverty Line (BPL) category through Ind-SETIs (Indian Bank Self Employment Training Institutes). Financial Literacy & Counselling through FLCs (Financial Literacy Centres) & CFLs (Centre for Financial Literacy) are also imparted. The activities are pursued under the aegis of "Indian Bank Trust for Rural Development" (IBTRD).
- Bank is also extending 15 basic Banking services at the doorsteps of customers through PSB Alliance Doorstep Banking (DSB) under the aegis of Indian Bank Association (IBA). Bank deploys BC Channel for extending Banking services at the doorsteps of customers daily.
- The BC Channel was instrumental to extend customers service at their doorsteps during crisis situations like COVID 19 Pandemic, flood situation etc. across various areas.
- BCs were also given free cost insurance coverage under life and accidental schemes of PMJJBY, PMSBY by the Bank. They have also been provided with sanitization material, face masks and reimbursement cost by the Bank for COVID Vaccination.
- The Bank is disbursing Old Age Pension (OAP) amount to the beneficiaries through BC network in the State of Tamil Nadu.
- Pre-promotion training is being conducted for employees belonging to SC/ST/PWD/OBC category.
- Training on Vishakha guidelines is being imparted on time to time basis.
- Women Leadership Development Program is being conducted for female employees.

Principle 5: Business 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 23			FY 22		
	(A) Total	(B) (Number of employees)	% (B/A)	(C) Total	(D) (Number of employees)	% (D/C)
Employees						
Permanent	25077	24380	97.22	24241	22949	94.67
Other than permanent						
Total	25077	24380	97.22	24241	22949	94.67
Workers						
Permanent	----Not Applicable----					
Other than permanent						
Total						

NOTE: In all the internal training programs, sessions are being conducted on human rights issues and policies.

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

Category	FY 23					FY 22				
	(A) Total	Equal to minimum wage		More than minimum wage		(D) Total	Equal to minimum wage		More than minimum wage	
		(B) (Number of employees)	% (B/A)	(C) (Number of employees)	% (C/A)		(E) (Number of employees)	% (E/D)	(F) (Number of employees)	% (F/D)
Employees										
Female	12274	0	0	12274	100	11784	0	0	11784	100
Male	29425	0	0	29425	100	28967	0	0	28967	100
Total	41699	0	0	41699	100	40751	0	0	40751	100
Workers										
Male	----Not Applicable----									
Female										
Total										

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

	Female		Male	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	0	0	4	Rs.258888.00 per month
Key Managerial Personnel*	0	0	4	Rs.258888.00 per month
Employees other than BoD and KMP	12274	Rs.76087.98	29425	Rs.83995.76 per month

*MD & CEO and Executive Director(s) have been considered as Key Managerial Personnel.

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, various committees are there to oversee and address issues related to human rights. For instance, the Bank has zero tolerance for sexual harassment as per Workplace (Prevention, Prohibition and Redressal) Act, 2013, The Bank has a whistleblower policy, policies related to inclusive growth & equitable development. The Bank has implemented an Equal Opportunity Policy, in compliance with the Rights of Persons with Disabilities Act, 2016 and the regulations established under it. The policy serves as a framework that aims to support the empowerment of people with disabilities in the workplace, by offering practical guidance for the management of disability-related issues, in accordance with the act and its regulations. The Bank also has a policy on compassionate appointment. An Internal Ombudsman has been appointed to strengthen the Internal Grievance Redressal Mechanism. All complaints where the resolution is either negative or partial are internally escalated to the Internal Ombudsman of the Bank for necessary action.

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

- Respect for human rights is considered as one of the fundamental and core values of the Bank. The Bank strives to support, protect, and promote human rights to ensure fair and ethical business and employment practices are followed. There are committees and policies formed to handle grievances and complaints related to human rights issues and the details are placed on the intranet of the Bank. The Bank has zero tolerance towards and prohibits all forms of child labour, slavery, forced labour, physical, sexual, psychological, or verbal abuse. The Bank's policy prioritizes the creation of a safe and healthy workplace that promotes diversity, equal opportunities, and fair practices throughout the employee life cycle, including compensation, benefits, and redressal mechanisms. This policy is applicable to all employees, business partners, and relevant parties and serves as a supplement to the Bank's Code of Conduct and Ethics, which sets the standard for acceptable employee behavior in various professional and ethical aspects.
- The Bank has also established a Whistleblower policy to ensure the highest standards of ethics, integrity, accountability, and transparency, and to provide safeguards for shareholders, depositors, and employees. This policy enables employees to raise concerns about irregularities, malpractices, and other misdemeanors committed by the Bank's personnel by approaching the Whistleblower Committee of the Bank. This mechanism allows for the confidential reporting of any issue or occurrence without fear of retribution from both internal and external stakeholders.

- To further facilitate effective communication between employees and management, the Bank has set up an employee portal called H-Response, which allows employees to communicate their grievances or concerns in a confidential and secure manner.
- The Bank is also committed in providing a safe and secure working environment for its female employees and has established an Internal Complaints Committee on the Prevention of Sexual Harassment (POSH). The committee continues to deliver on its mandate, working on various aspects related to awareness, training, and redressal. This ensures that the Bank remains a safe and secure environment for all its employees, regardless of their gender.

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

	FY 23 Current Financial Year			FY 22 Previous Financial Year		
	Filed during the year	Pending resolution, the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	1	0	Nil	0	0	Nil
Discrimination at workplace	Nil					
Child Labour						
Forced Labour/ Involuntary Labour						
Wages						
Other human rights related issues						

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

- The Bank is committed to providing a safe and respectful workplace for all employees and has a robust Prevention of Sexual Harassment (POSH) policy in place. To ensure compliance, all employees undergo mandatory annual training on the POSH module and policy. This ensures that everyone associated with the Bank can raise concerns and complaints without fear of retaliation.
- The Bank is committed to protecting employees who make disclosures or raise concerns under the Whistleblower Policy or Grievance Redressal Policy. Employees who disclose their identity and share information in good faith, believing it to be substantially true and without seeking any personal or financial gain, are protected from discrimination.
- Furthermore, the Bank strictly prohibits any form of retaliation against employees who raise concerns under the policy in good faith. Any attempt at retaliation by anyone will be dealt with firmly.
- The Bank recognizes that cases related to the prevention of sexual harassment in the workplace require utmost sensitivity and confidentiality. Therefore, such cases are handled in line with the guidelines of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The Bank ensures that all complaints of sexual harassment are taken seriously and dealt with in a timely and effective manner. The Bank also strives to create a safe and supportive work environment that is free from harassment and discrimination.

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

Yes, Bank's commitment to upholding of human rights is an integral part of its business philosophy and is reflected in all aspects of its operations, including its business agreements and contracts.

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Sexual Harassment	100%
Discrimination at workplace	100%
Child Labour	----Not Applicable----
Forced Labour/ Involuntary Labour	
Wages	
Other human rights related issues	100%

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----

Leadership Indicators

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

The Bank maintains the business process in a way that it adheres to fundamental human rights in all its transactions, as stated in its Human Rights Statement. The Bank conducts various training programs to sensitize its employees about the Code of Conduct.

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

Same as in Question 1 above.

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?

The Bank has taken measures to ensure that their office spaces are equipped with facilities to accommodate people with disabilities, such as ramps and wheelchair-friendly elevators. 70% of their offices are easily accessible to people with disabilities. The Bank is committed to upholding human rights, providing an inclusive and safe work environment, and promoting ethical business practices for their employees.

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	The Bank believes that its value chain partners/associates follow the highest standards of ethics and principles for the business activities undertaken by them.
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

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: Business should respect, protect and make efforts to restore the environment

Essential Indicators

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

Parameter	FY 23	FY 22
Total electricity consumption (A) (kwh)	158.8 lakh kwh	145.2 lakh kwh
Total fuel consumption (B) (Liters)	1,336,093	928,433
Energy consumption through other sources (C)	Not Applicable	Not Applicable
Total energy consumption (A+B+C) (Kilojoules)	617,144.77	554,409.62
(Kilojoules/Rs.)	1.18	1.21
Energy intensity (optional) – the relevant metric may be selected by the entity (Gigajoule/FTE)	14.81	13.60

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) – No.

If yes, name of the external agency.

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

----Not Applicable----

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

Since, Indian Bank is a financial institution, the water usage is restricted to human consumption only. Diligent measures have been implemented to promote responsible water consumption within the office premises. The Bank is committed to preventing the discharge of domestic waste (sewage) from its offices and branches into water bodies and hence a Sewage Treatment Plant has been installed at the Corporate Office in Royapettah, with a capacity to treat 17,000 liters of sewage per day.

Parameter	FY 23	FY 22
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others	22,666	22,305
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)*	22,666	22,305
Total volume of water consumption (in kilolitres)	22666	22,305
Water intensity per rupee of turnover (Water consumed / turnover) lit/rupee		
Water intensity (optional) – the relevant metric may be selected by the entity.		

* Water withdrawal by Bank's Corporate Office and Head Office.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) – No.

If yes, name of the external agency.

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

----Not Applicable----

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

Parameter	Please specify unit	FY 23	FY 22
NOx			
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others–please specify			

The Bank's focus is on providing financial services, therefore, any emissions from air that are not related to greenhouse gases are not considered significant by the Bank.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) – No.

If yes, name of the external agency.

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

Parameter	Unit, Mt CO2e	FY 23	FY 22
Total Scope 1 emissions	(tonnes CO2e)	3198.20	2261.44
(Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	(in tonnes)	(CO ₂ : 3075.21, CH ₄ equivalent CO ₂ : 3.13, N ₂ O equivalent CO ₂ : 16.19, Fugitive: 103.68*)	(CO ₂ : 2144.53, CH ₄ equivalent CO ₂ : 2.18, N ₂ O equivalent CO ₂ : 11.06, Fugitive: 103.68*)
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	(tonnes CO2)	125461.83	114701.73
Total Scope 1 and Scope 2 emissions per rupee of turnover	Gm/Rs	0.25	0.26
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	tonnes CO2e/FTE	3.09	2.87

*Fugitive emissions are calculated for corporate & head office only.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) – No.

If yes, name of the external agency.

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

Yes.

Premises:

Introduction of Solar Power and LED lights at Bank owned premises

As the part of the green initiatives, all payments to vendors, suppliers etc. are made through electronic channels, viz, direct credit / NEFT / RTGS (only under exceptional circumstances, payment by way of cheque is made)

Green Initiatives:

- Solar Power and LED lighting
- Harnessing of Solar power to Corporate Office, this is already under Green Building (Gold Rating Status). By adopting alternatives sources of energy, as a public Sector Bank the Bank has joined hands with other entity to form Green India.
- Expanding the Solar Power Plant installation network in Bank's own building, wherever technically feasible, to reduce the annual overall expenditure on Energy consumption by about 4 to 5 percent.
- Adopting new technological products in the illumination systems by using LED lamps in the interior lighting systems
- New branches illuminated with LED lighting only.
- Lighting in existing branches being replaced in a phased manner. Presently 4975 branches and 202 administrative Offices are provided with LED lighting.

Other Green Initiatives:

- Conduct of Energy Audits periodically for branches and offices.
- Provision of timers for auto cut off of Air Conditioners installed at branches and Offices, installations of harmonic filters and usage of Star rated electrical appliances have considerably reduced the consumption of electricity.

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

Parameter	FY 23	FY 22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	Not Applicable	Not Applicable
E-waste (B)	980 items (As per details given below)	244 items (As per details given below)
Bio-medical waste (C)	Not Applicable	Not Applicable
Construction and demolition waste (D)	Not Applicable	Not Applicable
Battery waste (count of items) (E)	3120 Battery (As per details given below)	1903 Battery (As per details given below)
Radioactive waste (F)	Not Applicable	Not Applicable
Other Hazardous waste. Please specify, if any. (G)	Not Applicable	Not Applicable
Other Non-hazardous waste generated (H). Please specify, if any.		
(Break-up by composition i.e. by materials relevant to the sector)		
Total (A+B + C + D + E + F + G+ H)		
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
i) Recycled	Not Applicable	Not Applicable
ii) Re-used	Not Applicable	Not Applicable
iii) Other recovery operations	Not Applicable	Not Applicable
Total	Not Applicable	Not Applicable
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
i) Incineration	Not Applicable	Not Applicable
ii) Landfilling	Not Applicable	Not Applicable
iii) Other disposal operations	*	*
Total		

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) – No.

If yes, name of the external agency.

**The Waste generated is mostly computer obsolete hardware Items and Battery Waste. In most of the time it is buy backed by the suppliers. If a buy-back arrangement is not possible or feasible, such items are being sold as scrap to Government authorized E-waste recyclers measure in count. The details of E- waste disposed-off during 01-04-2021 to 31-03-2022 is as under.*

1) Sale Order: CO/ITD/526/SO/2021-22 dated 16.06.2021

Hardware Description	DR Lucknow (eAB)	DR Hyderabad	DC/NDR Chennai	DR Mumbai	Final
Firewall	0	5	0	0	5
HSM	0	1	0	0	1
NTP	0	1	0	0	1
KVM	0	2	0	0	2
Chassic	0	2	0	0	2
NIPS	0	4	0	0	4
Router	0	8	0	0	8
MONITOR	0	12	0	0	12
Server	0	66	0	0	66
Storage	0	29	0	0	29
Switch	0	20	0	0	20
Tape Drive	0	14	0	0	14
Tape Library	0	4	0	0	4
Racks	0	17	0	0	17
Grand Total	0	185	0	0	185

2) Sale Order: CO/ITD/424/R1/2021-22 dated 07.06.2021

Hardware Description	DR Lucknow (eAB)	DR Hyderabad	DC/NDR Chennai	DR Mumbai	Final
Server	0	0	0	4	4
Storage	0	0	0	1	1
Switch	0	0	0	2	2
Tape Drive	0	0	0	2	2
Grand Total	0	0	0	9	9

The details of E- waste disposed-off during 01-04-2022 to 31-03-2023 is as under.

1) Sale Order: CO/ITD/643/SO/2022-23 dated 03.06.2022

Hardware Description	DR Lucknow (eAB)	DR Hyderabad	DC/NDR Chennai	DR Mumbai	Final
Firewall	2	0	0	0	2
HSM	3	0	0	2	5
IPS	4	0	0	3	7
KVM	5	0	1	4	10
Load Balancer	2	0	0	0	2
Modem	2	0	0	0	2
Chassic	0	0	3	0	3
NIPS	0	0	2	0	2
Router	10	0	0	8	18
SAN Switch	4	0	0	0	4
MONITOR	0	0	7	0	7
Server	58	0	93	50	201
Storage	7	0	44	5	56
Switch	16	0	16	30	62
Tape Drive	4	0	4	1	9
Tape Library	2	0	1	4	7
PC	0	0	1	12	13
Others	0	0	4	16	20
DVD Writer	0	0	3	0	3
Racks	28	0	1	13	42
Grand Total	147	0	180	148	475

2) Sale Order: CO/ITD/1699/PO1/2022-23 dated 18.10.2022

Hardware Description	NDR	Service Br-Chennai	Service Br-Delhi	Service Br-Mumbai	DR Mumbai	Final
HSM	0	0	1	0	0	1
KVM	0	0	1	0	15	16
MONITOR	0	1	0	0	2	3
Server	1	8	7	6	28	50
Storage	0	3	1	1	7	12
Switch	0	3	3	3	3	12
Tape Drive	0	0	0	0	9	9
Tape Library	0	1	1	0	2	4
DAT Drive	0	0	0	0	12	12
PC	0	0	0	0	12	12
Others	0	0	0	0	16	16
Racks	0	0	1	1	11	13
Grand Total	1	16	15	11	117	160

Under Zonal Offices Computer Items sold is as below.

Hardware Description	Count of Device (2022-23)	Count of Device (2021-22)
UPS	27	6
ATM	7	4
BNA	9	5
CRT Monitor	137	0
Printer	81	21
Passbook Kiosk	1	0
PC	71	9
Scanner	0	5
Server	0	0
Batteries	345	50
Grand Total	3120	1903

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

The Banks products and services are mainly financial and Banking operations. The resources exhausted in the process mainly comprises of electricity, land use and paper waste. The Bank doesn't indulge in any practices which result in hazardous or toxic waste. The Bank has a lot of policies focused on waste manage and has taken a few green initiatives as well. The paper waste in the Bank is given to the Govt' authorized vendors which later is sent to the paper pulp factory. - In Bank's Procurement Policy for IT Related Goods and Services-2022-25 - The process of Disposing off IT assets is as under and same is adopted.

All hardware components which are taken out of use or being taken out of use will be disposed of preferably through a buy-back arrangement. If a buy-back arrangement is not possible or feasible, such items will be sold as scrap to Government authorized E-waste recyclers. The IT Department at Corporate Office or concerned Zonal Offices may dispose these items by calling appropriate bids from the approved e-waste recyclers approved by the respective State Pollution Control Board and shall dispose off to the highest bidder (H-1) in accordance with prevailing policy of the Bank. Storage media will be destroyed periodically by adhering to e-waste policy after degaussing and a record will be maintained.

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.
The Bank does not have any offices in ecologically sensitive areas, The Bank ensures obtaining all relevant environmental clearances /approvals.			

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
Not Applicable.					

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:

Sl. 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
The Bank adheres to relevant environmental regulations, considering the nature of its operations.				

Leadership Indicators

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 23	FY 22
From renewable sources		
Total electricity consumption (A) Gigajoules	227.94	230.42
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	227.94	230.42
From non-renewable sources		
Total electricity consumption (D), Gigajoules	571701.13	522669.79
Total fuel consumption (E) (Gigajoules)	45215.68	31509.39
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	616916.8	554179.19

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) - No.

If yes, name of the external agency.

2. Provide the following details related to water discharged:

Parameter	FY 23	FY 22
Water discharge by destination and level of treatment (in kilolitres)		
i) To Surface water	Since, Indian Bank is a financial institution, the water usage is restricted to human consumption only. Diligent measures have been implemented to promote responsible water consumption within the office premises. The Bank is committed to preventing the discharge of domestic waste (sewage) from its offices and branches into water bodies and hence a Sewage Treatment Plant has been installed at the Corporate Office in Royapettah, with a capacity to treat 17,000 liters of sewage per day.	
- No treatment		
- With treatment – please specify level of treatment		
ii) To Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
iii) To Seawater		
- No treatment		
- With treatment – please specify level of treatment		
iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) – No.

If yes, name of the external agency.

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:

----Not Applicable----

Parameter	FY 23	FY 22
Water withdrawal by source (in kilolitres)		
i) Surface water		
ii) Groundwater		
iii) Third party water		
iv) Seawater / desalinated water		
v) Others		
Total volume of water withdrawal (in kilolitres)		

Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment– please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment– please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment– please specify level of treatment		
Total water discharged (in kilolitres)		

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

----Not Applicable----

Parameter	Unit	FY 23	FY 22
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent		
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) – No.

If yes, name of the external agency.

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----

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:

Sl. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
The Bank consistently uses innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated. Some of the initiatives taken by the Bank in this regard are as under:			
1.	As the part of the green initiatives, all payments to vendors, suppliers etc. are made through electronic channels.		
2.	Bank has also focused on green energy initiatives by adopting alternative sources of energies like SOLAR power, etc. As being a public sector Bank Indian Bank has joined hands with government entities to form Green India.		
3.	Conduct of Energy Audits periodically for branches and offices.		
4.	Provision of timers for auto cut off of Air Conditioners installed at branches and Offices, installations of harmonic filters and usage of Star rated electrical appliances have considerably reduced the consumption of electricity.		
5.	Virtualization & Cloud adoption: Bank made optimum utilization of Hardware resources and adopted virtualization. Further, Bank adopted cloud computing to reduce the hardware resources. Reduction in hardware resources. Hence less E-waste for future.		

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

The Bank has Board approved BCP policy (updated up to 2022-23) for mitigating any case of disaster and to ensure continuity of Business.

The Bank has Data Centre, DR site and also Near DR Site for ensuring Business Continuity.

Purpose: The policy is formed in the backdrop of growing complexity of financial products and the increased leveraging of technology and its heightened sophistication, operational risk has assumed critical importance in recent times. Operational Risks can have a systemic connotation in the event of contagion through channels like payment system and undermine public confidence in the Banking system. Changing business processes and new threat scenarios require maintenance of viable Business Continuity Plan (BCP).

Applicable to: The policy is applicable to whole of the Bank, covering all offices/branches in India and also in Sri Lanka.

The business continuity plan addresses: The BCP addresses to all disasters irrespective of its duration and the required risk management measures as designed in the policy. Business Continuity Plan mainly deals with business disruptions due to natural threats like fire, earth quake, Tsunami, Flood, Cyclone and includes war, riots, pandemic diseases and other man made disruptions to business and the Continuity Plan of action required to overcome such disruptions in a planned and systematic approach to events.

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

----Not Applicable----

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.

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations.

The Bank is member of 4 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 (IBA)	National
2	National Institute of Bank Management (NIBM)	National
3	Indian Institute of Banking and Finance(IIBF)	National
4	Institute of Banking Personnel Selection(IBPS)	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
Nil		

Leadership Indicators

1. Details of public policy positions advocated by the entity.

S.No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web link, if available
Not Applicable					

Principle 8: Business should support inclusive growth and equitable development.

Essential Indicators

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

Name & brief/ details of the 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
NIL					

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

Sl. 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 paid to PAFs in the FY (In INR)
NIL						

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

The Grievances related to customers/community are taken up promptly for resolution/ redressal. The Bank has CGRS system for prompt and quick resolution/ redressal of customer grievances. Further there are multiple channels to report grievances such as branch, e-mail, letter, website, mobile application, call center, and social media. Besides above, all complaints received through any other modes and not resolved within 24 hours would be entered online in CGRS for data management and speedy disposal of complaints. These complaints would be attended / resolved by the respective Branches / Zones / Corporate Office within the given time frame viz 21 days. Rejected / partially rejected complaints are placed to Internal Ombudsman for his decision. The customer is informed of the decision by the Bank. If a customer is not satisfied with the resolution, he or she can escalate to Zonal Office /FGM Office/ CO: Customer Service Cell.

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

	FY 23	FY 22
Directly sourced from MSMEs/ small producers	As per existing IT Procurement policy preferential procurement is 25% from marginalized /vulnerable groups (MSE)	
Sourced directly from within the district and neighboring districts		

Note: The Bank is primarily run on electronic item, which are sourced through GEM portal. The other items like appliances, furniture, papers etc. are sourced from SME.

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
NIL	

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

Sl. No.	State	Aspirational District	Amount spent (In INR)
1	Andhra Pradesh	Visakhapatnam District	63770.00
2	Bihar	Muzaffarpur District	65192.00
3	Bihar	Gaya District	47586.00
4	Chhattisgarh	Raipur District	30500.00
5	Jharkhand	Dumka District	3927670.00
6	Jharkhand	Godda District	2538960.00
7	Jharkhand	Hazaribagh District	2881449.00
8	Uttar Pradesh	Balrampur District	2820550.00
9	Uttar Pradesh	Bahraich Districts	3696133.00
10	Uttar Pradesh	Chitrakoot District	5406676.00
11	Uttar Pradesh	Sonebhadra District	4280740.00
12	Uttar Pradesh	Shrawasti District	2589269.00
13	Tamil Nadu	Ramanathapuram and Virudhunagar District	2,500,000.00
14	Andhra Pradesh	Visakhapatnam, Y S R Kadapa and Vizianagaram District	
TOTAL			30848495.00

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)

Yes

- (b) From which marginalized /vulnerable groups do you procure?

From MSE entrepreneur – with categorization as SC/ST, Women.

- (c) What percentage of total procurement (by value) does it constitute?

As per existing IT Procurement policy preferential procurement is 25% from marginalized /vulnerable groups (MSE).

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your Bank (in the current financial year), based on traditional knowledge.

----Not Applicable----

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

----Not Applicable----

6. Details of beneficiaries of CSR Projects:

Sl. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
The Bank supports CSR activities under 6 pillars - Inclusive Growth, Financial literacy & Enhancing Vocational Skills, Green Initiative and Environmental Sustainability reducing carbon foot-prints, Gender Equality and Women Empowerment, Health and wellness and COVID-19 Relief. The beneficiaries are multiple across these activities.			

Principle 9: Business should engage with and provide value to their customers and consumers in a responsible manner.

Essential Indicators

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

The policy on customer experience includes a redressal framework to ensure prompt and effective resolution of grievances. We offer multiple channels to report grievances such as branch, e-mail, letter, website, mobile application, call center, and social media. Besides above, all complaints received through any other modes and not resolved within 24 hours would be entered online in CGRS for data management and speedy disposal of complaints. On registration of a complaint, an acknowledgement is sent to the customer informing that the complaint is being investigated and assuring that a response shall be provided within the stipulated turnaround time. These complaints would be attended / resolved by the respective Branches / Zones / Corporate Office within the given time frame viz 21 days. Rejected / partially rejected complaints are placed to Internal Ombudsman for his decision. The customer is informed of the decision by the Bank. If a customer is not satisfied with the resolution, he or she can escalate to Zonal Office /FGM Office/ CO: Customer Service Cell).

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	Not applicable to our products and services
Safe and responsible usage	
Recycling and/or safe disposal	

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

	FY 23		Remarks	FY 22		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	6	0	-	-	-	-
Advertising	2	0	-	-	-	-
Cyber-security	0	0	-	-	-	-
Delivery of essential services	0	0	-	-	-	-
Restrictive Trade Practices	0	0	-	-	-	-
Unfair Trade Practices	0	0	-	-	-	-
Other	0	0	-	-	-	-

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

	Number	Reasons for recall
Voluntary Recalls	NIL	No such case
Forced Recalls	NIL	No such case

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

Yes, the Bank is having Cyber Security Policy 2022-23 & Standard operating procedure for mitigating risks including related to data privacy which is available in the intranet being an internal document. Cyber SOC setup is available in the Bank. The overall objective of the “Cyber Security Policy” is to provide guidance and direction to Indian Bank in combating cyber threats and to detect, respond, recover and contain the number, frequency and impact of cyber incidents/attacks

- The Bank’s Information System & Security processes have been certified with ISO 27001:2013 standard. The Bank has already put in place a Cyber Security
- Operation Centre (C-SOC) which consists of various leading security solutions and the C-SOC is monitored 24*7. The Bank has a dedicated team under Chief Information Security Officer (CISO) to monitor the security operations 24/7.
- A dedicated team is also formed under IT Dept which look after the implementation of various cyber security solutions. The solutions are designed to protect the data, network and servers in a proactive way. –Employees are also provided with training on Cyber Security to make them aware of the recent cyberattack strategies and mitigating such incidents
- Customer awareness has been strengthened by sending SMS’s to customers on latest cyber threats. Awareness messages are published on Social Media too.
- The Bank has also empaneled “Forensic experts”, to conduct forensic investigation, if any, is triggered due to any cyber security incidents.
- The Bank is giving high priority for the guidelines/advisories issued by RBI and adhering compliance on the
- observations made on regulatory audits conducted by RBI.

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

NIL

Leadership Indicators

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

The information about the products and services of the entity can be accessed through the Banks website- **www.indianbank.in**.

List of social media platforms are given below:

Social Media Platforms	
Facebook	www.facebook.com/MyIndianBank
Twitter	www.twitter.com/MyIndianBank
Instagram	www.instagram.com/MyIndianBank
LinkedIn	www.linkedin.com/indianBank
YouTube	www.youtube.com/@IndianBankOfficial

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

The following steps are taken to inform and educate consumers about safe and responsible usage of products and/or services.

- Regular update of information on website
- Emails, SMS and notifications are sent to the customer on regular basis
- Regular Communication such as Safe Banking Tips and its related communications from the regulators and Government bodies are issued to customers periodically via creative collaterals for the safe and responsible usage of products and services through our various customer communication channels.

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

Information about the mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services is provided by the following ways:

- Notifications on IndOasis,
- Internet Banking channels.
- Email and notifications through SMS
- Bank's Website

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

Yes, the entity displays product information on its website as mandated under local laws.

5. Provide the following information relating to data breaches:

NIL

a. Number of instances of data breaches along-with impact
 ----Not Applicable----

b. Percentage of data breaches involving personally identifiable information of customers
 ----Not Applicable----