

SEC/LODR/172/2025-26

August 07, 2025

<b>The Manager</b> The National Stock Exchange of India Limited Exchange Plaza, Bandra-Kurla Complex, Bandra (E), <u>Mumbai – 400 051</u> .	<b>The Manager</b> Department of Corporate Services BSE Limited, Phiroze Jeejeebhoy Towers, Floor 25, Dalal Street, <u>Mumbai – 400 001</u>
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**Re: Scrip Symbol: FEDERALBNK/ Scrip Code: 500469****Sub: Business Responsibility and Sustainability Report (BRSR) for the Financial Year ended March 31, 2025**

Dear Madam/ Sir,

In terms of the requirements of Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report (BRSR) of the Bank for the Financial Year 2024-25. The BRSR also forms part of the Integrated Annual Report of the Bank for the Financial Year 2024-25.

The Integrated Annual Report of the Bank is uploaded on the Bank's website, <https://www.federalbank.co.in/shareholder-information>.

You are requested to kindly take the above information on your records.

Thanking you,

Yours faithfully,

**For The Federal Bank Limited****Samir P Rajdev**  
**Company Secretary**


# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

## SECTION A: GENERAL DISCLOSURES

Bank operates across India and select international locations, offering a full suite of banking and financial services. Federal Bank's general disclosures outline its core identity, business operations, employee profile, and commitment to responsible business practices. It emphasizes transparency, stakeholder engagement, and identification of material ESG issues that present both risks and opportunities, with robust grievance redressal mechanisms in place for all stakeholders.



### I. Details of listed entity

1.	Corporate Identity Number (CIN) of the Entity	L65191KL1931PLC000368
2.	Name of the Entity	THE FEDERAL BANK LIMITED
3.	Year of Incorporation	1931
4.	Registered Office Address	Federal Towers, P B No 103, Aluva, Ernakulam, Kerala -
5.	Corporate Address	683101, India
6.	Email Address	<a href="mailto:secretarial@federalbank.co.in">secretarial@federalbank.co.in</a>
7.	Telephone	+91-0484-2630996
8.	Website	<a href="http://www.federalbank.co.in">www.federalbank.co.in</a>
9.	Financial year for which reporting is being done	2024-25
10.	Name of the Stock Exchanges where shares are listed	Equity shares of Bank are listed at: <ol style="list-style-type: none"> <li>BSE Limited (BSE)</li> <li>National Stock Exchange of India Limited (NSE)</li> <li>Global Depository Receipts (GDRs) - London Stock Exchange</li> </ol>
11.	Paid-up Capital	₹ 491.17 crore as on March 31, 2025
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Padmanabhan T M, Head ESG +91-0484-2634120 Email- <a href="mailto:esg@federalbank.co.in">esg@federalbank.co.in</a>
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).	Standalone basis
14.	Name of assurance provider	M/s. Bureau Veritas Industrial Services (India) Pvt Ltd
15.	Type of assurance obtained	BRSR Core KPIs- Reasonable assurance (Highlighted in  ) and non-core BRSR KPIs - limited assurance

### II. Products/Services

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

Sl. No.	Description of Main Activity	Description of Business Activity	% of turnover of the Bank
1	Financial and insurance service	Banking activities by Central, Commercial and Saving banks	100%



### 17. Products/Services sold by the entity (accounting for 90% of the turnover)

Sl. No.	Product/Service	NIC Code	% of total turnover contributed
1	Banking services and financial services	64191	100%

### III. Operations

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

Location	Number of plants	Number of offices	Total
National	Not applicable	1589*	1589
International	Not applicable	3^	3

\*No of branches and extension counters

^This includes IFSC Banking Unit (IBU) in Gujarat International Finance Tec-City (GIFT City) which is considered as overseas branch and two representative offices at Dubai & Abu Dhabi

#### 19. Markets served by the entity

##### a. Number of locations

Locations	Number
National (No. of States)	26 states, Delhi NCT and 4 union territories
International (No. of Countries)	1*

\*Representative offices in UAE

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

Not Applicable.

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

The bank caters to a diverse customer base, including individuals who are both self-employed and salaried, professionals, non-resident Indians, high-net-worth individuals, micro, small, and medium enterprises, sole proprietorships, partnerships, self-help groups, large corporates, trusts, associations, clubs and societies, government institutions and corporations, NGOs, and farmers, including small and marginal farmers, among others. As of 31<sup>st</sup> March 2025, the bank had more than 19 million customers.

For more details refer to page no 30-33.

### IV. Employees

#### 20. Details as at the end of Financial Year

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

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	15,545	8,969	57.70%	6,576	42.30%
2.	Other than Permanent (E)	566	279	49.30%	287	50.70%
<b>3.</b>	<b>Total employees (D + E)</b>	<b>16,111</b>	<b>9,248</b>	<b>57.40%</b>	<b>6,863</b>	<b>42.60%</b>

**Note:** "Employee" defined under Sec 2(l) of the Industrial Relations Code, 2020, includes Officers, Clerical and Sub Staff. To avoid duplication, Bank has not reported anyone under workers, though Clerical and Sub Staff may also qualify under the definition of worker.

##### b. Differently abled Employees:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	15	8	53.33%	7	46.67%
2.	Other than Permanent (E)	-	-	-	-	-
<b>3.</b>	<b>Total employees (D + E)</b>	<b>15</b>	<b>8</b>	<b>53.33%</b>	<b>7</b>	<b>46.67%</b>

**21. Participation/Inclusion/Representation of Women**

S. No.	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	11	2	18.18%
Key Management Personnel	5	1	20.00%

Besides the Chairman, the Board comprises seven Non-Executive Independent Directors including one-woman Independent Director, a Managing Director & CEO and two Executive Directors including one-woman Executive Director.

**22. Turnover rate for permanent employees (disclose trends for the past 3 years)**

	FY'2024-25			FY'2023-24			FY'2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	4.70%	3.78%	4.32%	5.01%	4.89%	4.96%	7.09%	5.21%	6.32%

**Turnover rate of permanent employees based on the exit type:**

	FY'2024-25			FY'2023-24			FY'2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Voluntary	3.10%	2.90%	3.02%	2.95%	3.53%	3.19%	3.90%	3.54%	3.75%
Involuntary	1.60%	0.88%	1.29%	2.06%	1.36%	1.77%	3.19%	1.67%	2.57%
<b>Total</b>	<b>4.70%</b>	<b>3.78%</b>	<b>4.32%</b>	<b>5.01%</b>	<b>4.89%</b>	<b>4.96%</b>	<b>7.09%</b>	<b>5.21%</b>	<b>6.32%</b>

Voluntary exit includes resignation, VRS, etc. & Involuntary exit includes dismissal, retirement, or death while in service.

**V. Holding, Subsidiary and Associate Companies (including joint ventures)****23. Name of holding/subsidiary/associate companies/joint ventures**

Sl. No.	Name of the holding/subsidiary/associate companies/joint ventures (A)	Indicate whether Holding/Subsidiary/Associate/Joint Venture	% of shares held by the Bank	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the Bank (Yes/No)
1	Federal Operations and Services Limited	Subsidiary	100%	No
2	Fedbank Financial Services Limited	Subsidiary	61.03%	No
3	Ageas Federal Life Insurance Company Limited	Associate	26%	No

Equirus Capital Private Limited ceased to be an Associate with effect from November 15, 2024.

**VI. CSR Details**

- 24.** (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: **Yes**
- (ii) Turnover: ₹ **30,166.50 Crore**
- (iii) Net worth: ₹ **33,121.64 Crore**



## VII. Transparency and Disclosure Compliances

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

Stakeholder group from whom compliant is received	Grievance Redressal Mechanism in place (Yes/No) (If yes, then provide web link for grievance redressal policy)	FY'2024-25			FY'2023-24		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	-	Nil	0	-	Nil
Investors (other than shareholders)	Yes	0	-	Nil	0	-	Nil
Shareholders	Yes	9	0	All complaints resolved	7	1	0/s complaint closed on 03rd April 2024 by NSE.
Employees and workers	Yes, the policy is made available on Bank's intranet and the same is accessible to internal stakeholders	6	0	Bank has initiated timely measures for an effective redressal of grievances	5	0	Bank has initiated timely measures for an effective redressal of grievances
Customers	Yes	1,74,310	5,005 <sup>a</sup>		2,60,580	6,657 <sup>#</sup>	
Value Chain Partners	Yes	-	-	-	-	-	-
Others	-	-	-	-	-	-	-

<sup>a</sup>All outstanding complaints are within the TAT

<sup>#</sup>Outstanding complaints are those received in the month of March. Around 99% of outstanding complaints are related to digital transaction disputes which has specific TAT for resolution.

Stakeholders can reach out to the Bank for any grievance redressal through the following options, based on the nature of grievance:

- <https://www.federalbank.co.in/grievance-redressal>
- <https://www.federalbank.co.in/shareholder-information>
- <https://www.federalbank.co.in/documents/10180/45777/Environmental+and+Social+Management+system+%28ESMS%29+Policy+July.pdf/d8b4df0b-d6c6-9dfc-ff77-8903886bd541?t=1690350626600>
- <https://www.federalbank.co.in/documents/10180/45777/Policy+for+Redressal+of+Customer+Grievances.pdf/60eb733b-3d5b-40ee-9c7f-6cb2fc1b26ee?t=169579231649>

**26. 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:

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)
<b>Environment</b>					
1	Climate Change	Risk	Climate change poses significant risks to our operations, lending portfolio, and overall financial stability. Rising global temperatures, extreme weather events, and shifting environmental regulations can result in: A) <b>Physical Risks:</b> Damage to Bank’s physical infrastructure, branches, and data centres due to increased frequency and severity of natural disasters. B) <b>Transition Risks:</b> Changes in environmental regulations, technological advancements, and shifting market preferences towards a low carbon economy can impact the Bank’s lending portfolio. C) <b>Liability Risks:</b> Potential legal and reputational risks arising from the Bank’s lending and investment activities that contribute to climate change. D) <b>Reputational Risks:</b> Negative publicity and reputational damage from perceived inaction or inadequate response to climate-related issues.	The Bank restricts lending to high-impact sectors such as coal mining and is committed to phasing out coal-related exposure by 2030. Environmental and Social Due Diligence is conducted as part of credit assessments.  Bank actively promotes in-house sustainability initiatives such as renewable energy usage, rainwater harvesting, and obtaining green building certifications. These efforts are supported by a broader focus on operational sustainability, climate-related financial disclosures, and environment-friendly CSR projects.	Negative
2	Product Innovation with ESG Impact / Sustainable Finance	Opportunity	Product innovation with ESG impact/ sustainable finance offers opportunities for revenue growth, competitive advantage and improved risk management. It also helps us to align with global commitments such as UNSDGs and Paris Agreement.		Positive
<b>Social</b>					
3	Human Capital Development & Employee Engagement	Opportunity	Effective human capital management can attract and retain top talent, reduce turnover rates, and develop future leaders, ultimately driving business growth and sustainability.		Positive
4	Community Development	Opportunity	Community Development presents opportunities for us to create shared value, driving business success while contributing to economic and social well-being around us.  By investing in Community Development, we can enhance reputation, support business growth, and meet stakeholder expectations, ultimately strengthening social license to operate.		Positive



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)
5	Financial Inclusion	Opportunity	Financial inclusion presents opportunities for us to expand our customer base, enhance reputation, and drive social impact by improving access to financial services for underserved populations.  By promoting financial inclusion, we can unlock new revenue streams, innovate products and services, and ensure regulatory compliance, ultimately contributing to economic growth and societal well-being.		Positive
6	Digital Transformation	Opportunity	Digital transformation enables operational efficiency, improved customer experience, and competitive advantage. Increasing digital transactions expands customer engagement and reduces operational costs.		Positive
7	Customer Relationship Management	Risk	Ineffective grievance redressal can lead to customer dissatisfaction, regulatory penalties, and reputational damage. Timely and accurate resolution of complaints helps in maintaining trust and compliance.	Formed a robust Grievance redressal mechanism for handling customer complaints effectively and within the time frame stipulated by the regulator. Quality audit mechanism implemented to ensure that proper resolution is communicated to the customer within the prescribed TAT. It also ensures proper categorisation and to analyse the root cause of complaints to minimise the recurrence.	Negative
<b>Governance</b>					
8	Governance, Business Ethics, Transparency & Reporting	Risk	Governance-related lapses can negatively impact the institution's long term aspirations and visions, potentially causing stakeholder distrust, regulatory and compliance risks. Weak governance or ethical lapses may erode stakeholder trust and invite regulatory scrutiny.	The Bank ensures continuous improvement in its governance framework and institutionalizes integrity through robust systems and processes by observing regulatory guidelines and industry best practices. The Bank has various committees at the Board level that evaluate the grievances of both internal and external stakeholders.	Negative
		Opportunity	Proactive compliance improves governance, business ethics, transparency, and ESG position, making customers prefer banks that protect personal data privacy		Positive
9	Risk & Crisis Management	Risk	Ineffective risk management can lead to potential financial losses and erosion of capital, thereby impacting the financial stability of the Bank  Instances of data breaches/cyber incidents affecting customer data may negatively affect trust, have regulatory implications, and cause reputation damage.	Bank has put in place three lines of defense model to ensure that calculated risks are taken and the same is managed within the Board approved Risk Appetite Limits. The Risk Management Framework is constantly strengthened based on emerging risks, business strategies, industry best practices and regulatory requirements. Risk Management Committee of the Board ensures that the Bank has suitable systems, policies and processes in place to identify, measure, manage and mitigate the risks.  Following are the Cyber Security initiatives conducted by Bank: <ul style="list-style-type: none"> <li>Preventive controls such as Data Leakage Prevention</li> <li>Adequate Access Controls (RBAC, Principle of Least Privilege)</li> <li>Encryption for protecting confidentiality</li> <li>Robust controls for data protection in both Bank's and third-party environments</li> <li>Securing Bank's data in cloud and third-party environments</li> </ul>	Negative

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Federal Bank’s management disclosures demonstrate its integrated approach to ESG, with Board-approved policies covering all NGRBC principles. Bank’s governance framework ensures regular policy reviews, structured stakeholder engagement, and continuous monitoring of ESG risks. Dedicated committees oversee the implementation of responsible business practices, while transparent processes support adaptation and improvement in line with stakeholder feedback.

<b>Highlights</b>	<b>Relevant SDGs:</b>
<h3 style="margin: 0;">9 NGRBC</h3> <p style="margin: 0;">Principles covered by Board-approved policies</p>	

**Policies linkage with respective NGRBC Principles:**

<b>PRINCIPLE-1</b> 1,2,3,4,5,6	<b>PRINCIPLE-2</b> 7,8,9	<b>PRINCIPLE-3</b> 9,10,11
<b>PRINCIPLE-4</b> 1,12,13,14,15,16,17	<b>PRINCIPLE-5</b> 7,8,9,18,19	<b>PRINCIPLE-6</b> 7,8,9,12
<b>PRINCIPLE-7</b> 5,9	<b>PRINCIPLE-8</b> 9,12,18	<b>PRINCIPLE-9</b> 1,14,20,21,22,23

### Corporate Policies:

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. <a href="#">Policy on combating financial crime</a></li> <li>2. <a href="#">Anti-Bribery and Corruption Policy</a></li> <li>3. <a href="#">Policy for Determination of Material Subsidiary</a></li> <li>4. <a href="#">Policy on related party transactions</a></li> <li>5. <a href="#">Code of Corporate Governance and Code of Conduct for the Board of Directors and Management</a></li> <li>6. <a href="#">Tax compliance Policy</a></li> <li>7. <a href="#">Environmental and Social Management system (ESMS) Policy</a></li> <li>8. <a href="#">Supplier code of conduct</a></li> <li>9. <a href="#">ESG Policy</a></li> <li>10. <a href="#">Diversity, equity and inclusion policy</a></li> <li>11. <a href="#">Protected Disclosure Scheme (PDS) / Whistle Blower policy</a></li> <li>12. <a href="#">Corporate Social Responsibility Policy</a></li> <li>13. <a href="#">Settlement of claims</a></li> </ol> | <ol style="list-style-type: none"> <li>14. <a href="#">Customer Compensation Policy</a></li> <li>15. <a href="#">Policy on lending to MSME</a></li> <li>16. <a href="#">Policy for resolution of loans of Individuals and Small Businesses</a></li> <li>17. <a href="#">Code of Bank’s Commitment to Micro and Small Enterprises (MSE 2015)</a></li> <li>18. <a href="#">Policy on Doorstep Banking services for Senior Citizens and differently abled person</a></li> <li>19. <a href="#">Policy on Customer Service</a></li> <li>20. <a href="#">Policy for Redressal of Customer Grievances</a></li> <li>21. <a href="#">Customer Rights Policy</a></li> <li>22. <a href="#">Policy on Customer Protection - Limiting Liability of Customers in Unauthorized Electronic Banking Transaction (to be read in conjunction with the Customer Compensation policy and Customer Grievance Redressal policy)</a></li> <li>23. <a href="#">Code of Bank’s Commitment to Customers</a></li> </ol> |
|---|---|



Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and management processes</b>									
1. a. Whether the Bank's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Weblink of the policies, if available	Policies mentioned above have been linked with NGRBC Principles. All the Policies can be accessible from Bank's website. <a href="#">Link</a>								
2. Whether the Entity has translated the policy into procedures. (Yes/No)	Yes								
3. Do the enlisted policies extend to the Entity's value chain partners? (Yes/No)	Yes. ESG policy of Bank covers the key aspects to be complied with by relevant value chain partners.								
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 the Bank and mapped to each principle.	<p>Bank has adopted a range of national and international standards and frameworks to strengthen its environmental, social, and governance (ESG) practices. These include:</p> <ul style="list-style-type: none"> <li>▪ International Finance Corporation (IFC) Performance Standards: Applied for Environmental and Social (E&amp;S) due diligence of borrowers, ensuring responsible lending practices.</li> <li>▪ ISO 22301:2019 – Business Continuity Management System (BCMS): Ensures operational resilience and continuity of critical banking services.</li> <li>▪ ISO 27001:2022 – Information Security Management System (ISMS): Implemented to safeguard Bank's information assets and systems.</li> <li>▪ PCI DSS Compliance: Achieved for the card ecosystem, ensuring secure handling of cardholder data.</li> <li>▪ IGBC Green Interiors Certification: Obtained for select premises, promoting resource-efficient and sustainable workplace environments.</li> </ul>								
5. Specific commitments, goals and targets set by the Bank with defined timelines, if any.	<ul style="list-style-type: none"> <li>▪ Bank has committed not to do fresh lending to certain sectors which has significant E&amp;S risks as detailed in the ESMS policy.</li> <li>▪ Bank has committed to reducing its coal-related sub-project exposure to 50% by December 2025 (against the baseline of March 2021) and NIL by December 2030.</li> <li>▪ Bank intends to grow its green portfolio to ₹13,000 Crore by December 2025.</li> <li>▪ 500KW of in-house solar power generation capacity by March 2025.*</li> <li>▪ Reach One Lakh litre of water conservation capacity by March 2025.*</li> <li>▪ Finance at least 10,00L women entrepreneurs through BC Channel by March 2028.*</li> <li>▪ At least 10% of Bank premises to be green certified by March 2028.</li> <li>▪ We aim to maintain a gender diversity ratio of 40% or above at all times.</li> </ul>								
6. Performance of the Entity against the specific commitments, goals and targets along with reasons, in case the same are not met.	<ul style="list-style-type: none"> <li>▪ Fresh loans to exclusion list activities are restricted as per the ESMS framework.</li> <li>▪ Coal-related sub-project exposures as on March 31, 2025, stood at 0.39% of gross advances. (March 2021 baseline is 3.49% of the gross advances).</li> <li>▪ Bank's green lending portfolio is at ₹9,280 Crore as on March 31, 2025.</li> <li>▪ Bank has added 150KW rooftop solar capacity during the year. Bank has 530KW of solar power generation capacity as of March 31, 2025.</li> <li>▪ Bank has added a storage capacity of 10,000 litres for rainwater harvesting during the year. Bank has 1,28,500 litre capacity of rainwater harvesting units in its various offices as of March 31, 2025.</li> <li>▪ 12.45 L Women entrepreneurs financed through the BC channel as of March 2025.</li> <li>▪ 2.59% of our premises are Green Certified as of March 31, 2025.</li> <li>▪ Bank's present gender diversity ratio is 42.60%</li> </ul>								

\*Following the successful attainment of our ESG targets, we have revised our commitments to further advance our sustainability journey. The revised targets are outlined on pages (refer page no: 58-59).

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Governance, leadership and oversight</b>									
7. Statement by Director, responsible for the Business Responsibility Report, highlighting ESG related challenges, targets and achievements Statement by Sudarshan Sen, Chairman of Risk Management Committee of the Board  At Federal Bank, we acknowledge the importance of embracing responsible business practices that harmonize economic growth with social and environmental well-being. Our dedication to sustainability is deeply ingrained in our corporate values, as embodied in the CARES framework.  The Board of Directors drives the sustainability strategy, with the Risk Management Committee (RMC) of the Board overseeing our sustainability endeavours, ensuring that our business practices are environmentally conscious, socially responsible, and economically viable. The Board has established comprehensive policies to guide the Bank's sustainability efforts. These policies provide a robust framework for promoting sustainable practices and mitigating a range of risks.  Throughout the year, we made significant progress in implementing our sustainability strategy, focusing on reducing our carbon footprint and enhancing our GHG emission measurement. A key milestone was the pilot project to evaluate the emissions of our lending portfolio using the PCAF methodology across various asset categories. Although the project was based on a limited dataset, it helped identify gaps and areas for improvement. We would start disclosing our financed emissions in a phased manner as we develop suitable systems and frameworks.  Another major milestone in our sustainability journey during the financial year was our stakeholder engagement as part of Materiality Assessment Survey. We undertook a Materiality Assessment Survey, engaging with a diverse range of internal and external stakeholder groups. The assessment was based on a robust sample, carefully determined to ensure representative participation and meaningful feedback. The details of the process adopted and our strategies and plans against each of the material topics identified are provided in Materiality Assessment section of the Annual Report (refer page no 52-55).  The Bank has garnered several prestigious awards across various ESG categories, which can be found in the 'Awards & Accolades' section (refer page no 10-11) in the Annual Report.  We have made significant public commitments to Environmental, Social, and Governance aspects. Our performance against these commitments is transparently reported in the ESG Dashboard section of our Annual Report (refer page no. 58-59).  We acknowledge that our sustainability journey is an ongoing one, and we shall continue to face challenges and opportunities in our pursuit of responsible business practices. Measuring the impacts and outcomes of ESG requires a long-term perspective. Unlike financial metrics, which can be quantified and reported in near time, ESG impacts often unfold over several years. That said, our commitment to ESG has yielded encouraging results, demonstrating the effectiveness of our initiatives.  I would like to express my appreciation to our employees, customers, investors, and partners for their support and collaboration in our sustainability efforts. Together, we can create a more sustainable and responsible future for all.									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	Name: Damodaran C Designation: Chief Risk officer								
9. Does the Bank have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes. The Risk Management Committee (RMC) of the Board oversees Environmental, Social and Governance (ESG) aspects in both its own operations and lending operations. All the policies related to ESG/ESMS are approved by the Board. The risks associated with the lending operation are duly factored under ESMS policy and ESG Policy assesses the organization's business practices and performance on various sustainability and ethical issues. Bank is also having an executive-level E&S committee headed by MD&CEO which oversees both ESG and ESMS aspects and reports to RMC of the Board Quarterly.  Refer to Page 142 of the Annual Report for detailed composition and roles of the Risk Management Committee.								



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)																	
		P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
		Performance against above policies and follow up action	All the policies are reviewed and approved by the Board on an annual basis. Some of the policies are reviewed first by the sub-committees of the Board and thereafter placed to the Board for approval																
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The principles are meticulously followed to build up the faith and trust of shareholders, customers, employees, and the market, thus providing a competitive advantage in the industry. Bank conducts the business in accordance with the statutory and regulatory guidelines to the satisfaction of all our stakeholders. The policies are developed and aligned to applicable compliance requirements, RBI norms and guidelines, requirements of listing agreements with stock exchanges, or Bank's internal requirements and best practices, which are reviewed periodically.																		

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

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

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

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

### Principle 1:

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

#### Essential Indicator:

Federal Bank maintains the highest standards of corporate governance through comprehensive policies and frameworks. Bank has implemented a robust Anti-Bribery and Corruption policy establishing consistent standards for day-to-day operations. Training and awareness programs cover all principles with systematic monitoring of compliance. Bank ensures transparency through proper grievance mechanisms and maintains accountability through regular assessments and corrective actions.



#### Stakeholders:

Shareholders & Investors, Employees, Government & Regulatory Bodies, Vendors & Service Providers

#### Material Topics:

Governance, Business Ethics, Transparency & Reporting, Risk & Crisis Management, Financial Inclusion

### 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	%age of persons in respective category covered by the awareness programmes
Board of Directors	13	Principles 1,2,3,4,6,7 and 8	100%
Key Managerial Personnel	15	Principles 1,2,3,4,6,7 and 8	100%
Employees other than Board of Directors and KMPs	346	All 9 Principles	95.58%

Details of familiarisation Programmes provided for Independent Directors of the Bank during FY 2024-25 can be accessed from our website: [Link](#)

### 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	P1	RBI	₹27,30,000/-	Reserve Bank of India has imposed the penalty on Bank for failure to comply with the provisions of Section 28 (h), read with Schedule-I of Reserve Bank of India (Interest Rate on Deposits) Directions, 2016	No



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)
P1	Puducherry Goods & Services Tax (GST) Department	₹42,608/-	An Order in Original under Section 73 of Central Goods & Services Tax (CGST) Act, 2017	Yes
P1	Department of Trade and Taxes, GNCTD, New Delhi	₹2,00,000/-	An Order in Original under Section 73 of Central Goods & Services Tax (CGST) Act, 2017	Yes
P1	Deputy Commissioner of State Tax (GST), Guwahati, Assam	₹8,00,392/-	An order in original under Section 73 of Central Goods & Services Tax (CGST) Act, 2017	Yes
P1	Deputy Commissioner of State Tax (GST), Mazgaon, Maharashtra	₹13,87,029/-	An order in original under Section 73 of Central Goods & Services Tax (CGST) Act, 2017	Yes
P1	Office of Superintendent, Punjab	₹14,95,166.98/-	A DRC 07 order from the Central GST, Amritsar, Punjab	Yes
P1	Office of the Principal Commissioner, Central Board of Indirect Taxes and Customs, Kochi, Kerala	₹10,46,59,172/-	An order in original under Section 74 of CGST Act, 2017	Yes
P1	Office of: Assistant Commissioner Jurisdiction: Ward 206: Zone 11: Delhi	₹29,82,737/-	Demand (DRC-07) Order under Section 73 (DRC 07)	Yes
Settlement	-	-	-	-
Compounding fee	-	-	-	-

Monetary				
NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
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
In all the cases related to GST, Bank has filed an appeal before the appellate authority well within the prescribed time limit.	<ol style="list-style-type: none"> <li>Puducherry Goods &amp; Services Tax (GST) Department</li> <li>Department of Trade and Taxes, GNCTD, New Delhi</li> <li>Deputy Commissioner of State Tax (GST), Guwahati, Assam</li> <li>Deputy Commissioner of State Tax (GST), Mazgaon, Maharashtra</li> <li>Office of Superintendent, Punjab</li> <li>Office of the Principal Commissioner, Central Board of Indirect Taxes and Customs, Kochi, Kerala</li> <li>Office of: Assistant Commissioner Jurisdiction: Ward 206: Zone 11: Delhi</li> </ol>

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

Yes. Bank has implemented a comprehensive Anti-Bribery and Corruption policy that establishes consistent and effective standards to be adhered to in the conduct of its day-to-day operations.

The policy can be accessed through the following link: [Anti-Bribery and Corruption Policy](#)

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

	FY'2024-25	FY'2023-24
Directors	Nil	Nil
KMPs		
Employees		
Workers		

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

	FY'2024-25		FY'2023-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NIL	NIL	NIL
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NIL	NIL	NIL

**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 conflict of interest.**

Not Applicable

**8. Number of days of accounts payables ((Accounts payable \*365) / Cost of goods/services procured) in the following format: (📄)**

	FY'2024-25	FY'2023-24
Number of days of accounts payables	1.43	28.00

During FY25, the Bank improvised the logic to identify vendor related payables from other payables.

**9. Open-ness of business**

**Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format: (📄)**

Parameter	Metrics	FY'2024-25	FY'2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Not Applicable	Not Applicable
	b. Number of trading houses where purchases are made from		
	c. Purchases from top 10 trading houses as % of total purchases from trading houses		
Concentration of Sales	a. Sales to dealer / distributors as % of total sales	Not Applicable	Not Applicable
	b. Number of dealers / distributors to whom sales are made		
	c. Sales to top 10 dealers / distributors as % of total sales to dealer / distributors		
Share of RPTs in	a. Purchases (Purchases with related parties as % of Total Purchases)	0.97%	0.97%
	b. Sales (Sales to related parties as % of Total Sales)	1.10%	1.06%
	c. Loans & advances given to related parties as % of Total loans & advances	0.66%	0.57%
	d. Investments in related parties as % of Total Investments made	1.35%	1.49%

**Leadership Indicators**

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

Total number of awareness programmes held	Topics/principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
2	Cyber Security <sup>1</sup>	-
2	ESG Assessment of Value chain partners <sup>2</sup>	-

Note 1: All employees of the vendors who are stationed at the Bank's premises and have access to Banks's system or network are provided with the training on aspects such as information security, safe internet practices, password management etc.

Note 2 : Conducted Value Chain capacity building for BRSR alignment for our top value chain partners.



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

Yes, the Code of Corporate Governance and Code of Conduct for the Board of Directors and Management covers processes to avoid/manage conflict of interests. The Code can be accessed through the following link:

[Code of Corporate Governance](#)

Conflict of interest scenarios primarily arise when there is a related party transaction. Bank also has a Board-approved Policy on Related Party Transactions which can be accessed through the link provided below:

[Policy on Related Party Transactions](#)

During FY 2024-25, Bank has not entered into any materially significant transactions with its Directors or Relatives of the Directors, which could lead to a potential conflict of interest between Bank and these parties.

All the members of the Board of Directors and Senior Management Personnel of Bank have affirmed compliance with the said Codes as applicable to them for FY 2025.

Conflicts of interest relating to:	Number
Total number of incidents	Nil
Cross-board membership	Nil
Cross-shareholding with suppliers and other stakeholders	Nil
Existence of controlling shareholders	Nil
Related parties, their relationships, transactions, and outstanding balances	Nil

**Principle 2:**

**Business should provide goods and services in a manner that is sustainable and safe**

Federal Bank integrates sustainability into its service delivery through responsible banking practices. Bank has established a Supplier Code of Conduct and Sustainable Procurement Policy governing all procurement decisions. While Extended Producer Responsibility is not applicable to banking services, Bank encourages sustainable sourcing and environmentally responsible practices across its operations.

**Highlights**

**IGBC**

Certification obtained for select premises

**Policy**

On Sustainable Procurement

**SDG**

7 AFFORDABLE AND CLEAN ENERGY

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

10 REDUCED INEQUALITIES

**Stakeholders:**

Ecosystem & Society, Government & Regulatory Bodies

**Material Topics:**

Product Innovation with ESG Impact / Sustainable Finance

**Essential Indicator:**

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

Segment	FY'2024-25	FY'2023-24	Details of improvements in environmental and social impacts
R & D	Not Applicable	Not Applicable	
Capex	2.29%	7.83%	During the reporting period, Bank invested in several initiatives aimed at enhancing environmental sustainability. These included rooftop solar installations, rainwater harvesting systems, procurement of energy-efficient equipment, installation of IOT based power saving device for ACs in ATM, and obtaining IGBC (Indian Green Building Council) certification for select premises.

**2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)**

Yes. Bank has established a Supplier Code of conduct that requires suppliers to adhere to comply with laws pertaining to human rights, labor, health and safety, sustainability, environment, and ethics. Additionally, Bank has a Board-approved Sustainable Procurement Policy that governs procurement decisions and processes.

**b. If yes, what percentage of inputs were sourced sustainably?**

Currently, Bank does not capture the details of vendors certified under various environmental standards. As we progress in our ESG journey, we will make efforts to capture data on sustainable suppliers.

**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.**

(a) Plastics (including packaging)	As a financial service provider, our products and services are designed to minimize the use of plastic, E-waste, and other forms of waste. The primary source of plastic waste from our offices is the plastic pouches used for the secure storage of gold ornaments pledged with us. Additionally, both plastic and paper waste generated at our branches and offices are systematically collected and disposed of through coordinated arrangements with the respective local Corporations, Municipalities, or Panchayats, ensuring environmentally sound waste management practices. The Bank has established a centralized and robust E-waste management system that enables effective identification of E-waste generated across its branches and offices. All identified E-waste is responsibly handed over to authorized E-waste management agencies in compliance with the E-Waste (Management) Rules, 2022.
(b) E-waste	
(c) Hazardous waste	
(d) other waste.	

**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.**

Extended Producer Responsibility (EPR) is not applicable to the entity's activities.

**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.
Life Cycle Assessment of products is not applicable for Bank's products and services.					

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

Name of Product / Service	Description of the risk / concern	Action Taken
Life Cycle Assessment of products is not applicable for Bank's products and services.		

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

Indicate input material	Recycled or re-used input material to total material	
	FY'2024-25	FY'2023-24

Considering the nature of operation, the above Leadership Indicator is not material to banking Industry. However, Bank is committed to reducing the usage of plastic and paper in its operation



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

	FY'2024-25			FY'2023-24		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)						
E-waste						
Hazardous waste						
Other waste						

Not Applicable considering the nature of the Bank's operations

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
	The Leadership Indicator is Not Applicable considering our nature of operations.

**Principle 3:**

**Business should respect and promote the wellbeing of all employees, including those in their value chains**

Federal Bank prioritizes employee wellbeing through comprehensive measures including medical insurance, retirement benefits, and accessibility provisions. Bank maintains a Diversity, Equity, and Inclusion Policy ensuring equal opportunities. Robust grievance mechanisms including the Federal Bank Employee's Grievance Redressal Forum and Sexual Harassment Prevention policies create a safe working environment for all employees.

### Highlights

100%

Permanent Employees covered under insurance benefits




>95%

Employees Trained

99.58%

Female return to work after Maternity leave

### SDG



**Stakeholders:**  
Employees, Vendors & Service Providers

**Material Topics:**  
Human Capital Development & Employee Engagement

**Essential Indicator:**

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)
<b>Permanent employees</b>											
Male	8969	8969	100%	8969	100%	-	-	8969	100%	1334	14.87%
Female	6576	6576	100%	6576	100%	6576	100%	-	-	909	13.82%
<b>Total</b>	<b>15545</b>	<b>15545</b>	<b>100%</b>	<b>15545</b>	<b>100%</b>	<b>6576</b>	<b>42.30%</b>	<b>8969</b>	<b>57.70%</b>	<b>2243</b>	<b>14.43%</b>
<b>Other than Permanent employees</b>											
Male	279	123	44.08%	274	98.20%	-	-	-	-	-	-
Female	287	105	36.58%	287	100%	287	100%	-	-	-	-
<b>Total</b>	<b>566</b>	<b>228</b>	<b>40.28%</b>	<b>561</b>	<b>99.11%</b>	<b>287</b>	<b>50.70%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

**1. c. Spending on measures towards well-being of employees (including permanent and other than permanent) in the following format (📄)**

	FY'2024-25	FY'2023-24
Cost incurred on wellbeing measures as a % of total revenue of the Bank	0.39%	0.39%

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

Benefits	FY'2024-25		FY'2023-24	
	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/Pension/NPS	96.48%	Y	96.36%	Y
Gratuity	96.48%	Y	96.36%	Y
ESI	NA	NA	NA	NA
Others- Leave Encashment	96.48%	NA	96.36%	NA

\*Bank has a separate Provident Fund Trust and Gratuity Trust.

**3. Accessibility of workplaces**

**Are the premises/offices of the Bank accessible to differently abled employees, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the Bank in this regard.**

Branches and offices are generally designed to provide easy access for differently abled employees. Employees with differing abilities are assigned to branches and offices equipped with the necessary facilities.

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

Bank is committed to fostering a culture of diversity, equity, and inclusion that empowers all employees to bring their authentic selves to work and fully contribute their knowledge, experience, and perspectives to deliver unparalleled value to all stakeholders. Bank acknowledges that employees have varying access to resources and privileges and is actively taking steps to ensure each employee receives the unique support necessary to access opportunities within the organization.

The Diversity, Equity, and Inclusion Policy (the 'DE&I Policy') articulates Federal Bank's commitment to maintaining a workplace free from discrimination. The policy also outlines Bank's expectations, emphasizing that every employee is responsible for adhering to and upholding its principles. The policy is accessible at – [Diversity, Equity and Inclusion Policy](#).

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

Gender	Permanent Employees	
	Return to work rate	Retention Rate
Male	100%	98.46%
Female	99.58%	97.19%
<b>Total</b>	<b>99.84%</b>	<b>97.93%</b>

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

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent employees	Yes, Employees can raise their workplace grievances to Employee Grievance Redressal Forum that comprises of the two Senior executives of Bank and one external expert.
Other than permanent employees	Yes, Employees can raise their workplace grievances to Employee Grievance Redressal Forum that comprises of the two Senior executives of Bank and one external expert.



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

Category	FY'2024-25			FY'2023-24		
	Total employees in respective category (A)	No. of employees in respective category, who are part of association(s) or Union (B)	%(B/A)	Total employees in respective category (C)	No. of employees in respective category, who are part of association(s) or Union (D)	%(D/C)
<b>Total Permanent Employees</b>	<b>15,545</b>	<b>10,413</b>	<b>66.99%</b>	<b>14,658</b>	<b>9,685</b>	<b>66.07%</b>
-Male	8,969	5,791	64.57%	8,544	5,423	63.47%
-Female	6,576	4,622	70.28%	6,114	4,262	69.71%

## 8. Details of training given to employees:

Category	FY'2024-25					FY'2023-24				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	%(B/A)	No. (C)	%(C/A)		No. (E)	%(E/D)	No. (F)	%(F/D)
<b>Employees</b>										
Male	9,248	9,050	97.86%	9,076	98.14%	8,780	7,915	90.15%	8,037	91.54%
Female	6,863	6,304	91.85%	6,324	92.15%	6,432	5,773	89.75%	5,802	90.21%
<b>Total</b>	<b>16,111</b>	<b>15,354</b>	<b>95.30%</b>	<b>15,400</b>	<b>95.59%</b>	<b>15,212</b>	<b>13,688</b>	<b>89.98%</b>	<b>13,839</b>	<b>90.97%</b>

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

Category	FY'2024-25			FY'2023-24		
	Total (A)	No. (B)	%(B/A)	Total (C)	No. (D)	%(D/C)
<b>Employees</b>						
Male	9,248	8,972	97.02%	8,780	8,439	96.12%
Female	6,863	6,613	96.36%	6,432	6,046	94.00%
<b>Total</b>	<b>16,111</b>	<b>15,585</b>	<b>96.74%</b>	<b>15,212</b>	<b>14,485</b>	<b>95.22%</b>

## 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?

Yes. The Bank's Occupational Health and Safety Policy forms an integral part of its ESG Policy. While the nature of banking operations presents limited occupational health and safety risks, the Bank has implemented several measures to promote workplace safety and awareness. These measures are embedded into the organizational culture through regular workshops, training sessions, mock drills, and internal communications, ensuring that all employees are familiar with safety protocols and can respond effectively in emergencies.

The Bank has also adopted a Business Continuity Management System, accredited under ISO 22301, supported by detailed Standard Operating Procedures (SOPs) to safeguard employee well-being. Key initiatives include:

- Nomination of an Emergency Response Team at all administrative location
- Installation of access control systems and physical security based on risk assessments
- Periodic training on fire safety, firefighting, and evacuation procedures
- Medical emergency response training in collaboration with reputed hospitals
- Regular communication to employees to raise awareness on safety practices
- Issuance of advisories during adverse weather conditions to protect life and property
- Routine fire and evacuation mock drills
- Integration of a safety incident reporting module in the Bank is in progress

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

Though work-related hazards are minimal due to the nature of business, an annual review to identify risks is carried out and the required risk mitigation measures are adopted. In addition, Bank has nominated Emergency Response Teams which is responsible for identifying risks/ hazards on a non-routine basis and initiating immediate steps for removal or mitigation of the risks. Some of the risk mitigation measures which Bank has put in place include –

- a. Access control systems for administrative offices and secure facilities.
- b. CCTV linked to a Central Remote Monitoring Centre which carries out e-surveillance 24x7.
- c. Deployment of security guards as per risk assessment.
- d. Fire alarm system consisting of smoke and heat detectors and alert mechanism.
- e. Branch and Office audits are conducted on a routine basis by security officers to identify and mitigate safety issues, if any. Vendor inspections are also carried out on regularly for Fire Safety systems, Access Control systems and Electronic Safety systems.
- f. Workplace related safety incidents are reported by branches/offices on occurrence to concerned stakeholders. Post incident, investigation is carried out for Root Cause Analysis determination and corrective action if required.

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

Not Applicable

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

Yes. Bank has in place a Medical Insurance Scheme to address the non-occupational medical and healthcare needs of its employees. Employees are educated about this during the induction, and the scheme details are made available on Bank’s internal portal for ready reference.

**11. Details of safety related incidents, in the following format: (📄)**

Safety Incident /Number	Category	FY'2024-25	FY'2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.057	0.029
Total recordable work-related injuries	Employees	2	1
No. of fatalities	Employees	NIL	NIL
High consequence work-related injury or ill-health (excluding fatalities)	Employees	NIL	NIL

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

The Bank continuously enhances its policies and processes to ensure a safe and healthy workplace for its employees. It has adopted the Business Continuity Management System under the ISO 22301 framework and implemented several risk mitigation measures. These include periodic internal communications and safety alerts, awareness sessions, and mock drills conducted across major premises to maintain safety standards. Crisis Management Teams are established at the Head Office and all Zonal Offices.

To promote employee well-being, the Bank organizes preventive wellness programs, campaigns, and webinars in collaboration with hospitals and other organizations. Employees above the age of 40 and their spouses are eligible for reimbursement of annual health check-up costs.

Recognizing the importance of mental health, the Bank continues to offer SMILES, an employee counselling program, along with doctor e-consultation services for employees and their families.

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

	FY'2024-25			FY'2023-24		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working Conditions	NIL	NIL	-	NIL	NIL	-
Health & Safety	NIL	NIL	-	NIL	NIL	-

**14. Assessments for the year:**

% of plants and offices that were assessed (by entity or statutory authorities or third parties)	
Health and safety practices	During the past two years, Bank has conducted electrical inspections at 884 locations. Corrective actions in the form of rectification works are performed on the premises whenever required.
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 & safety practices and working conditions.**

There were no major work and safety-related incidents reported during the fiscal. Bank has ensured a safe working atmosphere for all its employees and safety of the employees is paramount to Bank.

**Leadership Indicators**

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

Yes (for Permanent Employees).

Bank has instituted several initiatives to support the families of employees in the unfortunate event of their demise.

“Diya” is a compassionate initiative designed to address the immediate financial needs of the bereaved family. In the event of an untimely demise of an employee, a nominal contribution from every serving employee, along with a matching contribution from Bank, is pooled and handed over to the deceased employee's family.

A Group Personal Accident Insurance policy is also in place to provide coverage for accidental death. The premium for this policy is fully borne by Bank, and the insured sum is paid to the dependents in case of accidental death while in service.

Additionally, the Compassionate Payment Scheme offers an ad hoc payment of a fixed amount to the family of the deceased employee. This is intended to provide immediate financial relief to help cover funeral and other related expenses.

**2. Provide the measures undertaken by the entity to ensure payment of statutory dues by the value chain partners.**

The Bank ensures that statutory dues applicable to the transactions within the remit of the Bank are deducted and deposited in accordance with extant regulations. The Bank also sets clear expectations with vendors and suppliers through its Supplier Code of Conduct documents. Preferences are given for the Suppliers who comply with the Supplier Code of Conduct over other firms with similar competence.

**3. Provide the number of employees having suffered grave consequences due to work-related injury/ill-health/fatalities (as reported in Q11 of Essential Indicators above), who are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:**

	Total No. of affected employees		No. of employees that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY'2024-25	FY'2023-24	FY'2024-25	FY'2023-24
Employees	0	0	0	0

**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. Bank provides a wide range programs such as leadership development programs, mentoring, executive coaching etc. to build a future-ready workforce. Odyssey is an exclusive program dedicated to helping employees nearing retirement for preparing for a change in life as well as providing them with various financial (like tax planning) and well-being support.

Bank also contributes 60% of the premium for medical insurance for all retired employees .

**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	Vendor onboarding is mandatory in case of all vendors engaged by the Bank. Assessment of the ESG preparedness of the Vendor is done (at the time of vendor onboarding) along with Risk/Materiality assessment and vendor due diligence based on the internal policy guidelines. Bank follows a scoring-based method for Risk/Materiality/ESG assessments to decide whether a vendor is suitable or not.
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.**

There were no work and safety-related incidents reported during the fiscal from our value chain partners.

**Principle 4:****Business should respect the interests of and be responsive to all its stakeholders**

Federal Bank follows a structured approach for stakeholder identification and engagement as outlined in its Code of Corporate Governance. Six key stakeholder groups are identified: Shareholders & Investors, Customers, Vendors & Service Providers, Employees, Ecosystem & Society, and Government & Regulatory Bodies. Regular consultation processes ensure stakeholder feedback is incorporated into policies and business decisions.

**Highlights****6**

Key stakeholder groups identified

**SDG****Stakeholders:**

Shareholders & Investors, Employees, Customers, Government & Regulatory Bodies, Ecosystem & Society, Vendors & Service Providers

**Material Topics:**

Community Development, Financial Inclusion, Digital Transformation, Governance, Business Ethics, Transparency & Reporting Risk & Crisis Management

**Essential Indicator:****1. Describe the processes for identifying key stakeholder groups of the Entity.**

Bank follows a structured and strategic approach for the identification and prioritization of its stakeholder groups. In line with its commitment to ethical governance and inclusive decision-making, Bank's Code of Corporate Governance and the Code of Conduct for the Board of Directors and Management outline clear guidance for engaging with stakeholders and balancing their interests in all strategic and operational decisions.

As per the policy, Bank has identified six key stakeholder groups:

- a. Shareholders and Investors
- b. Customers
- c. Vendors and Service Providers
- d. Employees
- e. Ecosystem and Society
- f. Government and Regulatory Bodies

Bank strives to maintain ongoing, transparent, and responsive engagement with each stakeholder group, ensuring that their concerns are addressed in a timely and responsible manner.



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

Stakeholder Group	Whether identified as vulnerable & marginalised group (Yes/No)	Channels of communication (Emails, SMS, Newspapers, Pamphlets, Advertisements, Community Meetings, Notice Board, Website, Others)	Frequency of engagement (Annually, Half yearly, quarterly /others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders & Investors	No	<ul style="list-style-type: none"> <li>General meetings/ Postal Ballot</li> <li>Stock Exchange filings</li> <li>Media– Print and digital</li> <li>Email to stakeholders</li> <li>Website publications/ announcements</li> <li>Investors meets</li> <li>Analyst meets/ Earnings calls</li> </ul>	Frequent, Need-based, Quarterly and Annually	Bank regularly provides updates on developments related to its business activities, new initiatives and schemes, quarterly and annual audited financial results, annual reports, and investor presentations
Employee	No	<ul style="list-style-type: none"> <li>Town Hall meet</li> <li>Branch visits</li> <li>Quarterly calls by top management</li> <li>Employee engagement platform</li> <li>Circulars and emails communications</li> <li>Training programme</li> </ul>	Frequent and need based	To foster the exchange of ideas and suggestions, ensure merit-based opportunities for professional growth, and promote an inclusive and equitable workplace
Customers	Yes	<ul style="list-style-type: none"> <li>Customer visits &amp; meets</li> <li>Social media/ digital communications</li> <li>Customer surveys</li> <li>Customer care channels</li> <li>Website publishing</li> </ul>	Frequent and need based	Business-related discussions are conducted to raise awareness about products and services, promote safe banking practices, and address customer grievances through effective redressal mechanisms.
Government & Regulatory Bodies	No	<ul style="list-style-type: none"> <li>Various Inspections by the regulators</li> <li>Submission of periodical reports/ returns</li> <li>Meetings– Physical and Digital</li> <li>Stock Exchange filings</li> </ul>	Frequent and need based	Discussions focus on various regulations and amendments, internal policies and processes, as well as corporate governance and compliance standards to ensure alignment with legal and ethical requirements.
Ecosystem and Society	Yes	<ul style="list-style-type: none"> <li>Meeting various communities/ vulnerable groups through CSR initiatives</li> <li>Improving ecosystems through various CSR activities</li> <li>Meeting with associations/ NGOs</li> </ul>	Need-based	Support is provided for CSR projects, financial inclusion initiatives, and other relevant matters impacting the communities.
Vendors, and Service Providers	No	<ul style="list-style-type: none"> <li>Assessment of suppliers and vendors</li> <li>Email communication and calls</li> <li>Project review meeting</li> </ul>	Frequent and need based	Business related discussions, Techno-commercial discussions, grievance redressal.

**Leadership Indicators**

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

The consultation with different stakeholders happens at different levels from branches/ offices and departments to Senior Management. For example, Customer Service Committee is held in all branches at periodic intervals. Customers can share their opinions, comments, feedback, concerns etc in such committees. The outcome of such meetings is consolidated centrally at the corporate level. An executive-level ‘Standing Committee on Customer Service’ ensures implementation of various initiatives/ guidelines related to customer service. The Board level, Customer Service, Marketing Strategy, and Digital Banking Committee’ reviews the Bank’s customer service aspects on an overall basis and reports to the Board of Directors thereafter. Similarly, each stakeholder group is mapped to functional owners who act as the first line of contact. The details of consultation with the stakeholders including their inputs and feedback are monitored by the

management through functional departments/ executive-level committees. The departments/ executive-level committees ensure that the feedback from the stakeholders is communicated to the Board level committees/ Board as the case may be.

In addition to ongoing consultations, Bank conducted a comprehensive materiality assessment through structured engagement with internal stakeholders (employees, senior management, and the Board) and external stakeholders (customers, vendors, and investors). For further details on Materiality Assessment conducted, kindly refer Materiality Assessment - Page no. 52-55 in Annual Report.

The table below details the Board level and Executive level authorities who has specific KPIs related to engagement with the key stakeholders.

Key Stakeholder	Board Level Committee	Key Functional Department/ Authority
Shareholders & Investors	● Stakeholders Relationship Committee	● Secretarial Department
	● Credit, Investment & Raising Capital Committee	● Investor Relations
Customers	● Customer Service, Marketing Strategy and Digital Banking Committee	● Service Quality Department
	● Review Committee of the Board on Non-Cooperative Borrowers and Identification of Wilful Defaulters	● Business Departments
	● Special Committee of the Board for monitoring and follow up of cases of frauds	● LCRD
	● Credit, Investment & Raising Capital Committee	● Credit Monitoring Department
Employees	● Human Resources Committee of the Board	● Vigilance Department
	● Nomination, Remuneration, Ethics and Compensation Committee	● Credit Hubs/Business Department/Treasury/LCRD
Government and regulatory bodies	● Risk Management Committee	● HR Department
	● Audit Committee	● Compliance Department
	● Nomination, Remuneration, Ethics and Compensation Committee	● Internal Audit Department
Vendors and Service Providers	● Information Technology & Operations Committee	● Integrated Risk Management Department
	● Risk Management Committee	● HR Department
	● Audit Committee	● Service Provider Review Committee
		● Various Project Steering Committees
Ecosystem & Society	● Corporate Social Responsibility Committee	● Corporate Services Department
	● Stakeholders Relationship Committee	● Information Technology Department
	● Risk Management Committee	● CSR Department
		● E&S Committee

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

Yes, our bank conducts Materiality Assessments to identify and prioritize environmental, social, and governance (ESG) topics that are material to our business. These assessments incorporate inputs from various stakeholders. The insights gathered from these stakeholders are integrated into our policies and processes, where material, to ensure that our business practices align with their expectations and concerns.

For more information on Materiality Assessment conducted in FY25, you may refer the section "Materiality Assessment - Page no. 52-55" in our Annual report.

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

The Bank remains committed to the principles of financial inclusion, with a particular focus on the empowerment and upliftment of women from marginalized and underserved communities. Guided by our core philosophy of "extending credit where credit is due," the Bank has implemented a range of initiatives aimed at promoting financial independence and sustainable livelihoods for women.

Recognizing that financial literacy and access to credit are critical enablers of empowerment, the Bank has actively facilitated financial education and credit counselling programs. These efforts are delivered through both its branch network and Business Correspondent (BC) channels, ensuring last-mile connectivity and outreach to remote and underserved regions. Strengthen its impact, the Bank has established partnerships with twenty one Corporate Business Correspondents across selected geographies. These partnerships are specifically designed to source and service small-value loans for women customers through Self-Help Groups (SHGs) and Joint Liability Groups (JLGs). This model enhances access to credit also increases community-based financial resilience.

As of March 2025, the Bank has successfully financed approximately 12.45 lakh women customers through various such initiatives and partnerships. These efforts reflect the Bank's enduring commitment to inclusive growth, gender equity, and the holistic development of vulnerable stakeholder groups.



## Principle 5:

### Business should respect and promote human rights

Federal Bank upholds human rights through comprehensive policies prohibiting all forms of discrimination, slavery, and harassment. The Management oversee human rights impact management. Bank ensures minimum wage compliance and has zero tolerance towards human rights violations. Service agreements with vendors include specific human rights covenants.

#### Highlights

### 54.69%

Employees trained on human rights

### Policy

On Human Rights & Equal Opportunity

### 100%

More than Minimum wage compliance

### All

Complaints resolved

#### SDG

#### Stakeholders:

Employees, Vendors & Service Providers, Ecosystem & Society

#### Material Topics:

Human Capital Development & Employee Engagement , Risk & Crisis Management, Governance, Business Ethics, Transparency & Reporting

### Essential Indicator:

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

Category	FY'2024-25			FY'2023-24		
	Total (A)	No. of employees covered (B)	% (B/A)	Total (C)	No. of employees covered (D)	% (D/C)
<b>Employees</b>						
Permanent	15,545	8,811	56.68%	14,658	8,997	61.38%
Other than Permanent	566	-	-	554	-	-
<b>Total Employees</b>	<b>16,111</b>	<b>8,811</b>	<b>54.69%</b>	<b>15,212</b>	<b>8,997</b>	<b>59.14%</b>

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

Category	FY'2024-25					FY'2023-24				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>	15,545	0	0	15,545	100%	14,658	0	0	14,658	100%
Male	8,969	0	0	8,969	100%	8,544	0	0	8,544	100%
Female	6,576	0	0	6,576	100%	6,114	0	0	6,114	100%
<b>Other than Permanent</b>	566	0	0	566	100%	554	0	0	554	100%
Male	279	0	0	279	100%	236	0	0	236	100%
Female	287	0	0	287	100%	318	0	0	318	100%

### 3. Details of remuneration/salary/wages

#### a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration / salary / wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD) (Whole-time directors)	3*	1,57,40,505.82	1	1,57,03,521.25
Key Managerial Personnel (Other than BoD)	2	1,01,48,668.76	0	-
Employees (other than BoD and KMP)	9,244	15,66,215.42	6,862	14,56,053.71

\*Including Shyam Srinivasan who was a Whole-time director till September 22, 2024

**Note:** Bank do not discriminate remuneration based on gender. The difference in median remuneration is mainly on account of various factors such as average number in different Scale/Cadre, seniority in service, etc.

#### b. Gross wages paid to females as % of total wages paid by the entity, in the following format: (₹)

	FY'2024-25	FY'2023-24
Gross wages paid to females as % of total wages	38.75%	37.89%

### 4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes. The Chief Human Resource Officer addresses any human rights impact or issues caused or contributed by employees.

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

Ethics is one of the Core Values of the Bank, and the Bank upholds fairness in all acts, words, and deeds to all its stakeholders. Bank has zero tolerance towards and prohibits all forms of slavery, coerced labour, child labour, human trafficking, violence or physical, sexual, psychological or verbal abuse. Bank ensures compliance with various statutory requirements such as payment of minimum wages and the Sexual Harassment at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

Bank has a grievance handling mechanism in the name of Federal Bank Employee's Grievance Redressal Forum. Employees, irrespective of their cadre, can submit their grievances related to employment and difficulties experienced at workplaces directly to this Forum. An external expert is also nominated as a member of the Forum, to ensure independent views on the grievance.

Bank has in place a Policy for Prevention of Sexual Harassment at the Workplace in line with the requirements of the Sexual Harassment of Women at the Workplace (Prevention, Prohibition & Redressal) Act, 2013. An Internal Committee (IC) has been set up at all the nine zones and Head Office to redress complaints received regarding sexual harassment. Bank is committed to ensure that sexual harassment instances and incidents can be reported without fear. Such instances and/or complaints are promptly and discreetly addressed, and appropriate action is initiated.

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

The details are provided below:

	FY'2024-25			FY'2023-24		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	2	Nil	Resolved	2	NIL	Resolved
Discrimination at workplace	Nil	Nil	NA	NIL	NIL	NA
Child Labour	Nil	Nil	NA	NIL	NIL	NA
Forced Labour/Involuntary Labour	Nil	Nil	NA	NIL	NIL	NA
Wages	Nil	Nil	NA	NIL	NIL	NA
Other Human rights related issues	Nil	Nil	NA	NIL	NIL	NA



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

	<b>FY'2024-25</b>	<b>FY'2023-24</b>
i) Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	2	2
ii) Complaints on POSH as a % of female employees	0.03%	0.03%
iii) Complaints on POSH upheld	0	2

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

Bank is an Equal Opportunity Employer and has zero tolerance towards discrimination and harassment of any kind. Bank is committed to creating a healthy, safe, and secure work environment for employees to work free from offensive and discriminatory behaviour. The aim is to enable employees to deliver their best at work without fear of prejudice, gender bias, and sexual harassment.

Bank is committed to ensuring that sexual harassment instances and incidents can be reported without fear. An Internal Committee (IC) has been constituted at all Zones and at the Head Office. Bank will inquire into instances and/or complaints of sexual harassment promptly and discreetly and will initiate action as per the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, wherever required.

The Protected Disclosure Scheme (PDS) / Whistle Blower Policy aims to establish an efficient vigil mechanism in Bank to quickly identify and address any aberrations. The policy ensures assurance of confidentiality and provides protection to the complainant/whistle-blower against any retaliatory or vindictive actions such as humiliation, harassment, or any other form of unfair treatment.

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

Yes. Service Level Agreement/Master Service Agreement of the Bank which is executed with the vendors contains the covenants related to human rights, labour standards, forced labour, child labour, non-discrimination, and harassment including sexual harassment amongst many others.

**10. Assessment for the year:**

	<b>% of the Bank's plants and offices that were assessed (by the Bank or statutory authorities or third parties)</b>
Child Labour	NIL
Forced Labour/Involuntary Labour	NIL
Sexual Harassment	NIL
Discrimination at workplace	NIL
Wages	NIL
Other- please specify	NIL

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

Not Applicable

## Leadership Indicators

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

Bank is firmly committed to the principle of equal opportunity for all employees and strives to maintain a work environment free from discrimination and harassment. Discrimination or harassment based on race, color, religion or belief, social or ethnic origin, sex, age, physical, mental or sensory disability, HIV status, sexual orientation, gender identity and/or expression, marital status, family medical history or genetic information, family or parental status will not be tolerated under any circumstances.

Bank has established a Code of Ethics and Business Conduct that sets forth clear guidelines on standards of ethical business behavior. This Code emphasizes achieving business success in ways that demonstrate respect for people and the planet while upholding Bank’s core values and high ethical standards. Employees are regularly sensitized to the Code of Conduct through comprehensive training programs.

The Bank upholds the fundamental principles of human rights in all its interactions and business dealings.

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

Bank upholds a strong commitment to human rights and equal opportunity, fostering a workplace that is inclusive, respectful, and free from discrimination or harassment. It strictly prohibits any unfair treatment based on race, religion, caste, gender, age, disability, sexual orientation, marital status, pregnancy, or other personal characteristics.

To reinforce this commitment, Bank has implemented a well-defined Code of Ethics and Business Conduct that guides ethical behavior across all levels. Employment-related decisions—including recruitment, compensation, training, and promotion—are based solely on merit and business needs, in line with internal policies and ethical standards.

Human rights due diligence is embedded through regular training programs, effective grievance redressal mechanisms, and continuous sensitization of employees. These efforts are aligned with Bank’s core values—Commitment to excellence, Agility, Relationship orientation, Ethics, and Sustainability (CARES)—and reflect its dedication to building a diverse and high-performing workforce.

### 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?

All newly constructed branches and offices are generally designed to be accessible, incorporating features such as ramp facilities and elevators to support ease of movement.

Additionally, tactile pavings are provided in all new premises to assist visually impaired individuals. ATM, CDM, and Recycler machines are equipped with Braille signage to facilitate independent usage. Bank also extends door-step banking services to elderly and differently abled customers, further enhancing accessibility and inclusion.

### 4. Details on assessment of value chain partners:

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Sexual Harassment	Bank outlines its expectations from vendors through a formal Supplier Code of Conduct, which is considered during the onboarding process. Vendors are screened on various ESG parameters, including human rights, labour practices, and ethical standards.
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.

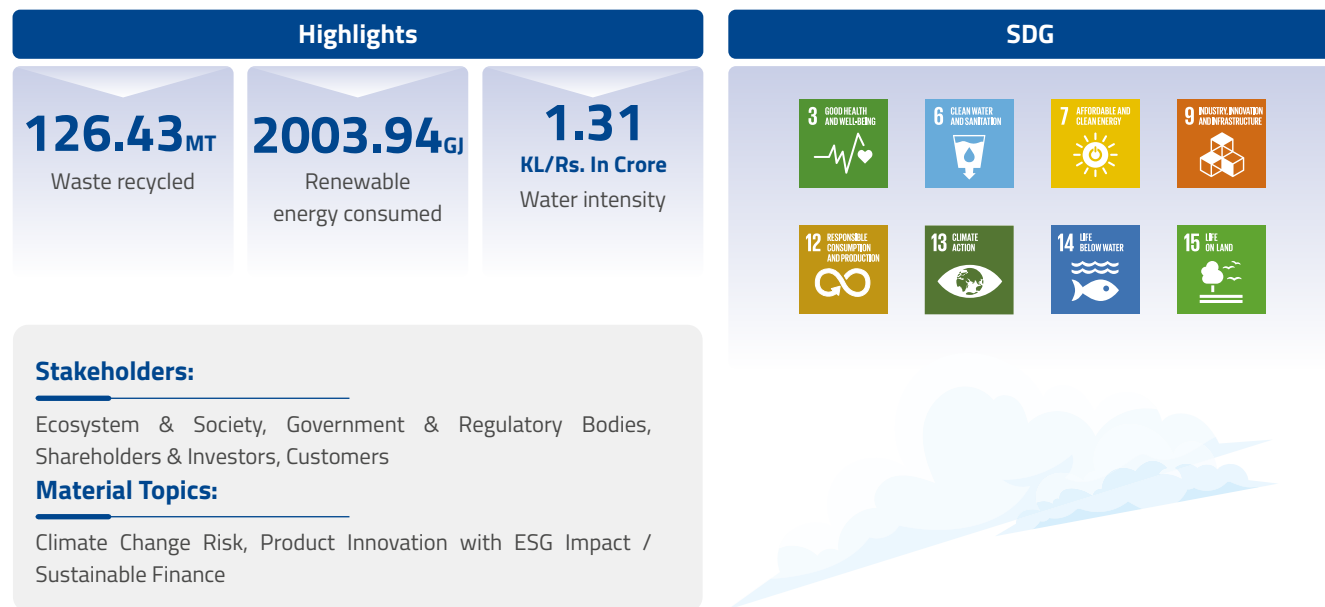
This parameter is Not Applicable basis question No 4 above.



## Principle 6:

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

Federal Bank demonstrates environmental stewardship through energy management, water conservation, and waste reduction initiatives. Bank has committed to specific environmental targets including solar power generation, water conservation, and green portfolio growth.



## Essential Indicator:

### 1. Details of total energy consumption (in Giga-Joules) and energy intensity, in the following format: (🔗)

Parameter	FY'2024-2025	FY'2023-24
<b>From renewable sources</b>		
Total electricity consumption (A)	2003.94	1,458.00
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>2003.94</b>	<b>1,458.00</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	1,46,679.55	1,41,168.11
Total fuel consumption (E)	11,806.49	47,570.56
Energy consumption through other sources (F)	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>1,58,486.04</b>	<b>1,88,738.67</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>1,60,489.98</b>	<b>1,90,196.67</b>
<b>Energy intensity per rupee of turnover</b> (Total energy consumed / Revenue from operations) (GJ/₹ In Crore)	5.32	7.53
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed / Revenue from operations adjusted for PPP)* (GJ/USD in Crore)	109.91	172.24
<b>Energy intensity (In GJ) per full time employee</b>	9.96	12.50

\*PPP considered for the calculation is 20.66 INR/USD as per the data available in World Economic Forum, 2025

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

Yes. Reasonable assurance undertaken by Bureau Veritas Industrial Services (India) Pvt Ltd

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

Not Applicable

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

Parameter	FY'2024-2025	FY'2023-24
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water	Not Available	Not Available
(ii) Groundwater	Not Available	Not Available
(iii) Third party water	Not Available	Not Available
(iv) Seawater / desalinated water	Not Available	Not Available
(v) Others (estimated as per NBC 2016 guidelines)	1,97,198.64	1,91,671.20
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>1,97,198.64</b>	<b>1,91,671.20</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>39,439.73</b>	<b>38,334.24</b>
<b>Water intensity per rupee of turnover</b> (Total water consumption / Revenue from operations) (KL/₹ In Crore)	1.31	1.52
<b>Water intensity(IN KL) per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP) (KL/USD in Crore)	27.01	34.72
<b>Water intensity (IN KL) per full time employee</b>	2.45	2.52

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

Yes. Reasonable assurance undertaken by Bureau Veritas Industrial Services (India) Pvt Ltd

4. Provide the following details related to water discharged: (☺)

Parameter	FY'2024-2025	FY'2023-24
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water	-	-
- 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	157758.91	153336.96
- No treatment	150600.96	153336.96
- With treatment – please specify level of treatment	7157.95	-
<b>Total water discharged (in kilolitres)</b>	<b>157758.91</b>	<b>153336.96</b>

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

Yes. Reasonable assurance undertaken by Bureau Veritas Industrial Services (India) Pvt Ltd



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

Not Applicable

6. **Please provide details of air emissions (other than GHG emissions) by the Bank, in the following format:**

Parameter	Unit	FY'2024-25	FY'2023-24
NO <sub>x</sub>			
SO <sub>x</sub>			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

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

Not Applicable

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

Parameter	Unit	FY2024-2025	FY'2023-24
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	2111.39	3866.67
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	29616.56	28076.77
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations) (MTCO <sub>2</sub> e/₹ In Crore)	Metric tonnes of CO <sub>2</sub> equivalent per Crore rupee of turnover	1.05	1.26
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP) (MTCO <sub>2</sub> e /USD in Crore)	Metric tonnes of CO <sub>2</sub> equivalent per USD Crore of turnover adjusted PPP	21.73	28.93
Total Scope 1 and Scope 2 emission intensity in terms of full time employee	Metric tonnes of CO <sub>2</sub> equivalent per full time employee	1.96	2.10

Note : A specific emission source previously reported under Scope 1 has been reclassified under Scope 3 following a reassessment of operational control boundaries. Scope 1 emission for FY24 would be 1333.35 MT CO<sub>2</sub>e and Scope 3 emissions for FY24 would be 17909.16 MT CO<sub>2</sub>e, if the same methodology is adopted retrospectively.

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

Yes. Reasonable assurance undertaken by Bureau Veritas Industrial Services (India) Pvt Ltd

**8. Does the Bank have any project related to reducing Green House Gas emission? If yes, then provide details.**

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Installation of Rooftop Solar Panels	Bank has developed an in-house solar power generation capacity of 530 KW.	Solar energy generated during the financial year: 556,655.4 KWh.
2	Deployment of IoT-Based Energy Saving Devices	IoT-enabled energy-saving devices have been installed in AC units across 50 ATM sites, with installation underway for an additional 300 sites.	Energy savings of 39,257.78 KWh during the financial year, contributing to a reduction of 28.54 tonnes of CO <sub>2</sub> e.
3	Green Interiors Certification	Bank has obtained IGBC Green Certification for 2.59% of its total occupied area.	Certified premises are resource-efficient, ensuring optimal utilization of energy and materials.
4	Energy Conservation	Transition to energy-efficient inverter ACs across office locations.	46% of the ACs in use are energy efficient inverter models.
5	Water Conservation	Rainwater harvesting systems have been implemented across various locations.	Conservation capacity of 128,500 liters, with approximately 250,000 liters of water saved during the year.
6	GHG Emission Reduction through Digitalization	Bank has undertaken several strategic initiatives aimed at reducing greenhouse gas emissions, primarily through its digital-first approach and fintech partnerships. These efforts focus on reducing reliance on physical infrastructure, paper usage, and transportation. Key steps include: <ul style="list-style-type: none"> <li>▪ <b>Digital Onboarding:</b> Eliminated need for paper-based AoF and KYC documents.</li> <li>▪ <b>Promotion of Digital Transactions:</b> Reduced energy by minimizing branch/ATM visits.</li> <li>▪ <b>Digital Statements &amp; Online PIN Generation:</b> Reduced printing and logistics-related emissions.</li> </ul>	Tangible reduction in paper usage, operational energy demand, and GHG emissions due to minimized physical processes. 814.37 MT of paper saved during FY25.

**9. Provide details related to waste management by the Bank, in the following format: (📄)**

Parameter	FY'2024-2025	FY'2023-24
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	27.45	28.66
E-waste (B)	8.28	10.09
Bio-medical waste (C)	Not Applicable	Not Applicable
Construction and demolition waste (D)	Not Applicable	Not Applicable
Battery waste (E)	118.15	125.43
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) Paper Waste (A4 sheets consumed)	216.52	112.58
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>370.40</b>	<b>276.76</b>
<b>Parameter</b>		
<b>Waste intensity per rupee of turnover</b> (Total waste generated / Revenue from operations) (MT/₹ In Crore)	0.01	0.01
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP) (MT/USD in Crore)	0.25	0.25
<b>Waste intensity in terms of Per full time employee</b>	0.02	0.01
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste- E-waste &amp; Battery Waste</b>		
(i) Recycled	126.43	135.52
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	<b>126.43</b>	<b>135.52</b>



Parameter	FY'2024-2025	FY'2023-24
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste - Plastic &amp; Paper Waste</b>		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	243.97	141.24
<b>Total</b>	<b>243.97</b>	<b>141.24</b>

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

Yes. Reasonable assurance undertaken by Bureau Veritas Industrial Services (India) Pvt Ltd

**10. Briefly describe the waste management practices adopted in your establishment. 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.**

Bank, being a service-oriented organization offering banking products and services, does not produce hazardous or chemical waste in its routine operations. .

To promote responsible waste management, Bank has implemented measures across all its offices to ensure that dry and wet waste is segregated at the source. This waste is then handed over to authorised waste collection agencies in accordance with local guidelines. The Bank has a centralised arrangement for the collection and disposal of e-waste from its Branches and offices. All IT assets older than five years are disposed of under this arrangement.

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

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

**12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:**

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

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

S. No.1	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 entity complies with all applicable regulatory requirements and no such non-compliance was reported during reporting period.				

## Leadership Indicators

### 1. 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 – **NA**
- (ii) Nature of operations – **NA**
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY'2024-2025	FY'2023-24
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		NA
<b>Total volume of water withdrawal (in kiloliters)</b>		
<b>Total volume of water consumption (in kiloliters)</b>		
Water intensity per rupee of turnover (Water consumed / turnover)		
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(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		NA
- 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		
<b>Total water discharged (in kilolitres)</b>		

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

Not Applicable

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

Parameter	Unit	FY'2024-25	FY'2023-24
Purchased Goods & Services		28415.28	2605.90
Capital Goods		16125.83	
Fuel & Energy related activities		7945.78	
Waste generated in operations		253.28	
Business travel	Metric tonnes of CO2 equivalent	4767.09	2290.55
Employee Commuting		13687.94	10479.39
Upstream Leased Asset		16341.40	
Down stream leased Assets		15350.40	
<b>Total Scope 3 emissions</b>		<b>102887.00</b>	<b>15,375.84</b>
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO2 equivalent per Crore rupee of turnover	3.41	0.60
Total Scope 3 emission intensity per full time employee	Metric tonnes of CO2 per full time employee	6.38	1.01

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

Yes. Limited assurance undertaken by Bureau Veritas Industrial Services (India) Pvt Ltd



**3. With respect to the ecologically sensitive areas reported in 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.**

NA

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
Details of the Initiatives taken by Bank is already provided in essential indicator- question No-8.			

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

Bank has a BCM Policy, approved by the Board of Directors. The policy sets out the framework for managing Bank’s overall capability to manage incidents that affect normal functioning. The policy is reviewed at least on a yearly basis taking into account the changes in the technology and operating environment, regulatory requirements and industry best practices. The overall business continuity preparedness is overseen by the executive-level Operational Risk Management Committee (ORMC), chaired by the Executive Director, which meets at least on a quarterly basis.

There is a Central Crisis Management Team (CCMT) that takes responsibility and acts swiftly in the event of any breakdown/ failure of critical systems, natural disaster/ accident or any other event affecting business continuity. The contact details of the CCMT members are communicated to all the business units in the Bank to enable them to seek assistance in case of an emergency.

At every Branch/ Office, Business Continuity Management Committees are constituted to act as the primary team to ensure Business continuity preparedness of the respective unit.

Business continuity/ disaster recovery plans and procedures detailing the steps to be taken at various levels of an incident are in place. The documents are reviewed at least on an annual basis.

A comprehensive Business Continuity Management System is implemented across Bank. Bank is also certified with ISO 22301 certification for the Business Continuity Management System implemented in its IT, centralized operations and centralised clearing operation.

Business Impact Analysis (BIA) is conducted at least on a yearly basis for prioritising the applications and processes of the Bank based on criticality. Based on the BIA results, business continuity arrangements including disaster recovery measures are put in place. Business continuity/ disaster recovery plans are periodically reviewed, at least on a yearly basis. Exercises like DR Drills, Component testing, Tabletop testing etc are done to test the effectiveness of Business Continuity Plan.

**6. 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

**7. % of Value chain partners (by value of business done with such partners) that were assessed for Environmental Impacts?**

Not Applicable

**8. How Many green credits have been generated or produced**

a	By the listed entity	
b	By the top ten ( in terms of value of purchase and sales respectively) value chain partners	NIL

**Principle 7:**

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

Bank is affiliated with multiple trade and industry associations, ensuring responsible engagement in public policy matters . No adverse orders related to anti-competitive conduct have been reported.

Highlights		SDG			
<p><b>14</b></p> <p>Trade association affiliations</p>	<p><b>NIL</b></p> <p>Cases of anti-competitive conduct</p>				

**Stakeholders:**  
Ecosystem & Society, Government & Regulatory Bodies

**Material Topics:**  
Governance, Business Ethics, Transparency & Reporting



**Essential Indicator:**

1. a. **Number of affiliations with trade and industry chambers/associations.**  
Bank is member of Fourteen (14) trade and industry chambers/ associations
- b. **List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the Bank 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	International Chamber of Commerce	International
2	APLMA - Asia Pacific Loan Market Association	International
3	Indian Banks Association	National
4	Fixed Income Money Market and Derivatives Association of India (FIMMDA)	National
5	Foreign Exchange Dealers Association of India (FEDAI)	National
6	Forex Association of India (FAI)	National
7	Confederation of Indian Industry	National
8	Financial Benchmarks India Pvt Ltd	National
9	Equalifi	National
10	Institute of Internal Auditors (IIA)	National



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

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

**Leadership Indicators**

**1. Details of public policy positions advocated by the Bank:**

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
NIL					

**Principle 8:**

**Businesses should promote inclusive growth and equitable development.**

Federal Bank promotes inclusive growth through community engagement, local sourcing, and CSR initiatives. Bank has structured mechanisms for community grievance redressal and focuses on job creation in smaller towns. CSR projects target education, healthcare, and rural development, contributing to equitable development across diverse communities.

> 40 lakh  
CSR Beneficiaries

48.92%  
Job creation in Rural & Semi-urban areas

12%  
Sourced directly from MSMEs/ small producers

SDG

**Stakeholders:**  
 Government & Regulatory Bodies, Ecosystem and society, Vendors and Service providers

**Material Topics:**  
 Financial Inclusion, Community Development

**Essential Indicator:**

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

Name and brief details of project	SIA Notification No	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Speak for India 2023-24	Not Applicable	Not Applicable	Yes,	Yes	<a href="https://www.federalbank.co.in/documents/d/guest/final-report-speak-for-india_impact-assessment-10102024">https://www.federalbank.co.in/documents/d/guest/final-report-speak-for-india_impact-assessment-10102024</a>

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

S.no	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Owing to the nature of business, this is not applicable to the Federal bank						

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

The Bank has an established mechanism to receive and resolve grievances from various stakeholder groups, including the community. Communities can raise their concerns through the grievance redressal option available on the Bank's website, where such grievances are addressed appropriately. For matters related to lending operations, the grievance redressal process outlined in the Bank's ESMS policy is also available for use by community members.

Web-link of the grievance redressal policy: <https://www.federalbank.co.in/grievance-redressal-general-banking>

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

	FY'2024-25	FY'2023-24
Directly sourced from MSMEs/small producers	12%	19%
Sourced directly from within India	100%	100%

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

	FY'2024-25	FY'2023-24
<b>Rural</b>		
% of Job creation in Rural areas	5.24%	4.98%
<b>Semi-urban</b>		
% of Job creation in Semi-urban areas	43.68%	32.48%
<b>Urban</b>		
% of Job creation in Urban areas	23.58%	37.72%
<b>Metropolitan</b>		
iii) % of Job creation in Metropolitan areas	27.50%	24.82%

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

## 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
	NA

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

S. No	State	Aspirational District	Amount spent (In INR Lakhs)
1	Kerala	Wayanad	267.00
2	Assam	Barpeta	46.20
3	Assam	Darrang	28.99
4	Andhra Pradesh	Visakhapatnam	11.66
5	Jharkhand	Ranchi	8.64
6	Tamil Nadu	Virudhunagar	6.21
7	Jharkhand	East Singbhum	0.70
8	Odisha	Dhenkanal	0.46
Total			369.86



**3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/vulnerable groups?**

As a financial institution, our primary inputs are technological infrastructure, platforms, and services. Bank's Procurement Policy emphasizes the ability of service providers and suppliers to meet Bank's standards. Notably, 100% of consumables and stationery used in daily operations at branches and offices are sourced locally. Our Sustainable Procurement Policy further guides responsible and ethical procurement practices.

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

A preferential procurement process is not implemented by Bank.

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

Not Applicable

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

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/ No)	Benefit shared (Yes/No)	Basis of calculating benefit share
Owing to the nature of business, this is not applicable for Bank				

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

Name of authority	Brief of the Case	Corrective action taken
Owing to the nature of business, this is not applicable for Bank		

**6. Details of beneficiaries of CSR Projects:**

SI No	CSR Subhead	No: of persons benefitted	No: of institutions benefitted	% of beneficiaries from vulnerable/marginalized groups(Remarks)
1	Education	29001	291	While several of our CSR initiative including the Federal Bank Hormis Memorial Foundation Scholarships, Federal Skill Academy, and patient support programs are focused on empowering vulnerable and marginalized communities, we also undertake projects that extend benefits to the general public at large.
2	Healthcare	34349	98	
3	Swachh Bharat Initiatives , Clean Water Solutions and Environmental Sustainability	4119006	7106	
4	Development Projects, Welfare & Women Empowerment	29300	39	
5	Sports	224	7	
6	Disaster Relief	145	9	
<b>Total</b>		<b>4212025</b>	<b>7550</b>	

**Principle 9:**

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

Federal Bank maintains comprehensive consumer engagement through multiple channels including 24-hour customer care, branch networks, and digital platforms. Bank has robust complaint redressal mechanisms with structured escalation processes. Cyber security frameworks and data privacy measures ensure responsible consumer value delivery across all touchpoints.

Highlights			SDG	
<p><b>97.13%</b></p> <p>Consumer complaints resolved</p>	<p><b>Policy</b></p> <p>On Customer Grievance Redressal</p>	<p><b>NIL</b></p> <p>Data breaches</p>		
<p><b>Stakeholders:</b></p> <p>Customers, Government &amp; Regulatory Bodies, Shareholders &amp; Investors, Vendors &amp; Service Providers</p>				
<p><b>Material Topics:</b></p> <p>Customer Relationship Management, Digital Transformation, Governance, Business Ethics, Transparency &amp; Reporting Risk &amp; Crisis Management</p>				

**Essential Indicators**

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

Bank has implemented a comprehensive and structured grievance redressal framework to ensure timely and effective resolution of customer complaints and feedback. This mechanism is designed to uphold customer satisfaction, foster trust, and maintain service excellence.

**Grievance Submission Channels**

Customers can submit their complaints, queries, or service requests through multiple channels:

- Email
- Call centers (available 24x7)
- Physical branches

All grievances are recorded as Service Request (SR) tickets in Bank’s Customer Experience (CX) portal for systematic tracking and resolution.

**Grievance Redressal Process**

**1. Initial Resolution:**

Customers may approach Bank’s customer care or branch for grievance redressal. If the resolution provided is unsatisfactory, they may escalate the issue to the Nodal Officer at:

[grievanceescalations@federalbank.co.in](mailto:grievanceescalations@federalbank.co.in)

**2. Further Escalation:**

In cases of improper handling or delays, customers may escalate the matter to the Principal Nodal Officer at:

[support@federalbank.co.in](mailto:support@federalbank.co.in)



**3. Complaint Categorization:**

Upon submission, an SR ticket is generated, and the customer receives an automated acknowledgment confirming that a resolution will be provided within 10 days.

Grievances are categorized based on tone and nature into requests, complaints, or queries. If any service deficiency is identified, the case is classified as a complaint to ensure appropriate resolution.

**4. Internal Ombudsman (IO):**

The Bank has appointed an Internal Ombudsman to facilitate impartial and timely resolution of complaints at the apex level within the Bank. The IO may propose a settlement that is acceptable to both Bank and the customer, enhancing transparency and fairness.

**5. External Redressal – RBI Ombudsman:**

If the customer remains dissatisfied with Bank’s resolution, they may approach the Reserve Bank – Integrated Ombudsman.

**Complaints can be submitted via the RBI’s Complaint Management System:**

<https://cms.rbi.org.in/>

or by contacting:

Reserve Bank of India

4<sup>th</sup> Floor, Sector 17, Chandigarh – 160017

RBI Contact Centre: 14448

Accessing and enhancing customer satisfaction involves gathering feedback and implementing strategies to meet and exceed customer expectations. Feedback is collected across various touchpoints to grasp the overall sentiment of the customers. Our Bank uses Net Promoter Score (NPS) as the metric for gauging customer satisfaction. The current programs designed in line with this have been shown below:

● **NPCI Products:**

Customers using UPI, IMPS, and RuPay Debit & Credit Cards are surveyed regularly. Feedback is analyzed monthly and shared with relevant business teams to improve product design and customer awareness. Service recovery calls are initiated to address customer concerns, contributing to measurable improvements in the Bank’s Net Promoter Score (NPS).

● **Contact Centre:**

NPS is collected from customers interacting with Bank’s Contact Centre. The data is analyzed to gain insights into customer perceptions and preferences, enabling targeted improvements in service delivery and staff training.

● **Branch Visitors:**

Feedback is systematically collected from customers visiting branches. This helps Bank assess customer experience across locations and implement necessary enhancements. Insights are shared with internal stakeholders to drive service excellence.

**Governance and Oversight**

To ensure quality service delivery and continuous improvement, Bank has constituted the following committees:

- Customer Service Committee of the Board
- Standing Committee on Customer Service

**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	
Safe and responsible usage	Not Applicable
Recycling and/or safe disposal	

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

Number of consumer complaints in respect of the following:	FY'2024-25			FY'2023-24		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	-	None	0	-	None
Advertising	0	-	None	0	-	None
Cyber-security	0	-	None	0	-	None
Delivery of essential services	0	-	None	0	-	None
Restrictive Trade Practices	0	-	None	0	-	None
Unfair Trade Practices	0	-	None	0	-	None
Other	1,74,310	5,005	None	2,60,580	6,657	None

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		NIL

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

Bank has a Board approved Information Systems Security Policy (ISSP) which is being reviewed and approved annually. Privacy related aspects are also covered in ISSP. In addition to this, we have shared privacy policy in Bank's website.

Web Link for privacy notice in website: <https://www.federalbank.co.in/privacy-policy>

We have a well-defined Cyber Security Policy document also which highlights the risks from cyber threats and the measures to address / mitigate these risks, in order to address the need for the entire bank to contribute to a cyber-safe environment. The policy elucidates the strategy for combating cyber threats based on the level of complexity of business of the Bank and its acceptable levels of risk. The policy document is reviewed by Board level IT & Operations committee and approved by the Board annually.

**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.**

Bank's systems were not subjected to any incidents affecting cyber security or the privacy of customers. Also, Bank has not been subjected to any penalty by regulatory authorities on the safety of products/services during the fiscal.

**7. Provide the following information relating to data breaches: (♥)**

	Provide the following information relating to data breaches:
a. Number of instances of data breaches along-with impact	NIL
b. Percentage of data breaches involving personally identifiable information of customer	NIL
c. Impact, if any, of the data breaches	NIL

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

A few key channels where customers can find the details of our products/services include:

**a) Branches:**

Bank's mantra is 'digital at the fore and human at the core', and we exemplify relationship banking. Our branches are open during office hours, during which customers can contact us to know more about the services and products offered.

**b) Mobile Apps:**

Customers increasingly use mobile apps for banking. These apps provide a convenient way to check balances, transfer funds, pay bills, and access other banking services.



**c) Websites:**

The Bank's website offers a user-friendly interface, allowing customers to easily navigate and explore a wide range of services. Visitors can access detailed information about various products, open new accounts, and find up-to-date interest rates and charges. Additionally, the site provides comprehensive resources on careers, policies, annual reports, and financial results, thereby ensuring transparency and accessibility for all users.

**d) Contact Centres:**

While digital channels are popular, some customers still prefer human interaction. Contact centres address queries, resolve issues, and provide assistance over the phone.

**e) Feddy (Virtual Assistant):**

Feddy is a virtual assistant powered by artificial intelligence that assists customers with their banking needs. Feddy can help check balances, transfer funds, pay bills, and more. Feddy is available 24/7 and can be accessed through the Federal Bank website, mobile app, or WhatsApp.

Website <https://www.federalbank.co.in/>

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

Cyber security awareness has been part of Bank's communication agenda. A CSR program called 'Twice is wise' has been formulated through which social media posts, radio telecasts, interviews, road shows etc have been incorporated to inform the safe ways of banking. Website blogs on safe banking and security reminders through SMS and emails have been sent.

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

- a. Notifications on Websites:** These messages inform customers about scheduled maintenance, system upgrades, or any potential disruptions.
- b. Notifications via Mobile Apps:** Customers receive in-app notifications regarding updates, service interruptions, or important alerts.
- c. Email Alerts:** Email notifications are sent to customers regarding service interruptions, changes in policies, or upcoming maintenance, based on the duration and affected users.
- d. SMS (Text) Alerts:** Bank sends SMS alerts to customers' registered mobile numbers. These messages provide timely information about service disruptions, security updates, or other relevant matters.

**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 whole? (Yes/No)**

Yes, the Bank goes beyond the statutory requirements in displaying product-related information. Bank is committed to maintaining transparency with all stakeholders by providing comprehensive details regarding its products and services. Key information such as service charges, interest rates, grievance redressal mechanisms, and other important notices are prominently displayed on the notice boards at branches and offices, as well as on Bank's official website. Detailed descriptions of various products and services are also made available online to ensure easy access and informed decision-making for customers.

In addition, Bank actively monitors and enhances customer satisfaction through structured feedback mechanisms and surveys conducted across multiple customer touchpoints. These initiatives are designed to capture customer sentiment and drive continuous improvement.

Our Bank uses Net Promoter Score (NPS) as the metric for gauging customer satisfaction. The current programs designed in line with this have been shown below.

- a. NPCI Products:** Customer who uses UPI, IMPS, RuPay Debit & Credit Card products are being surveyed and the results are analysed monthly. The feedback from the customers is shared with the respective business teams to improve the product design, customer awareness, etc. Service recovery calls are initiated to customers to resolve their concerns. This holistic approach has resulted in measurable improvements in the NPS.
- b. Contact Centre:** We have implemented a system to collect NPS from customers who interact with our Contact Centre. The results are monitored and analysed to gain insight into customer perceptions and preferences. This feedback mechanism allows us to identify areas for improvement in our services and training programs for our contact centre staff.
- c. Branch visiting customers :** Branches continue to be a key customer touchpoint. To enhance our understanding of customer interactions, we have implemented a feedback mechanism for branch visitors. This allows us to systematically capture and assess customer feedback across locations. The insights gathered are shared with the relevant stakeholders to drive necessary improvements.

As part of its ongoing commitment to customer satisfaction, Bank is also expanding its feedback collection mechanisms by introducing additional touchpoints to further measure and enhance the overall customer experience.



## INDEPENDENT PRACTITIONER'S ASSURANCE REPORT

To

**The Board of Directors of THE FEDERAL BANK LIMITED**

### Introduction and objectives of work

The Board of Directors of **THE FEDERAL BANK LIMITED** (hereinafter abbreviated as "**FBL**" or "**Company**") have engaged us for providing *Reasonable Assurance* on Business Responsibility & Sustainability Report (BRSR-core) and *Limited Assurance* on identified sustainability information in the BRSR report for non-core parameters of the Company for the reporting Period April 1, 2024 to March 31, 2025.

### Intended User

The assurance statement is made solely for "**THE FEDERAL BANK LIMITED**" as per the governing contractual terms and conditions of the assurance engagement contract between "FBL" and "Bureau Veritas". To the extent that the law permits, we owe no responsibility and do not accept any liability to any party other than "FBL" for the work we have performed for this assurance report, or our conclusions stated in the paragraph below.

### Scope of Work

We have performed the *Reasonable Assurance* engagement as described in the Securities and Exchange Board of India's (SEBI) circular SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023 & SEBI/HO/CFD/CFD-PoD-1/P/CIR/2024/177 dated December 20, 2024 and clarifications thereto, read with applicable SEBI Regulations and prescribed format, as amended, for BRSR (Core) parameters and *Limited Assurance* engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised) and in line with the requirements of Bureau Veritas's standard procedures and guidelines for external Assurance of Sustainability Reports, based on current best practice in independent assurance for the reporting period 1st April 2024 to 31st March 2025 .

The reporting boundaries considered for this reporting period are as follows: THE FEDERAL BANK Branches located in India and a representative office located in UAE.

The assessment was conducted on 12<sup>th</sup> and 13<sup>th</sup> June 2025 by means of physical site visits at:

#### **Head Office:**

THE FEDERAL BANK LIMITED, Regd. Office: Federal Towers, P.B. No. 103, Aluva, Ernakulam, Kerala, India, 683101.

#### **Site 1:**

THE FEDERAL BANK LIMITED, Aluva Branch: Metro Heights, Bridge Rd, Periyar Nagar, Aluva – 683101, Kerala.

The virtual verification (Through Microsoft Teams) at the following branches was also carried out at the following branches: Devanahalli (Karnataka) & Hyderabad (Telangana) branches on 02<sup>nd</sup> June 2025 and Virar (Maharashtra) and Coimbatore (Tamil Nadu) branches on 03<sup>rd</sup> June 2025.

As part of its independent assurance, we assessed the appropriateness and robustness of underlying reporting systems and processes, used to collect, analyse and review the information reported. In this process, we undertook the following activities:

Assessment was conducted by means of physical site visits and virtually as explained above. Bureau Veritas interviewed personnel of THE FEDERAL BANK LIMITED's including Chief Security Officer (CSO), HR, Purchase, Accounts and other relevant departments.





- The FBL had submitted performance data on reported BRSR topics (both Core and non-core). The data pertaining to each location visited was assessed by Bureau Veritas through the process above described.
- Data on various BRSR disclosures (both Core and non-core) were assessed for the locations as mentioned above. Later, it was confirmed that the same assessed data went into the preparation of the final data within the BRSR Report 2024-25.

Reasonable level of assurance is provided for following '9 Indicators included in BRSR-Core Attributes'

Sr. No.	Attribute	Parameter	Cross – reference to the BRSR
1	Green-house gas (GHG) footprint <i>Greenhouse gas emissions may be measured in accordance with the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard</i>	Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Principle 6, Question 7 of Essential Indicators
		Total Scope 2 emissions(Break-up of the GHG (CO <sub>2</sub> e) into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Principle 6, Question 7 of Essential Indicators
		GHG Emission Intensity (Scope 1 +2)	Principle 6, Question 7 of Essential Indicators
2	Water footprint	Total water consumption	Principle 6, Question 3 of Essential Indicators
		Water consumption intensity	Principle 6, Question 3 of Essential Indicators
		Water Discharge by destination and levels of Treatment	Principle 6, Question 4 of Essential Indicators
3	Energy footprint	Total energy consumed % of energy consumed from renewable sources	Principle 6, Question 1 of Essential Indicators
		Energy intensity	Principle 6, Question 1 of Essential Indicators
4	Embracing circularity - details related to waste management by the entity	Category wise Waste Generation	Principle 6, Question 9 of Essential Indicators
		Total waste generated	Principle 6, Question 9 of Essential Indicators
		Waste intensity	Principle 6, Question 9 of Essential Indicators
		Each category of waste generated, total waste recovered through recycling, re-using or other recovery operations	Principle 6, Question 9 of Essential Indicators
		For each category of waste generated, total waste disposed by nature of disposal method	Principle 6, Question 9 of Essential Indicators
5	Enhancing Employee Wellbeing and Safety	Spending on measures towards well-being of employees and workers – cost incurred as a % of total revenue of the company	Principle 3, Question 1(c) of Essential Indicators

Sr. No.	Attribute	Parameter	Cross – reference to the BRSR
		Details of safety related incidents for employees and workers (including contract-workforce e.g. workers in the company's construction sites)	Principle 3, Question 11 of Essential Indicators
6	Enabling Gender Diversity in Business	Gross wages paid to females as % of wages paid	Principle 5, Question 3(b) of Essential Indicators
		Complaints on POSH	Principle 5, Question 7 of Essential Indicators
7	Enabling Inclusive Development	Input material sourced from following sources as % of total purchases – <i>Directly sourced from MSMEs/ small producers and from within India</i>	Principle 8, Question 4 of Essential Indicators
		Job creation in smaller towns – Wages paid to persons employed in smaller towns (permanent or non- permanent /on contract) as % of total wage cost	Principle 8, Question 5 of Essential Indicators
8	Fairness in Engaging with Customers and Suppliers	Instances involving loss / breach of data of customers as a percentage of total data breaches or cyber security events	Principle 9, Question 7 of Essential Indicators
		Number of days of accounts payable	Principle 1, Question 8 of Essential Indicators
9	Open-ness of business	Concentration of purchases & sales done with trading houses, dealers, and related parties Loans and advances & investments with related parties	Principle 1, Question 9 of Essential Indicators

### Management Responsibility

The Selection of reporting criteria, reporting period, reporting boundary, monitoring and measurement of data, preparation, and presentation of information in the BRSR report are the sole responsibility of the FBL and its management. We are not involved in drafting or preparation of BRSR Report. Our sole responsibility is to provide independent Reasonable assurance on BRSR-core and Limited Assurance for non-core disclosures for the financial year ended 31st March 2025.



## Our Findings

On the basis of our methodology and the activities described above,

- It is our opinion that Company has established appropriate systems for the collection, aggregation, and analysis of data on Sustainability/Non-Financial performance disclosures in the BRSR.
- The Business Responsibility and Sustainability Report (FY 2024-25) provides a fair representation of the Company's activities as included therein.
- The information is presented in a clear, understandable, and accessible manner, and allows readers to form a balanced opinion over the Company and status during the reporting period.

### a) Reasonable Level of Assurance for BRSR (Core) Parameters:

On the basis of our methodology and the activities described above, it is our opinion that the for FY 2024-25 of **"THE FEDERAL BANK LIMITED"**, containing its reporting and declaration of the BRSR (Core) parameters from the operations within the reporting boundary and the reporting period, as described above, is prepared in all material respects in-line with the applicable criteria here before stated and in accordance with **"Reasonable Assurance"** criteria.

### b) Limited Level of Assurance for BRSR (Non-Core) Parameters:

Nothing has come to our attention to indicate that the non-financial, non-core sustainability related disclosures in BRSR are inaccurate or that the information included therein is not fairly stated.

## Limitations and Exclusions

Excluded from the scope of our work is any assurance of information relating to:

- Activities outside the defined assurance period.
- Positional statements (expressions of opinion, belief, aim or future intention) by **THE FEDERAL BANK LIMITED** and statements of future commitment.
- Competitive claims in the report claiming, "first company in India", "first time in India", "first of its kind", etc.

Our assurance does not extend to the activities and operations of **THE FEDERAL BANK LIMITED** outside of the scope and geographical boundaries as well as the operations undertaken by any subsidiaries or joint ventures of the Company.

This independent statement should not be relied upon to detect all errors, omissions or misstatements that may exist within the Report.

## Statement of Independence, Integrity, and Competence

Bureau Veritas is an independent professional services company that specialises in quality, environmental, health, safety, and social accountability with over 196 years history. Its assurance team has extensive experience in conducting assessment over environmental, social, ethical and health and safety information, systems and processes.

Bureau Veritas operates a certified Quality Management System which complies with the requirements of ISO 9001:2015, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Bureau Veritas has implemented and applies a Code of Ethics, which meets the requirements of the International Federation of Inspections Agencies (IFIA), across the business to ensure that its employees maintain integrity, objectivity, professional competence and due care, confidentiality, professional behaviour, and high ethical standards in their day-to-day business activities.

The assurance team for this work does not have any involvement in any other Bureau Veritas projects with **THE FEDERAL BANK LIMITED**.

### Competence

The assurance team has extensive experience in conducting assurance over environmental, social, ethical, and health & safety information, systems and processes an excellent understanding of Bureau Veritas standard methodology for the Assurance of Sustainability Reports.

### Restriction on use of Our Report

Our Assurance report for Non-financial sustainability disclosures reported Business Responsibility and Sustainability Report (Core and Non-core) for FY 2024-25 has been prepared and addressed to the Management of THE FEDERAL BANK LIMITED at the request of the company solely to assist the company in reporting on the Company's Sustainability performance and activities.

Accordingly, we accept no liability to anyone, other than the FBL. Our deliverables should not be used for any other purpose or by any person other than the addressees of our deliverables. The Firm neither accepts nor assumes any duty of care or liability for any other purpose or to any other party to whom our Deliverables are shown or into whose hands it may come without our prior consent in writing.

**Nagabhushan B Biliangadi**  
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 Nagabhushan B Biliangadi  
 Date: 2025.08.02 12:43:06  
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**Nagabhushan B BILIANGADI**

**Lead Assuror**

**Bureau Veritas (India) Private Limited**

**Hubballi, India**

**MUNJI RAMA MOHAN RAO**  
 Digitally signed by MUNJI  
 RAMA MOHAN RAO  
 Date: 2025.08.05 10:33:39  
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**Munji Rama Mohan RAO**

**Technical Reviewer**

**Bureau Veritas (India) Private Limited**

**Hyderabad, India**