

DEPT: SECRETARIAL

REF. No. : SEC/ST.EX.STT/72/2025-26

DATE : July 29, 2025

National Stock Exchange of India Ltd., Exchange Plaza, 5th Floor, Plot No.C/1, G Block, Bandra-Kurla Complex, Bandra (E), Mumbai – 400 051. SCRIP CODE: SOUTHBANK	BSE Ltd. Department of Corporate Services (Listing), First Floor, New Trading Wing, Rotunda Building, P J Towers, Dalal Street, Fort, Mumbai – 400 001. SCRIP CODE: 532218
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Dear Madam/ Sir,

**Sub: Business Responsibility and Sustainability Report for the Financial Year 2024-25**

Pursuant to Regulation 34 (2) (f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“SEBI Regulations”) read with SEBI Master Circular SEBI/HO/CFD/PoD2/CIR/P/0155 dated November 11, 2024, we are submitting herewith the Business Responsibility and Sustainability Report (BRSR) of the Bank for Financial Year 2024-25. The BRSR also forms the part of the Annual Report for the Financial Year 2024-25, submitted to the Exchanges vide letter no. SEC/ST.EX.STT/71/2025-26 dated July 29, 2025.

The aforesaid information is also being hosted on the website of the Bank under - <https://www.southindianbank.com/content/annual-report-financial-year-2024-to-2025/4074>

Kindly take the information on record.

Yours faithfully,

(JIMMY MATHEW)  
COMPANY SECRETARY

Encl.: as above



## Annexure - D

### Business Responsibility and Sustainability Reporting by listed entities

SEBI MASTER CIRCULAR SEBI/HO/CFD/PoD2/CIR/P/0155 November 11, 2024

#### SECTION A : GENERAL DISCLOSURES

##### I. DETAILS OF THE LISTED ENTITY

Sl. No	Required Information	
1	Corporate Identity Number (CIN) of the Listed Entity	L65191KL1929PLC001017
2	Name of the Listed Entity	The South Indian Bank Limited
3	Year of incorporation	1929
4	Registered office address	SIB House, TB Road, Mission Quarters, Thrissur 680001, Kerala, India
5	Corporate address	SIB House, TB Road, Mission Quarters, Thrissur 680001, Kerala, India
6	E-mail	<a href="mailto:sibcorporate@sib.co.in">sibcorporate@sib.co.in</a>
7	Telephone	+91-487-2420020
8	Website	<a href="http://www.southindianbank.com">www.southindianbank.com</a>
9	Financial year for which reporting is being done	2024-25
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited (NSE) & BSE Limited (BSE)
11	Paid-up Capital	₹ 261.63 Crore
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Dhilip N Kumar Chief Manager and Deputy Nodal Officer, Secretarial Department +91-487-2429333 <a href="mailto:sibagm@sib.co.in">sibagm@sib.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).	On a standalone basis
14	Name of Assessment or Assurance Provider	NA
15	Type of Assessment or Assurance obtained	NA

##### II. PRODUCT & SERVICES

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

S No	Description of Main Activity	Description of Business Activity	% of turnover of the entity
1	Financial and insurance services	Banking activities by Central, Commercial and savings banks	100%

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

S No	Product /Service	NIC Code	% of the total turnover contributed
1	Banking & 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	NA	948 Branches, 3 Satellite Branches, 2 Ultra Small Branches, 18 Regional Offices, 1 Service branch	972
International	NA	1 Representative Office in Dubai	1

19. Markets served by the entity:

a. Number of Locations

Locations	Number
National (No. of States)	26 States, 4 Union Territories
International (No. of Countries)	1 (Representative Office)

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

NA

c. A brief on types of customers

The South Indian Bank Limited (the Bank) has positioned itself as a prominent player in the Indian banking sector, with a strategic focus on Retail Banking, Corporate Banking, and Treasury operations. By investing heavily in advanced technology, the Bank offers efficient and secure digital banking services, including SIBerNET (Internet Banking) and the SIB Mirror+ app (Mobile Banking).

#### Retail Banking

Retail Banking is at the heart of SIB's business strategy. The Bank provides a variety of deposit schemes such as savings accounts, current accounts, fixed deposits, and recurring deposits, all tailored to meet the diverse needs of customers with competitive interest rates and flexibility. SIB also offers a wide range of loan products, including home loans, personal loans, vehicle loans, and gold loans, helping customers to achieve their financial goals and aspirations. By embracing fintech innovations, the Bank provides fintech loan solutions that require minimal documentation and offer quick disbursements.

#### Corporate Banking

The Corporate Banking is another key focus area of the Bank. The Bank offers an extensive range of products and services to address the financial needs of businesses and corporates, including working capital finance, term loans and trade finance facilities such as Letters of Credit and Bank Guarantees. The Bank places a strong emphasis on Small and Medium Enterprises (SMEs), providing customized financial solutions to support their growth and operational requirements.

#### Comprehensive Financial Solutions

To offer holistic financial solutions, the Bank provides a range of third-party products beyond traditional banking services. These include life insurance, health and general insurance, mutual funds, demat and trading services, pension plans, and loans against securities.

#### National Presence and Customer Growth

With a robust network of 948 branches nationwide, the Bank upholds a customer-centric approach. As on 31st March 2025, the Bank's total business reached ₹1.95 lakh crores, reflecting an impressive 7.00 % increase from the previous fiscal year. Due to aggressive customer acquisition efforts, the customer base of the Bank has expanded significantly from 76 lakhs as on March, 2024 to 80 lakhs by March 2025.

By focusing on these core areas and continuously leveraging technological advancements, the Bank effectively meets the diverse needs of its customers while driving business growth and enhancing operational efficiency.



#### IV. EMPLOYEES

20.Details at the end of Financial Year

a. Employees and workers (including differently abled):

SL No.	Particulars	Total (A)	Male		Female	
			No.(B)	%(B/A)	No.(C)	%(C/A)
Employees						
1	Permanent (D)	9355	5034	54%	4321	46%
2	Other than Permanent (E)	14	14	100%	0	0%
3	Total employees (D+E)	9369	5048	54%	4321	46%
Workers*						
4	Permanent (F)	-	-	-	-	-
5	Other than Permanent (G)	-	-	-	-	-
6	Total workers (F+G)	-	-	-	-	-

\*The 'Employees' category includes both Officers and Award Staff. In the previous year, Award Staff were also reported under the 'Workers' category. To avoid duplication, they are now reported solely under 'Employees', although they may also meet the definition of workers.

b. Differently abled Employees and workers:

SL No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Differently Abled Employees						
1	Permanent (D)	8	6	75%	2	25%
2	Other than Permanent (E)	0	0	0	0	0
3	Total differently abled employees (D+E)	8	6	75%	2	25%
Differently Abled Workers						
4	Permanent (F)	-	-	-	-	-
5	Other than Permanent (G)	-	-	-	-	-
6	Total differently abled workers (F+G)	-	-	-	-	-

21. Participation/Inclusion/Representation of women:

Particulars	Total (A)	No. and percentage of Females	
		No.(B)	% ( B/A)
Board of Directors	10	1	10%
Key Management Personnel*	5	0	0%

\*Key Management Personnel includes MD & CEO and Executive Director.

22. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	FY 2024-25 (Turnover Rate in current FY)			FY 2023-24 (Turnover Rate in previous FY)			FY 2022-23 (Turnover Rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	5.72%	4.55%	4.97%	5.46%	3.67%	4.64%	5.32%	4.35%	4.88%
Permanent Workers	-	-	-	-	-	-	-	-	-

**V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)**

23. (a) Name of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	SIB Operations and Services Limited (SIBOSL)	Subsidiary	100%	No

**VI. CSR DETAILS**

24.

(i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Yes
(ii) Turnover (in Rs.)	1,12,26,73,95,750.20
(iii) Net worth (in Rs.)	96,46,15,17,990.13



## VII. TRANSPARENCY AND DISCLOSURE COMPLIANCES

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes <a href="https://www.southindianbank.com/userfiles/file/grievance_redressal_policy.pdf">https://www.southindianbank.com/userfiles/file/grievance_redressal_policy.pdf</a>	0	0	NA	0	0	NA
Investors (other than shareholders)	Yes <a href="https://www.southindianbank.com/content/redressalof-investorcomplaints/867">https://www.southindianbank.com/content/redressalof-investorcomplaints/867</a>	0	0	NA	0	0	NA
Shareholders	Yes. <a href="https://www.southindianbank.com/content/redressalof-investorcomplaints/867">https://www.southindianbank.com/content/redressalof-investorcomplaints/867</a>	157	0	NA	235	0	1 Compliant which remained pending for the last financial year was resolved
Employees and workers	Yes, the same is made available on the Bank's intranet and it is accessible to all the employees.	9	0	NA	14	0	NA
Customers	Yes <a href="https://www.southindianbank.com/userfiles/file/grievance_redressal_policy.pdf">https://www.southindianbank.com/userfiles/file/grievance_redressal_policy.pdf</a>	37604	715	Out of the 715 complaints, 88 complaints are created post 23.03.2025 and none of this exceeded stipulated TAT.	36658	828	Out of 828 complaints 87 complaints are created post 15.03.2024 and none of this is exceeded stipulated TAT. There were no open complaints in Banking Ombudsman portal as on 31.03.2024.
Value Chain Partners	Yes	0	0	NA	0	0	NA
Other (please specify)	-	-	-	-	-	-	-

## 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)
1	Farming Community Empowerment	Opportunity & Risk	<p>Loans to farming communities is a significant opportunity for bank to support agricultural productivity, rural development and food security. Also, it can uplift the socio-economic status of farmers through tailored financial products. These loans enable improved productivity, timely availability of funds, access to modern technology, diversification of activities, financial inclusion. Following are some products offered in this segment:</p> <ul style="list-style-type: none"> <li>• Kisan Credit Card- For financing the farmers engaged in Crop Cultivation, Animal Husbandry and Fisheries for meeting their working capital requirements under Interest Subvention scheme by Govt.</li> <li>• Dairy Loan under Tie-up- For financing the dairy farmers under Tie-up arrangement (Milk Union/ Private Dairies) to meet their working capital needs and also for purchase of cows.</li> <li>• Finance against Warehouse Receipt- To provide liquidity support to Farmers, Agro processors and Traders who are stocking the commodities in Warehouses and to avoid distress sales of commodities.</li> </ul>	<ul style="list-style-type: none"> <li>• By conducting a thorough assessment of the farmer's financial health, farming practices, past loan repayment history, farming practices, market access and risks associated with their crops etc.</li> <li>• By giving Kisan Credit Card (KCC) program offers and by taking advantage of subsidized interest rates or loan waivers offered by the Government to make lending more attractive and less risky for farmers.</li> </ul>	<p><b>Positive:</b></p> <ul style="list-style-type: none"> <li>• Agricultural lending opens up a large customer base and diversifies Bank's portfolio.</li> </ul> <p><b>Negative:</b></p> <ul style="list-style-type: none"> <li>• Farming incomes are highly seasonal and weather-dependent, increasing the risk of loan defaults.</li> <li>• The monitoring of the commodity price due to its volatility nature is an additional responsibility to safeguard the customer and Bank while doing finance against warehouse receipts.</li> <li>• More efforts are required for providing awareness to the farming community about the repayment guidelines of the loan in order to protect their credit worthiness.</li> </ul>



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			<ul style="list-style-type: none"><li>• Post-Harvest Loan under Contract Arrangements with Corporate- To provide short term post-harvest credit to the farmers who has registered with procuring company, based on the pay advice issued by the procuring company.</li><li>• SIB Broiler Loan with Contract Arrangement- Loans extended to farmers engaged in “Contract Broiler Farming” arrangements under tie up with the Corporates for enabling them to construct poultry shed, feed room and for purchase of equipment.</li><li>• PMFME – It’s a Govt. Sponsored scheme to promote Micro Food and Agro Processing Enterprises.</li><li>• Farm Gate Processors- Financing to Primary Processors/ agro processors/ agro harvester/ food processors to make the payment in advance to the farmers for procuring Agri commodities excluding Agri allied commodities.</li></ul>		



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)
2	Digital Lending	Opportunity & Risk	Digital lending presents significant opportunities for banks by enabling wider customer reach, offering faster, more efficient loan processing through automation and real-time verification. It reduces operational costs, allowing banks to scale with minimal expenses while providing personalized loan products using advanced data analytics. Enhanced risk management is possible through predictive insights, reducing default risks. Digital lending also opens new revenue streams through cross-selling and partnerships with fintechs. Innovation in lending products and data-driven decision-making further empower banks to stay competitive and meet evolving customer expectations.	<ul style="list-style-type: none"> <li>• Use of secured storage and controlled access to customer information.</li> <li>• Fixed proper credit limits based on borrower affordability, not just demand.</li> <li>• By establishing robust internal compliance and audits.</li> <li>• By using real time data and predictive analytics to detect early signs of distress in borrowers.</li> <li>• By carefully on boarding fintech partners and third-party service providers.</li> </ul>	<p><b>Positive:</b></p> <ul style="list-style-type: none"> <li>• Wider customer reach.</li> <li>• Faster loan approvals and disbursements.</li> <li>• Lower operational costs</li> </ul> <p><b>Negative:</b></p> <ul style="list-style-type: none"> <li>• Potential rise in irresponsible borrowing.</li> <li>• Regulatory and compliance complexities</li> <li>• Reputation risks and aggressive collections</li> </ul>
3	Economic Inclusion of Unemployed Community	Opportunity & Risk	Loans to unemployed communities can create big opportunities by helping people start small businesses, gain skills, and strengthen their local economies. It can boost financial inclusion and give individuals a chance to break free from poverty. However, there are real risks associated, without stable incomes, many may struggle to repay the loans, leading to debt traps or failed businesses. Misuse of funds and the high costs of managing these loans also pose challenges. Some of such loan products are as follows:	<ul style="list-style-type: none"> <li>• By regular follow up, close monitoring.</li> <li>• Combining loans with access to markets, tools or job opportunities.</li> </ul>	<p><b>Positive:</b></p> <ul style="list-style-type: none"> <li>• Loans can stimulate local economies by helping individuals start businesses or invest in skills, leading to greater demand for goods and services.</li> <li>• Successful businesses funded by loans can generate sustained income, creating new job opportunities and fostering economic resilience.</li> <li>• By extending credit to unemployed communities, Bank can build new customer bases and expand their market reach.</li> </ul>



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			<ul style="list-style-type: none"> <li>• Financing to new self-employment ventures/projects/micro enterprises under PMEGP scheme of Govt. of India, to generate employment opportunities in rural as well as urban areas of the country with subsidy benefits.</li> <li>• Financing the backward class and/or woman Entrepreneurs for setting up greenfield Enterprises through Stand Up India Scheme of Govt. of India.</li> <li>• Financing artisans and craftsmen with interest subsidy to promote their crafts and provide them with access to financial assistance through PM Vishwakarma scheme of Govt. of India.</li> <li>• Financial support to micro and small businesses, especially those in the non-corporate, non-farm sector to enhance the access to credit and promote entrepreneurship through Mudra scheme. Our Bank has implemented an exclusive product for this segment named as SIB Uday.</li> </ul>		<p><b>Negative:</b></p> <ul style="list-style-type: none"> <li>• Unemployed individuals often lack the stable income necessary to repay loans, leading to higher default rates and potential financial losses for lenders.</li> <li>• Managing loans in high-risk, unemployed communities can be costly, requiring additional resources for monitoring, collections, and administrative support.</li> <li>• If loan programs fail or borrowers are unable to repay, lenders may face reputational damage, especially if there is criticism of the lending practices.</li> </ul>

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4	Affordable Housing	Opportunity & Risk	Lending to the affordable housing sector involves loans for the purpose of construction or purchase of housing for low- to middle-income individuals and is influenced by Government support through subsidies and loan guarantees and Banks play a significant role in funding these projects. It aligns with social responsibility goals and helps to tap a growing market with high demand for affordable housing. However, this includes credit risk due to borrowers' lower financial stability, development delays and cost overruns. Balancing these factors is crucial for Banks while lending to this sector. Our Bank has implemented an exclusive product for this segment named as SIB Ashirwad.	<ul style="list-style-type: none"> <li>• Leveraging Government guarantee programs to reduce the risk of default by providing additional security to Bank.</li> <li>• By implementing a robust credit evaluation process, including assessing the borrower's income stability, employment history will help to minimize default risks.</li> </ul>	<p><b>Positive:</b></p> <ul style="list-style-type: none"> <li>• Affordable housing will offer greater market stability to Bank in long term, as it is less prone to economic cycles and price volatility compared to luxury housing markets. Housing demand in affordable sectors is typically more stable, providing Banks with predictable returns.</li> <li>• Borrowers are less likely to be impacted by short-term fluctuations in property values. For instance, during economic downturns, affordable housing may become even more in demand as people seek cheaper living options.</li> </ul> <p><b>Negative:</b></p> <ul style="list-style-type: none"> <li>• Affordable housing loans often carry a higher default risk, particularly in areas with economic instability or where property values don't appreciate as quickly. Banks might face challenges in recovering loans if borrowers' default. However, mitigating this risk through guarantees, insurance etc. can help to reduce financial losses.</li> <li>• Lower-income families may struggle with repayment due to job loss, health issues, or other financial stressors, potentially leading to default.</li> </ul>



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5	Sustainability and technological advancement	Opportunity	Lending to Micro and Small Enterprises (MSE) to promote sustainability and technological advancement based on the Government of India's two significant initiatives named MSE- SPICE (Scheme for Promotion and Investment in Circular Economy) and MSE- GIFT (Green Investment and Financing for Transformation) under the raising and accelerating MSME performance programme. Through the MSE- SPICE scheme, we encourage MSEs to adopt circular economy practices, focusing on sectors like plastic, rubber and electronic waste management. The goal is to enhance resource efficiency, reduce environmental impact and improve operational efficiency. Through the MSE-GIFT scheme, we encourage MSEs in adopting clean and green technologies, including renewable energy sources like solar, wind and biogas. This initiative aims to facilitate the transition toward sustainable business operations.	-	<b>Positive:</b> <ul style="list-style-type: none"><li>• Promotes sustainability and enhances competitiveness.</li><li>• Encourages innovation and creates jobs and skills.</li><li>• Can align with ESG goals.</li></ul>

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6	Environmental and Social Integration	Opportunity & Risk	<b>Opportunity:</b> <ul style="list-style-type: none"> <li>Promote green energy adoption through dedicated green financing products.</li> <li>Integrate Environmental and Social (E&amp;S) considerations into lending decisions to prevent and mitigate adverse impacts.</li> <li>Ensure clients comply with national E&amp;S regulations.</li> <li>Leverage the Bank's Environmental and Social Management System (ESMS) Policy to systematically identify, minimize, and manage potential E&amp;S risks, while enhancing positive outcomes.</li> <li>Avoid financing activities listed in the ESMS exclusion list, regardless of the loan amount.</li> </ul> <b>Risk:</b> <p>Failure to integrate E&amp;S measures can lead to higher operational costs, inefficiencies, and regulatory non-compliance. Proactive risk identification and mitigation are essential to the Bank's sustainable growth.</p>	<p>The Bank has established an ESG Policy to effectively embed sustainability into its business operations. ESG factors are integrated into the Bank's risk assessment and management frameworks and are considered across all stakeholder engagements. To drive implementation, an Executive Level Committee has been constituted by the Board. Additionally, the Bank has adopted an Environmental and Social Management System (ESMS) to systematically identify, assess, and manage environmental and social risks associated with its lending activities.</p>	<b>Positive:</b> <p>Strengthened environmental and social (E&amp;S) performance of the Bank's portfolio through improved risk identification, assessment, and management, contributing to long-term sustainability and responsible financing.</p> <b>Negative:</b> <p>Potential transition risks associated with the adoption of E&amp;S guidelines, including increased operational and compliance costs to meet evolving environmental and social performance standards.</p>



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7	Data Security	Opportunity & Risk	<p><b>Opportunity:</b></p> <p>The Bank's digital lending products have significantly reduced paper usage and enhanced customer convenience, supporting both operational efficiency and environmental sustainability.</p> <p><b>Risk:</b></p> <p>The expansion of digital services including mobile and internet banking, along with SMS and email communication heightens exposure to cyber threats. A potential data breach could compromise customers' personally identifiable information, undermining trust, damaging the Bank's reputation, and threatening the confidentiality, integrity, and security of sensitive data.</p>	<p>The Bank has established robust IT governance through the IT Strategy Committee of the Board, IT Steering Committee, and the Information Security Committee. Cybersecurity preparedness is regularly reviewed by these committees. To safeguard against fraudulent activities, the Bank has deployed a Fraud Risk Management (FRM) system with AI capabilities for behavioral analysis and risk pattern detection. Key security applications such as Web Application Firewall (WAF), Security Information and Event Management (SIEM), and Host Intrusion Prevention System (HIPS) are in place to strengthen overall IT security. The Bank's internet banking platform, provided by Infosys, includes comprehensive workflow capabilities and digital certificate integration, ensuring both functionality and security. Core IT functions—including the Data Centre, Disaster Recovery (DR) Site, Business Continuity Planning (BCP) site, and the CISO Office—are ISO 27001 certified, confirming adherence to the Information Security Management System (ISMS). As part of ISMS implementation, the Bank has formulated an Information Security Policy and IT risk management procedures. In alignment with RBI guidelines, the Bank continuously updates its security framework and has adopted advanced tools to defend against malware, persistent threats, denial-of-service attacks, and other cybersecurity risks, thereby protecting its infrastructure, employees, customers, and partners.</p>	<p><b>Positive:</b></p> <p>Improved turnaround time and enhanced customer satisfaction through efficient digital services and streamlined processes.</p> <p><b>Negative:</b></p> <p>In the event of a data breach, the Bank could face significant disruptions to operations, financial losses, reputational damage, and loss of customer trust. Such incidents may also lead to increased regulatory scrutiny and potential penalties from authorities.</p>

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8	Ethical Behaviour	Risk	The Bank's commitment to ethical behaviour reflects its dedication to integrity and responsible conduct in all operations. By upholding high ethical standards, the Bank fosters trust, strengthens stakeholder relationships, and enhances its reputation supporting both customer retention and attracting new clients.	The Bank has established a robust governance framework grounded in transparency, accountability, fairness, and compliance to ensure responsible and ethical operations. Its governance practices promote inclusivity and sound decision-making, reflecting the Bank's commitment to the highest ethical standards. A formal Code of Conduct governs the actions of the Board of Directors and Core Management Personnel, in line with SEBI (LODR) Regulations, 2015 on Corporate Governance. The Managing Director & CEO confirms compliance with the Code by all Directors and Senior Management, and the Code of Conduct and Ethics is publicly accessible on the Bank's website.	<b>Negative:</b> Unethical behaviour can significantly damage the Bank's reputation, lower employee morale, reduce productivity, and ultimately impact business growth. In contrast, consistently upholding ethical standards and treating customers and employees with integrity fosters a positive work culture and strengthens stakeholder trust. To ensure operational resilience and data protection, the Bank has also implemented three-way replication for its most critical applications, minimizing the risk of data loss.



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9	Systematic Risk Management	Risk	This approach ensures financial stability, regulatory compliance, and the protection of stakeholders' interests. By effectively identifying, assessing, and mitigating potential risks whether financial, technological, or credit-related, the Bank strengthens business continuity, safeguards its reputation, and supports long-term sustainability. Proactive risk management helps prevent events that could disrupt or destabilize the overall system.	The Bank has undertaken several initiatives to strengthen its risk management framework, including a comprehensive review of the Credit Risk Policy and other key risk management policies. Liquidity is actively managed through the ALCO forum, with a focus on growing stable, retail deposits and operationalizing key wholesale banking relationships. As part of its Business Continuity Management, the Operational Risk team collaborates closely with various stakeholders to ensure seamless operations. Senior-level executive committees—such as the Credit Risk Management Committee (CRMC), Market Risk Management Committee (MRMC), Operational Risk Management Committee (ORMC), and Asset Liability Management Committee (ALCO)—are responsible for formulating risk policies and approving risk limits to maintain strong oversight and control.	<b>Negative:</b> Failure to address unmitigated risks can escalate into systemic threats, adversely affecting the Bank's performance. Such risks may compromise the stability and integrity of the financial system, resulting in operational disruptions, significant financial losses, and reputational damage.
10	Financial Inclusion	Opportunity	Expanding financial inclusion enables access to banking services for underserved and marginalized communities, fostering positive social impact and contributing to broader economic growth and stability. Additionally, increased business lending enhances the Bank's outreach and drives higher turnover.	-	<b>Positive:</b> Financial inclusion enhances the Bank's profitability by expanding its customer base, increasing deposit inflows, and enabling greater product diversification. It also strengthens the Bank's reputation as a socially responsible and inclusive financial institution.



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)
11	Employee Benefits & Development	Opportunity	Investing in employee well-being and development enhances operational efficiency, reduces attrition, and fosters a culture of continuous learning and innovation. It strengthens workforce capabilities, promotes diversity, and ultimately leads to an improved customer experience through a more engaged and empowered team.	-	<b>Positive:</b> A highly engaged, diverse, and well-retained workforce brings fresh perspectives, innovative ideas, and varied experiences that drive performance and foster a positive organizational culture. This not only boosts overall efficiency and innovation but also reflects the Bank's commitment to creating an inclusive and supportive work environment.
12	Regulatory & Legal Compliances	Risk	Non-compliance with industry laws and regulations can expose the Bank to legal penalties, financial losses, and reputational damage. It may impact revenue, valuations, and lead to missed business opportunities. In contrast, strong compliance practices enhance operational efficiency, build investor confidence, and contribute to sustained performance and long-term value creation.	The Bank has established a strong compliance culture supported by an independent Compliance Department, led by a Senior General Manager. Guided by a comprehensive compliance policy, the department ensures adherence to regulatory requirements across all operations. Its key functions include tracking and implementing regulatory updates, reviewing internal processes, providing compliance guidance, and training employees. A structured framework is in place to assess compliance risks and monitor mitigation measures, ensuring effectiveness and accountability.	<b>Negative:</b> Non-compliance can severely damage the Bank's reputation, disrupt business operations, and result in legal and financial consequences. In contrast, regulatory compliance strengthens risk management, fosters a culture of fairness, and enhances employee loyalty and stakeholder trust.



## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	<a href="https://www.southindianbank.com/content/banks-policy-documents/540">https://www.southindianbank.com/content/banks-policy-documents/540</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Some of the policies which have impacts on customer service, customer conduct, etc. extend to our value chain partners as well.								
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<p>The Bank has framed its ESMS Policy based on IFC performance standards. IT Departments including Data Centre, DR Site &amp; BCP site and CISO Office are ISO 27001:2022 certified for the implementation of Information Security Management System (ISMS). Human Resources Department, Compliance Department, Facility Management Group, Banking Operations Group, Integrated Risk Management Department, Secretarial Department , CFM and Credit Department are certified with ISO 9001:2015. Data centre is also certified with ISO 9001: 2015.</p> <p>The Bank received the PCI DSS certification which is an international benchmark for highest level of payment security in Cards. Previously it was at version 3.2 which got expired in February 2025 and upgraded to version 4.0 and the certification process is in the final stage.</p>								

5. Specific commitments, goals and targets set by the entity with defined timelines, if any.

**Environment:**

- Enhance energy efficiency and resource conservation through the use of renewable energy solutions at operational sites, wherever feasible.
- Promote digital transformation across banking services to significantly reduce paper usage
- Progressively reduce GHG emissions through operational improvements and clean energy initiatives

**Social:**

- Promote a safe, inclusive, and discrimination-free workplace for all employees.
- Ensure 100% employee coverage on training, upskilling programs, and professional development opportunities
- Ensure financial inclusion by extending banking services to underserved and unbanked populations
- Enhance digital and physical accessibility of banking services across rural and semi-urban regions
- Strengthen community development through targeted CSR initiatives focused on education, health, and environmental sustainability

**Governance:**

- Uphold high standards of transparency, ethics, and accountability in governance practices
- Safeguard data privacy and information security, aligning with national and global cybersecurity standards
- Ensure effective ESG oversight through regular Board-level review and strategic alignment



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

**Environment:**

- The Bank has completed the replacement of CFL lights with energy-efficient LED lighting across all owned buildings. For leased premises, a directive has been issued to switch to LED fittings during any lighting replacements.
- A new 75 KLD capacity Sewage Treatment Plant (STP) has been commissioned at the Bank's new building in Ernakulam
- For FY 24-25, the Bank commissioned 50 KW Solar at one location and 100 KW solar plant at other location is ready for commissioning
- During the financial year, more than 98% of the Bank's transactions were conducted through digital channels

**Social:**

- Offers a comprehensive range of employee benefits aimed at enhancing well-being, while fostering engagement through structured internal practices
- In FY25, over 70% of CSR beneficiaries belong to marginalized and underserved communities
- Targeted training programs across a wide range of topics including digital banking, compliance, customer service, ESG, and leadership, ensuring continuous employee development and skill enhancement
- Cybersecurity and digital safety awareness campaigns for both employees and customers to ensure safe digital transactions and responsible technology use

**Governance:**

- Developed a robust Environmental and Social Management System (ESMS) policy to govern the lending standards, alongside a Green Deposit Policy and Green Financing Framework to promote investments in green projects that contribute to sustainable development. In FY2024-25, the Green Deposit Scheme raised ₹104.50 crore. Of this, ₹50.56 crore (including ₹4.68 crore from the previous year) was allocated to eligible green projects, while ₹58.62 crore remains temporarily invested in liquid assets
- The Board's Corporate Social Responsibility Committee now oversees Bank's ESG activities, ensuring thorough reporting and review under the ESG framework
- Promote a culture of integrity by upholding ethical business conduct and delivering regular training on ethics and compliance

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## Governance, leadership and oversight

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- |  |   |
|--|---|
| <p>7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)</p> | <p>At South Indian Bank, we recognize that sustainable growth must be underpinned by responsible business practices. Our commitment to ESG principles is deeply embedded in our operations, reflecting our values of integrity, accountability, and inclusivity. We believe that responsible banking fosters sustainable growth, builds stakeholder trust, and creates long-term value.</p> <p>During the year, the Bank made significant strides across all three pillars of ESG. We achieved more than 98% digitization of banking transactions, minimizing paper usage and improving operational efficiency. We completed the replacement of CFL lights with LED fixtures across all Bank-owned premises, and commissioned a 75 KLD sewage treatment plant. On the social front, over 70% of our CSR beneficiaries belonged to marginalized communities, and our employee well-being programs and training initiatives were expanded to foster a more resilient and inclusive workforce. Governance mechanisms were further strengthened through enhanced cyber security, robust data privacy frameworks, and active participation in industry policy forums.</p> <p>Looking ahead, we will focus on expanding renewable energy use, enhancing digital adoption, and strengthening our CSR initiatives to support community development. We remain dedicated to upholding transparency and strong governance as we advance our sustainability goals.</p> |
| <p>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</p>   | <p>Sri. P R Seshadri (DIN: 07820690)<br/>MD &amp; CEO<br/>+91-487-2429333<br/>md@sib.co.in</p>  |
| <p>9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.</p>   | <p>Yes. Corporate Social Responsibility Committee of Board is overseeing Environmental, Social &amp; Governance (ESG) Reporting and Review of various activities of the Bank under the ESG Framework. The Committee is chaired by Sri. Benny P Thomas (Non-Executive Non-Independent Director, DIN: 09448424) and consists of Sri. V J Kurian (Non-Executive Independent director, DIN: 01806859), Sri. P R Seshadri (Managing Director, DIN:07820690), and Sri. Jose Joseph Kattoor (Non-Executive Independent Director, DIN:09213852) as members as on March 31, 2025. For the effective implementation of ESG in the Bank, Board constituted an Executive Level Committee. The Executive Level Committee is headed by Chief Operating Officer.</p>   |
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10. Details of Review of NGRBCs by the Company:

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

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Yes. CareEdge Analytics and Advisory Pvt. Ltd. has assessed the existing policies and procedures, mapped them against BRSR requirements, and provided targeted recommendations to bridge identified gaps and enhance compliance.								

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

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

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”.

While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

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

### Essential Indicators:

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

Segment	Total Number of training and awareness programmes held	Topics / principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	3	Training on The Digital Personal Data Protection Act, 2023 Cyber security Operational Risk Management	100%
Key Managerial Personnel	43	<b><u>Skill Upgradation:</u></b> Advanced Leadership Program Leadership & Management Styles HR Management Program on Fintech & banking Managing Inclusive Finance MSME Lending Developer Finance Generative AI Co-lending <b><u>Compliance:</u></b> Risk Management in a VUCA World IT & Cyber Security Cyber Crimes, Forensic, Security & Legal Issues Financial Fraud Investigation Managing DAKSH advanced supervisory monitoring system Possibilities of Distributed Ledger Technology Expectations in emerging compliance landscape <b><u>Health &amp; Safety Measures:</u></b> POSH Awareness Onsite Emergency Preparedness Fire & Safety Training Ways to lead a healthy post retired life Climate Change Risk and related aspects	99.31%



Segment	Total Number of training and awareness programmes held	Topics / principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Employees other than BoD and KMPs	169	<p><b><u>Compliance:</u></b>  KYC, AML &amp; Compliance in Banks  Operational Risk Management  Operational Lapses  Whistle Blower Policy  IS &amp; Cyber Security  Cloud Security Aspects  Clean Note Policy &amp; Detection of FICN  Incident Reporting  Preventive Vigilance  Compliance &amp; Regulatory Developments - Regulator</p> <p><b><u>Skill Upgradation:</u></b>  Management Development Program  Gold Appraisal  Inspection &amp; Internal Audit  Selling Skills  Branch Operations Program  Financial Inclusion</p> <p><b><u>Health &amp; Safety Measures:</u></b>  Onsite Emergency Preparedness  Security Aspects of Banking  Ways to lead a healthy post retired life  Stress Management  Leadership &amp; Management Styles  Women Collaborative Investments  Emotional Intelligence at workplace  Code of Conduct  Problem Solving &amp; Dispute Resolution at Workplace</p>	98.07%
Workers	-	-	-



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

**Monetary**

	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Principle 1	RBI	Rs. 59,20,000/-	RBI has imposed penalty for non-compliance with certain directions issued by RBI on Interest Rate on Deposits and Customer Service in Banks	No
Settlement					
Compounding fee			NIL		

**Non-Monetary**

Particulars	NGRBC Principle	Name of the regulatory / Enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred ? Yes/No
Imprisonment				
Punishment			NIL	

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

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

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

Yes. The Bank's Code of Conduct firmly embeds anti-corruption and anti-bribery principles as core elements of its ethical framework. Reflecting the institution's unwavering commitment to integrity, the policy strictly prohibits all employees from offering, promising, or giving anything of value with the intent to improperly influence any individual or decision-making process. This prohibition extends to any indirect payments or benefits provided through agents, intermediaries, or third parties, reinforcing a zero-tolerance stance against corruption in all its forms.

The policy can be accessed on the bank's website: [www.southindianbank.com/content/banks-code-of-conduct/250](http://www.southindianbank.com/content/banks-code-of-conduct/250)



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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

6. Details of complaints with regard to conflict of interest

Particulars	FY 2024-25 (Current Financial Year)		FY 2023-24 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	NA	Nil	NA

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

During the year, there were no instances of fines, penalties, or regulatory actions imposed by law enforcement agencies or judicial institutions regarding cases involving corruption or conflicts of interest.

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Number of days of accounts payables	12.68	17.15*
*Last year's figure has been updated based on the availability of relevant data		

## 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 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases 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 dealers/ distributors as % of total sales b. Number of dealers / distributors to whom sales are made c. Sales to top 10 dealers/distributors as % of total sales to dealers / distributors	Not Applicable owing to the nature of the business	
Share of RPTS in	a. Purchases (Purchases with related parties/ total purchases) b. Sales (Sales to related parties/ total sales)		
	c. Loans & advances (Loans & advances given to related parties / total loans and advances)	0.0151%*	0.0011%*
	d. Investments (Investments in related parties / total investments made)	0.0023%#	0.0020%#

Last year's figures have been updated based on the availability of relevant data

\*Being a Banking Company, Bank has not advanced any loans to any of its Directors which requires prior approval of RBI under Section 20 of Banking Regulations Act 1949. Further other advances given to KMPs are as per service terms of employment in compliance with RBI guideline and % of the advance to related parties to total advances are nominal.

#Except investment of ₹ 50.00 Lakh in Wholly Owned Subsidiary (M/s SIB Operations and Services Limited) the Bank is not having any investments in related parties/entities.



## 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	% of value chain partners covered under the awareness programmes
The Bank ensures that contact centre personnel receive comprehensive training on key areas such as ethics, the Code of Conduct, and responsible customer engagement practices, etc.		

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, this is addressed under the Bank's Related Party Transactions Policy. The Bank has adopted a comprehensive policy governing related party transactions, which is applicable to the Board of Directors and Key Managerial Personnel (KMPs).

The policy can be accessed on the bank's website:

[www.southindianbank.com/content/policy-on-related-party-transaction/782](http://www.southindianbank.com/content/policy-on-related-party-transaction/782)

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

### Essential Indicators:

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

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	Due to the nature of its operations as a financial service provider, this question is not applicable.		
Capex	The Bank has made following technological investments to improve the Environmental and Social impacts of the product offered by the Bank and processes in the Bank:		
	<b>1) Quick FD</b> (Vendor development - Monthly AMC of ₹ 35000/-) A complete digital customer onboarding flow (through ekyc/vkyc) along with deposit opening.	<b>1) Mobile Capture Solution (Mobile CTS) for outward clearing</b> (Approx. Cost ₹ 50,00,000) It enables bank to capture CTS compatible outward cheque images from the Mobile device.	
	<b>2) PMJJBY/PMSBY through mirror plus</b> (Vendor development cost ₹ 3,72,000/-) Feature to enroll for PMJJBY/PMSBY in complete digital manner without any paperwork	<b>2) Digital execution of the revised Locker Agreement</b> (In house development) Digitalization of locker agreements through NeSL DDE platform. BPM workflow developed for locker agreement renewal, where data entry is done by branches for the customer details and locker details which is required for locker agreement renewal. After the entry by the branches & RO approval, SMS link will be triggered to primary holder through NESL APIs.	

Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
<b>3) National Common Mobility Card (NCMC) wallet recharge through mirror plus</b> (Vendor development cost of ₹ 3,60,000/-) Facility to recharge NCMC wallet through mirror plus resulting in increased convenience.	<b>3) E-BG via NeSL-Electronic BG issuance using NeSL</b> (In house development) This process is a paperless model. Physical stamp paper is not required.	
<b>4) Customer modification through Video KYC</b> (Vendor development cost of ₹ 6,00,000/-) New Process introduced in VKYC for customer modification. Customer can self-initiate the journey in VKYC as digital data capturing and authentication is done no paperwork is needed.	<b>4) PL through Onescore app</b> (No implementation cost but income sharing) A new customer on boarding model for Personal Loans via Fintech partner M/s One Consumer Services. Through this model, customer can get the loan offer, loan eligibility check, loan acceptance, digital documentation, customer creation, loan account creation and Loan disbursal. All these happens in a single stretch without any paper works/ contacting the physical branch.	
<b>5 In house development</b> <ul style="list-style-type: none"> <li>Automation of Gold pledge Form and Digital signing</li> <li>Transaction Based Renewal of KCC limits</li> <li>Simplified Short Term Loan (STL) opening</li> <li>Introduction of Power Drive Loan Origination system</li> <li>Issuing Key Fact Statement for all RETAIL and MSME loans sanctioned by the Bank from Oct 2024</li> <li>Introduction of Quick Personal Loan Origination system</li> <li>NACH Mandate registration in Website</li> <li>Digital signing in Micro Loan Origination system</li> <li>Gold loan auction module</li> <li>Solar Roof Top Finance Underwriting Loan Origination system</li> <li>Export Credit Guarantee Corporation centralisation</li> <li>Stopping of paper pins for debit cards</li> <li>Automated refund for 10F cases from information bank module</li> <li>Customer modification through SWIFTe</li> <li>Authenticated Customers Engagement (ACE) module</li> </ul>	<b>5) Digitization of Unit visit diary</b> (In house development) Unit visit diary is to record the Stock unit visits the branches and to fix the next renewal date. The process was handled manually by the branches using physical registers and now the same is automated in CBS. The related documents also can be attached and stored in the system. Unit visit entry and the next due date arrival etc. are automated in the system.	



Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
<b>6) No implementation cost but income sharing</b> <ul style="list-style-type: none"> <li>Gold loan Co Lending</li> <li>Personal Loans through Pinelabs POS machine during merchant transactions</li> <li>Gold loan Co Lending arrangement with M/s Rupeek</li> <li>Personal loan Co Lending arrangement with M/s Axio</li> </ul>	<b>6) New TBR module to handle ODCC accounts up to ₹ 1 Cr with GST validation</b> (In house development) Paperless limit renewal happens through this module enabling the branches easily to renew the account.	
<b>7) No implementation cost but based on usage</b> <ul style="list-style-type: none"> <li>Electronic-Bank Guarantee</li> </ul>	<b>7) Trade MIS reports in Sibernet</b> (Approx. Cost ₹ 2,00,000) To view details of LC, BG and Forward contract for corporate Sibernet users.	
	<b>8) Deposit receipt through SIB Mirror+</b> Option to print deposit receipt online through SIB Mirror+ (mobile application of the Bank) was provided.	
	<b>9) Centralised Payment Management System (CPMS)</b> Approximate investment cost is ₹ 3.58 Crore.	
	<b>10) Newgen SME LOS Solution</b> (Phase I implementation cost - ₹ 2.68 Crore) The SME LOS launched in the Bank provides a flexible and stable loan platform for a seamless loan originating process, helping reduce the TAT and transparency in loan processing. A single work item takes the file from proposal initiation to final disbursement, making it a hassle-free process.	

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

Yes. Being part of the service industry, the Bank's resource consumption is relatively limited. However, the Bank makes consistent efforts to source sustainable products from local suppliers at fair prices. Key initiatives in this direction include:

- The Bank considers energy efficiency while purchasing equipment. The star rated equipment such as air-conditioners, laptops, computers, and lighting devices are considered as part of assessment criteria in all branches and offices.

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

As an institution providing financial services, the Bank's operations are not material resource intensive. However, the Bank focuses on optimizing resource consumption, enhancing process efficiency, and reducing waste. Despite digitization, paper remains a significant resource in operations. The Bank is working to reduce paper usage by using recycled and sustainably sourced paper and by streamlining internal printing needs. Additionally, for equipment purchases—such as lighting devices, air conditioners, and DG sets—the Bank adopts green procurement practices. It ensures energy efficiency standards are considered during procurement.

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)	The Bank has engaged a PCB certified external agency, M/s W Kerala Waste Management for the disposal of plastic and paper wastes on weekly basis.
(b) E-waste	<p>The Bank has empanelled M/s Trittech Systems for the disposal of E-waste and other scrap items lying in SIB Branch/offices across PAN India. The vendor processes the e-waste as per the guidelines mentioned in the E-Waste (Management) Rules, 2016 vide G.S.R. 338(E) dated 23rd March, 2016 &amp; as per amended rules 2018, dated 23rd March, 2018 available in the Ministry of Environment &amp; Forests Notification dated 23rd March, 2016 by Government and updated from time to time.</p> <p>The Bank follows a structured process for the disposal of e-waste, as outlined below:</p> <ol style="list-style-type: none"> <li>1. Branches initiate a disposal request through the designated module within the internal application.</li> <li>2. The respective Regional Office forwards the request to the DTD-Hardware team for review and approval.</li> <li>3. The DTD-Hardware team scrutinizes the request and escalates it to the appropriate sanctioning authority, in line with the rate contract and delegation of powers defined under the IT Purchase Policy for asset write-off and disposal.</li> <li>4. Upon approval, disposal orders are issued to the empanelled vendor for e-waste collection from the concerned branches. A pro-forma invoice for the sale amount is simultaneously generated by the system.</li> <li>5. The empanelled vendor is required to provide a Green Certificate or Destruction Certificate within 30 days of e-waste collection.</li> </ol>
(c) Hazardous waste	Preventive maintenance of diesel generators is conducted on a quarterly basis. Used oil, sludge, and filters generated during maintenance are responsibly managed and disposed to authorized vendors in compliance with applicable environmental regulations.
(d) other waste.	Bank has engaged external vendors both PCB certified as well as Kudumbasree units for the disposal of food waste. Scrap items like Iron, Aluminium, copper etc are sell to local vendors for recycling.

4 Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Not Applicable

**Leadership Indicators**

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

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



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

Name of the product /Service	Description of the risk/concern	Action Taken
Not Applicable		

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

Indicate Input Material	Recycled or re-used input material to total material	
	FY 2024-25 Current Financial Year	FY 2023-2024 Previous Financial Year
Not Applicable		

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

Category	FY 2024-25 Current Financial Year			FY 2023-2024 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	-	-	6.17	-	-	6
E-waste	-	-	17.60	-	-	3.82
Hazardous waste	-	-	DG oil sludge Approx. 120 litres	-	-	DG oil sludge Approx. 100 litres
Other waste	-	-	58.38	-	-	58.74*

\*Last year's figure has been updated due to revised methodology

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

Indicate Product Category	Reclaimed products and their packaging materials as % of total products sold in respective category
Not Applicable	



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

**Essential Indicators**

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

Category	% of employees covered by										
	Total A	Health Insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number B	% (B/A)	Number C	% (C/A)	Number D	% (D/A)	Number E	% (E/A)	Number F	% (F/A)
Permanent Employees											
Male	5034	5034	100%	5034	100%	NA	NA	5034	100%	0	0%
Female	4321	4321	100%	4321	100%	4321	100%	NA	NA	0	0%
Total	9355	9355	100%	9355	100%	4321	100%	5034	100%	0	0%
Other than permanent employees											
Male	14	14	100%	14	100%	NA	NA	14	100%	0	0%
Female	0	0	0%	0	0%	0	0%	NA	NA	0	0%
Total	14	14	100%	14	100%	0	0%	14	100%	0	0%

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

Category	% of workers covered by										
	Total A	Health Insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number B	% (B/A)	Number C	% (C/A)	Number D	% (D/A)	Number E	% (E/A)	Number F	% (F/A)
Permanent Employees											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-
Other than permanent employees											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

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

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Cost incurred on well-being measures as a % of total revenue of the company	0.32%	0.34%*

\*Last year's figure has been updated based on the change in methodology as per Industry Standards on BRSR Core Indicators (Dec 24)



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

Benefits	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF*	99.78%	-	Y	99.78%	-	Y
Gratuity	99.78%	-	Y	99.78%	-	Y
ESI	NA	-	NA	NA	-	NA
Others	-	-	-	-	-	-

\*Represented PF/ Pension/NPS under one category. In the case of employees, those who are on-contract is not covered under PF/Pension/DCPS and Gratuity. The Bank has an exempted PF Trust and hence the PF deposits are not made to any authority but directly to The South Indian Bank Ltd. Employees' Provident Fund Trust

3. Accessibility of workplaces

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

A significant proportion of the Bank's premises and offices are situated on the ground floor, with entranceways equipped with ramp access for differently abled employees. Ramp facilities are also available at ATMs and CRMs wherever feasible. Furthermore, the Bank adheres to a policy of deploying differently-abled personnel in branches where infrastructural adjustments have been made to support accessibility for individuals with disabilities.

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

Yes, the Bank's Human Resource Management (HRM) Policy explicitly upholds the principle of equal opportunity as a core objective. It commits to fostering a fair, transparent, and inclusive work environment for all employees, regardless of caste, creed, gender, or ethnicity. This policy is easily accessible to all internal stakeholders through the Bank's intranet platform.

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

Gender	Permanent Employees		Permanent Workers	
	Return to work Rate	Retention Rate	Return to work Rate	Retention rate
Male	100.00%	97.63%	-	-
Female	99.09%	98.49%	-	-
Total	99.48%	98.11%	-	-

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

Yes/No (If Yes, then give details of the mechanism in brief)	
Permanent Workers	-
Other than Permanent Workers	-
Permanent Employees Other than Permanent Employees	Yes, permanent employees stationed at any Branch or Office have the right to raise their grievances with the Branch Manager or the Redressal Cell at the respective Regional Office or Department. These grievances are addressed and resolved by the Branch Manager or Redressal Cell within seven days. If the employee is not satisfied with the resolution, the matter can be escalated to the Grievance Redressal Cell at the Head Office, which includes the Head of the Human Resources Department and a Chief Manager from the same department. A final decision is communicated by the Head of HR within seven days of receiving the management's recommendation. Employees also have the option to submit their grievances through the Bank's internal portal.

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

Category	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
<b>Total Permanent Employees</b>	9355	8824	94.32%	9814	9390	95.68%
Male	5034	4694	93.25%	5299	5066	95.60%
Female	4321	4130	95.58%	4515	4324	95.77%
<b>Total Permanent Workers</b>	-	-	-	-	-	-
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-



8. Details of training given to employees and workers:

Category	FY 2024-25 Current Financial Year					FY 2023-24 Previous Financial Year				
	Total (A)	On health and safety measures*		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		NO. B	% (B/A)	No.C	% (C/A)		No. (E)	% (E/D)	No.(F)	%(F/D)
Employees										
Male	5048	4975	98.55%	4720	93.50%	5320	375	7.05%	3554	66.80%
Female	4321	3666	84.84%	4157	96.20%	4516	271	6.00%	2371	52.50%
Total	9369	8641	92.23%	8877	94.75%	9836	646	6.57%	5925	60.24%
Workers										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-

\*The Bank has taken special efforts to improve the coverage in training on Health & Safety measures

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

Category	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Total (A)	No.(B)	% (B/A)	Total (C)	No.(D)	% (D/C)
<b>Employees</b>						
Male	5048	5048	100%	5320	5320	100%
Female	4321	4321	100%	4516	4516	100%
Total	9369	9369	100%	9836	9836	100%
<b>Workers</b>						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Total	-	-	-	-	-	-

10. Health and safety management system:

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?

Yes. The Bank has implemented several measures to ensure a secure working environment for its employees. Detailed guidelines and emergency response procedures have been disseminated to all Bank outlets to address contingencies such as fire, flood, earthquakes, etc. Additionally, the Bank has appointed a qualified Fire & Security Officer (FSO) who conducts training sessions at branches on the proper use of fire extinguishers and conducts emergency evacuation drills. Moreover, each Bank outlet is equipped with smoke sensors that are integrated with intrusion alarm panels. In the event of smoke or fire detection, these sensors activate local alarms and simultaneously transmit alerts to a centralized command center. These alerts are monitored in real-time, and the command center promptly notifies the fire and rescue department in case of an emergency.

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

The Bank has established a dedicated department responsible for overseeing all aspects related to the physical security of its assets and personnel. Under the purview of this department, a comprehensive remote e-surveillance system has been implemented. This system enables the reporting of incidents related to work-related hazards, which are visually verified through an integrated CCTV network. Subsequently, appropriate mitigation measures are taken in accordance with established procedures. Moreover, the smoke sensors integrated into the alarm system installed at offices facilitate the recording and analysis of risk events through the Command Centre.

The Bank typically conducts routine hazard identification and risk assessment through methods like regular audits, employee feedback, incident reports and compliance reviews. Non-routine assessments involve specific projects, changes in regulations or emerging threats often utilizing specialized teams or consultants to ensure comprehensive coverage.

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

Due to the nature of the banking business, the risk of work-related hazards to employees is minimal. Nevertheless, the Bank has implemented a range of measures to guarantee a safe working environment for its staff. Comprehensive guidelines and emergency response procedures have been distributed to all Bank outlets to address potential emergencies such as fire, flood, and earthquakes.

The Bank has established clear channels for employees to report hazards promptly, such as through internal reporting systems, detailed guidelines and emergency response procedures are being issued to all outlets of the Bank.

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

Yes. The Bank has a comprehensive insurance policy covering its employees.

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

Safety Incident / Number	Category	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	
	Workers		
Total recordable work-related injuries	Employees		
	Workers		
No of fatalities	Employees		
	Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees		
	Workers		

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

The Bank is committed to maintaining a safe and healthy workplace through a range of initiatives, including:

- Regular internal communications and alerts disseminated to employees regarding safety-related matters.
- Periodic demonstrations of fire safety equipment to ensure staff members are familiar with their usage.
- Conducting mock drills at various premises to familiarize staff with evacuation procedures in emergencies. Each floor in multi-storey premises is assigned a floor marshal to oversee the drill.



- iv. Providing an annual medical allowance to all employees and reimbursing the cost of annual medical check-ups for employees aged 40 and above, as well as their spouses, for employees upto Scale IV.
- v. Offering medical insurance coverage for employees and their dependent family members.
- vi. Providing additional buffer coverage in special cases where the staff medical insurance does not fully cover medical expenses.
- vii. Organizing free medical camps at various premises, including eye, dental, and ear check-ups.
- viii. Establishing corporate tie-ups with medical institutions to offer special benefits to staff, such as free consultations, subsidized medical check-ups and diagnostic treatments. These benefits are also extended to immediate family members.
- ix. Hosting monthly webinars and health talks conducted by professionals on relevant health topics.

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

	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Filed during the year	Pending resolutions at the end of the year	Remarks	Filed during the year	Pending resolutions at the end of the year	Remarks
Working Conditions	Nil			Nil		
Health & Safety						

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	FMG officers and security officers are doing maximum possible site assessments for assessing premises maintenance and safety practises. Jointly, almost all banking sites are assessed every year.
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.

No instances requiring corrective action for health and safety have arisen, demonstrating the Bank's proactive stance. Nonetheless, as a proactive measure, the Bank organizes health camps, conducts monthly health talks and webinars, and has established corporate partnerships with various medical labs and hospitals. Additionally, evacuation drills, facilitated by floor marshals, are conducted at bank premises to familiarize employees with necessary actions during incidents. Moreover, Crisis Management Teams are established at the Head Office and other control offices to enhance preparedness for unforeseen events.

### Leadership Indicators

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

Yes. The Bank offers group personal accident policy to all employees, with the Bank covering the associated costs.

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

The Bank ensures that statutory dues as applicable to the transactions with the value chain partners, are deducted and deposited in accordance with the applicable regulations through the centralized payment solution managed by CFM Department of the Bank, which is subjected to audit by internal and statutory auditors from time to time. The Bank believes its value chain partners to uphold business responsibility principles and values of transparency and accountability.

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

Category	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Employees	There were no work-related injuries			
Workers				

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

Yes. The Bank hosts an exclusive training program called “Peep into Retirement” designed for employees nearing retirement age. This program focuses on delivering sessions covering topics such as tax planning, superannuation benefits, lifestyle and fitness. These sessions aim to equip individuals with valuable insights and knowledge to better navigate their retirement years.

5. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	The Bank requires its partners to adhere to stringent working conditions standards, ensuring a safe and healthy environment for all employees.
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.

No corrective action was warranted with any of value chain partners during the fiscal.

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

##### Essential Indicators:

- 1 Describe the processes for identifying key stakeholder groups of the entity:

The Bank recognizes that its activities impact a wide range of stakeholders, including customers, regulators, peers, business partners and communities. The Bank believes that transparent communication and meaningful engagement with these stakeholders are crucial for fostering and maintaining strong long-term relationships. By engaging with diverse stakeholders, SIB gains insights into the social, environmental, and economic impacts—both direct and indirect—of its activities. The feedback, guidance and critiques from stakeholders enable SIB to operate as a responsible corporate citizen.

The Bank conducts proactive and focused engagements with various stakeholder groups to identify material issues, evaluate business strategies and operations and assess products, services and solutions. This approach helps to minimize reputational risk and positively influences both the internal and external environments. SIB's key internal stakeholders include senior management and employees, while external stakeholders encompass shareholders and investors, customers, regulatory authorities, communities and NGOs, industry peers, vendors and service providers and the media. Throughout the year, SIB actively engages with these stakeholders through various methods.



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

Sl. No.	Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
1	Customer	No	Email Letters Website Social Media Direct interaction Over Phone Newspaper Customer Experience Group Mobile Application	Ongoing basis. Based on customer needs/ regulatory requirements/ educating customers	Engaging customer throughout entire period of loan products/ savings product.
2	Employees	No	Email Training Circulars Internal Portal MD's Town hall meeting Staff meetings Student Economic Forum Mobile Application	Ongoing basis	Most of these engagement cover areas such as Training and development, Addressing any work-related communication, updates on regulatory changes/ introduction of new regulations, compliance communication.
3	Investors/ Shareholders	No	Annual General Meeting Investor presentation Email SMS Letters Earning call Financial Results Stock exchange filing Press release Website	Need basis	To keep investors/ shareholders updated about the Bank's business activities and performance.
4	Regulators	No	Letters Email Regulator platforms Stock Exchange filing RBI Returns	Ongoing basis	Compliance related communication and engagement for policy consultation and participation in larger economic objectives by participating in various Government initiatives and programs.



Sl. No.	Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
5	Communities	Yes- certain communities living in rural areas, farmer community and low-income group individuals are recognized as vulnerable & marginalised stakeholder.	Emails Letters Direct Interaction	Ongoing basis	Through CSR reaching out to socially and economically disadvantaged people.
6	Value chain partners	No	Emails Letters	Need basis	Maintaining our relationships with vendors, addressing any work-related communication, updates on regulatory changes/introduction of new regulations, compliance communication

#### Leadership Indicators

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

The Bank firmly believes that ongoing, proactive engagement with key stakeholders is essential for effectively communicating its strategies and performance. A continuous engagement helps align expectations, thereby enabling the Bank to better serve its stakeholders. The Board of Directors is kept regularly informed of significant developments, with feedback actively solicited to support informed governance. Stakeholder engagement is conducted on a regular basis and as necessary, with the format of interaction tailored to the specific needs and preferences of each stakeholder group. The consultation with stakeholders is in the form of online / offline meetings to ensure comprehensive and effective communication.



- 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. Stakeholder feedback and suggestions are duly considered wherever feasible. The Bank maintains continuous engagement with both internal and external stakeholders on various ESG aspects, recognizing that such interactions are vital to staying responsive to evolving expectations. These engagements occur through multiple channels and are part of an ongoing, structured process. Given the dynamic nature of ESG, regular dialogue with stakeholders is integral to shaping and refining our approach. The Bank is committed to institutionalizing this engagement as a recurring exercise and incorporating stakeholder insights into its strategic decision-making.

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

The Bank's CSR initiatives are focused on uplifting disadvantaged, vulnerable, and marginalised communities. Details of these activities are provided separately in the Annual Report. As part of its efforts towards financial inclusion, the Bank has appointed Business Correspondents and Financial Literacy Counsellors to enhance outreach and promote financial awareness.

## PRINCIPLE 5 Businesses should respect and promote human rights

### Essential Indicators

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

Category	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Total (A)	Number of employees and workers covered (B)*	% (B/A)	Total (C)	Number of employees and workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	9355	9322	99.65%	9814	5355	54.56%
Other than permanent	14	11	78.57%	22	7	31.82%
Total Employees	9369	9333	99.62%	9836	5362	54.51%
<b>Workers</b>						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
Total Workers	-	-	-	-	-	-

\*The Bank has taken special efforts to improve the coverage in training on human rights

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

Category	FY 2024-25 Current Financial Year					FY 2023-24 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal Minimum Wage		More than minimum wage	
		No. (B)	% (B/A)	No.(C)	% (C/A)		No. (E)	% (E/D)	No.(F)	% (F/D)
Employees										
Permanent	9355	0	0%	9355	100%	9814	0	0%	9814	100%
Male	5034	0	0%	5034	100%	5299	0	0%	5299	100%
Female	4321	0	0%	4321	100%	4515	0	0%	4515	100%
Other than permanent	14	0	0%	14	100%	22	0	0%	22	100%
Male	14	0	0%	14	100%	21	0	0%	21	100%
Female	0	0	0%	0	0%	1	0	0%	1	100%
Workers										
Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

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

a. Median remuneration / wages:

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	9	51,00,000	1	40,21,420
Key Managerial Personnel**	3	56,08,182	0	0
Employees other than BoD and KMP	5045	17,26,224	4321	13,83,629
Workers	-	-	-	-

\*Includes remuneration paid to MD & CEO and Executive Director, honorarium & sitting fee paid to Chairman and sitting fee paid & fixed remuneration paid to Non-Executive Directors & Independent Directors

\*\* Excluding MD & CEO and Executive Director



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

	<b>FY 2024-25</b> <b>Current Financial Year</b>	<b>FY 2023-24</b> <b>Previous Financial Year</b>
Gross wages paid to females as % of total wages	39.13%	38.40%

- 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 Bank has designated focal points to handle issues in accordance with statutory guidelines. For instance, concerning sexual harassment in the workplace, the Bank has established an Internal Complaints Committee for women. All officers and employees are advised to reach out to the Presiding Officer of the Internal Committee in the event of any related complaints. The Bank promptly and discreetly investigates instances and/or complaints of sexual harassment and acts in accordance with the relevant guidelines of the Act.

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

The Bank is committed to upholding all applicable statutory requirements and has established robust grievance redress mechanisms in compliance with regulatory mandates. It strongly condemns and prohibits any form of human rights violations. To reinforce this commitment, the Bank has implemented key policies such as the POSH Policy, Insider Trading Policy, and a Vigil Mechanism. Statutory obligations relevant to the banking sector such as the Payment of Minimum Wages, Public Distribution System (PDS) compliance, and the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 are strictly adhered to across all operations.

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

<b>Category</b>	<b>FY 2024-25</b> <b>Current Financial Year</b>			<b>FY 2023-24</b> <b>Previous Financial Year</b>		
	<b>Filed during the year</b>	<b>Pending resolution at the end of year</b>	<b>Remarks</b>	<b>Filed During the Year</b>	<b>Pending resolution at the end of year</b>	<b>Remarks</b>
Sexual Harassment	11	0	Nil	7	0	Nil
Discrimination at workplace	0	0	Nil	0	0	Nil
Child Labour	0	0	Nil	0	0	Nil
Forced Labour/ Involuntary Labour	0	0	Nil	0	0	Nil
Wages	0	0	Nil	0	0	Nil
Other Human rights related issues	0	0	Nil	0	0	Nil

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

	<b>FY 24-25</b> <b>Current Financial Year</b>	<b>FY 23-24</b> <b>Previous Financial Year</b>
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	11	7
Complaints on POSH as a % of female employees / workers	0.25%	0.16%
Complaints on POSH upheld	4	2

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

The Bank maintains a strict zero-tolerance policy against all forms of discrimination and harassment, ensuring that complainants are fully protected from any retaliatory or adverse consequences. In line with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013, the Bank has constituted an Internal Complaints Committee chaired by Presiding Officer from a senior-level executive. All employees are encouraged to approach the Presiding Officer in case of any grievance. The Committee undertakes prompt, confidential, and impartial investigations and ensures compliance with the provisions of the Act.

In addition, the Bank's Public Disclosure System (PDS), aligned with its Whistle-blower Policy, explicitly condemns any form of harassment, victimization, or discriminatory treatment of whistle-blowers. Safeguards are in place to minimize challenges faced by whistle-blowers, with strict confidentiality of their identity maintained in accordance with legal provisions. Employees who support or assist in the investigation are accorded the same level of protection as the whistle-blower, reinforcing a culture of transparency and accountability.

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

Human rights considerations are embedded in all contractual agreements, with adherence to Labour Laws, Labour Codes, and other applicable welfare legislations made an integral part of every contract.

10. Assessments of the year

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	The Bank is in full compliance with the applicable laws
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

No health and safety incidents have been reported and therefore, no corrective actions have been required.

**Leadership Indicators**

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

The Bank upholds human rights as an integral part of all its policies and practices, with no instances necessitating modifications to align with human rights standards or grievance redress mechanisms. Committed to professional integrity, the Bank prioritizes equal opportunity and is dedicated to maintaining a workplace free from discrimination and harassment. It strictly prohibits any form of bias or unfair treatment based on race, color, religion, ethnicity, gender, age, disability, HIV status, sexual orientation, gender identity, marital status, genetic information, or parental status. The Bank's Code of Conduct outlines clear expectations to ensure an inclusive and respectful work environment. Additionally, the Bank promotes ethical and professional growth through structured training programs aimed at building employee capabilities and fostering a culture of integrity.

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

The Bank upholds the principle of Human Rights in all its dealings.

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?

Most of the premises/Offices are working at the Ground floor and have ramp facility for differently abled employees. ATM/CRM are provided with ramp facility wherever possible. Bank also has a practice of posting differently abled employees in a convenient branch which has adequate facilities.



4 Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	The Bank ensures compliance with all relevant laws, including those related to human rights, labour and welfare. Human rights considerations are integrated into all contracts, aligning with labour laws, codes and other welfare acts.
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.

During the period, no instances aroused which demanded a corrective action plan.

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

**Essential Indicators:**

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

Parameter	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
<b>From renewable sources</b>		
Total electricity consumption (A)	851.20	850.90
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	851.20	850.90
<b>From non-renewable sources</b>		
Total electricity consumption (D)	87707.82	69262.73
Total fuel consumption (E)	3536.51	3011.30
Energy consumption through other sources (F)	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	91244.33	72274.03
<b>Total energy consumed (A+B+C+D+E+F)</b>	92095.53	73124.93
<b>Energy intensity per rupee of turnover</b> (Total energy consumed/ revenue from operations in Cr.)	8.20	7.22
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed / Revenue from operations adjusted for PPP)	-	-
<b>Energy intensity in terms of physical output</b> (Total energy consumed / Full Time Equivalent)	9.84	7.45
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

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

No

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

Not Applicable

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

Parameter	FY 2024-25* Current Financial Year	FY 2023-24* Previous Financial Year
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	113833.35	119950.02
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	113833.35	119950.02
<b>Total volume of water consumption (in kilolitres)</b>	113833.35	119950.02
<b>Water intensity per rupee of turnover</b> (Total water consumption / Revenue from operations in Cr.)	10.14	11.84
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP)	-	-
<b>Water intensity in terms of physical output</b> (Total water consumption / Full Time Equivalent)	12.17	12.22
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
*The estimated water consumption is taken as 45 litres per head per working day in accordance with Industry Standards on BRSR Core Indicators (Dec 24) for both the years (working days = 270 days for FY25 and 271 days for FY24).		
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	No	



4. Provide the following details related to water discharged:

Parameter	FY 2024-25* Current Financial Year	FY 2023-24* Previous Financial Year
<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 (Municipal Sewers)	91066.68	95960.02
- No treatment	91066.68	95960.02
- With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	<b>91066.68</b>	<b>95960.02</b>

\*It is assumed that 80% of the total volume of water consumption is discharged for both years.

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

No

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

The implementation of a Zero Liquid Discharge (ZLD) mechanism is not material to the Bank's operations, as the bank operates primarily in the financial services sector with minimal water consumption and discharge limited to domestic use in office premises.

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

Parameter	Please specify unit	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
NOx	-		
Sox	-		
Particulate matter (PM)	-	Air emissions other than GHGs are not considered material to the banking sector.	
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

No



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

Parameter	Unit	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
<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	262.06	202.89
<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	17712.11	15199.32
<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 in Cr.)	Metric tonnes of CO <sub>2</sub> equivalent / Rs. crore	1.60	1.52
<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)	-	-	-
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b> (Total Scope 1 and Scope 2 GHG emissions / Full Time Equivalent)	Metric tonnes of CO <sub>2</sub> equivalent / FTE	1.92	1.57
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.			No

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

During the financial year, more than 98% of the Bank's transactions were conducted through digital channels. For FY 24-25 we have commissioned 50 KW Solar at one location and 100 KW solar plant at other location is ready for commissioning. Bank has issued circular to keep the Air conditioner temperature at Branches/ Departments/ RO set to 24 Degree Celsius. Bank has issued circular to replace CFL lights with more energy efficient LED lights wherever there is a requirement of replacement. Bank has issued circular to use recycled papers to the extent possible.



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

Parameter	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	6.17	6.00
E-waste (B)	15.28	3.10
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	2.32	0.72
Radioactive waste (F)	-	-
Other Hazardous waste (Oil-soaked cotton waste, DG filters, paint cans, chemical cans, paint residue, oil sludge, DG chimney soot, coolant oil and used oil). Please specify, if any. (G)	0.12	0.10
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector) – Paper Waste	58.38	58.74*
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>82.27</b>	<b>68.66</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated / Revenue from operations in Cr.)	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)	-	-
<b>Waste intensity in terms of physical output</b> (Total waste generated / Full Time Equivalent)	0.01	0.01
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	<b>-</b>	<b>-</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of Waste</b>		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations (through recyclers)	82.27	68.66*
<b>Total</b>	<b>82.27</b>	<b>68.66</b>

\*Last year's figures have been updated due to revised methodology

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

No

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

The Bank has established arrangements with self-help groups for the collection and disposal of waste from its offices and branches, ensuring segregation of biodegradable and non-biodegradable waste at the source. In urban areas, waste collection is managed by professional teams accredited by the Pollution Control Board. A significant portion of biodegradable waste is utilized for manure production. While reuse and recycling are limited due to the nature of banking operations, paper scraps are collected and sold for recycling purposes.

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:

Sl. 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
1	SIB Tower, Kakkanad, Kochi	Banking	During the course of the SIB Tower Construction project, we had obtained Environmental Clearance from the Ministry of Environment, Forest and Climate Change (MoEF&CC), New Delhi, as the Mangalavanam Bird Sanctuary falls within a 10 km aerial radius of the project site. As per Page No.03 (Part A: Specific Condition), Clause No.3, there is a requirement that the project proponent shall obtain Wildlife Clearance from the National Board for Wildlife (NBWL) prior to commencement of the project. Accordingly, we submitted an application along with all relevant documents through our appointed consultant, M/s VCPL, in May 2018. However, due to the procedural delay from the concerned Government Authority, we are yet to obtain the clearance till date despite repeated follow-ups from our consultant. We will continue to pursue the matter with our consultant and ensure that the Wildlife Clearance is obtained at the earliest possible.

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web Link
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Not Applicable

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:

SL No	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
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The bank complies with all the applicable environmental laws.



### 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 Not Applicable

(ii) Nature of operations Not Applicable

(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
<b>Water withdrawal by source (in kilolitres)</b>		
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
<b>(v) Others</b>		
<b>Total volume of water withdrawal (in kilolitres)</b>		
<b>Total volume of water consumption (in kilolitres)</b>		
Water intensity (optional) – the relevant metric may be selected by the entity		
<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		
- 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

Not Applicable

Not Applicable

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

Parameter	Unit	FY 2024-25 Current Financial Year*	FY 2023-24 Previous Financial Year
<b>Total Scope 3 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	424.80	=
<b>Total Scope 3 emissions per rupee of turnover</b> (Total Scope 3 emissions / Revenue from operations in Cr.)	Metric tonnes of CO <sub>2</sub> equivalent / Rs. crore	0.04	-
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-
*Initiated the tracking of Scope 3 emissions in FY 2024-25, covering Business Travel.			
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency			No

3 With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Nil

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

Sl. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Transition to Energy-Efficient LED Lighting	-	The Bank has completed the replacement of CFL lights with more energy efficient LED lights at all bank own building. For leased premises, they have issued a circular to replace the old light fittings with LED light fittings whenever a replacement is occurring.
2	Digital Banking Excellence and Growth in Transactions	-	The Bank's consistent recognition in the top 10 Digital Transaction Achievement lists by MeitY (Ministry of Electronics & Information Technology) underscores the efficacy of their digital banking endeavours.
3	Commissioning of Sewage Treatment Plant (75 KLD)	-	New Sewage Treatment of capacity 75KLD has been commissioned in Ernakulam New Building.



Sl. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
4	Sustainable Practices in New Administrative Building	-	The usage of disposable tissue papers has been discontinued in the Ernakulam Buildings and automatic hand dryers were supplied as a permanent alternative, thus reducing the usage of paper as part of social responsibility and green initiatives taken by FMG. This has reduced the generation of dry waste in the premises by around 50%.
5	Intelligent Lighting System at SIB Tower	-	The SIB Tower is equipped with automatic and intelligent lighting system which minimizes the power consumption in the building.
6	Green Gifting Initiative on Founders' Day	-	As part of Founders day, we had distributed 300 plants.

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

The bank has developed a Business Continuity Policy for Information Systems to ensure continuation of critical business processes in the event of any business or information technology (IT) infrastructure failure, thereby minimizing the potential impact. It shall help reduce the impact of disruption, caused by disasters and security failures to an acceptable level through a combination of preventive and recovery measures.

Also, we have formulated a DR Policy for IT Systems which provide a framework for the ongoing process of planning, developing and implementing disaster recovery management for IT Systems. The systems are periodically tested through various LIVE/ Mock /BCP/Table Top Drills"

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

NIL

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

Nil

8 How many Green Credits have been generated or procured:

a. By the listed entity Nil

b. By the top ten (in terms of value of purchases 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**

**Essential Indicators**

- 1 a. Number of affiliations with trade and industry chambers/ associations. 7
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

SL No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State / National)
1	Indian Bank's Association (IBA)	National
2	Southern Indian Bank Staff College	Multiple Southern States
3	Indian Institute of Banking and Finance (IIBF)	National
4	National Institute of Bank Management (NIBM)	National
5	Foreign Exchange Dealers Association of India (FEDAI)	National
6	Federation of Indian Export Organisations (FIEO)	National
7	International Chamber of Commerce (ICC) India	National

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

Name of authority	Brief of the case	Corrective actions taken
No adverse orders have been issued by any regulatory authority against the Bank in relation to anti-competitive practices.		

**Leadership Indicators**

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

SL No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
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The Bank is an active member of the Indian Banks' Association (IBA) and regularly provides feedback to regulators through this platform. Its representatives also participate in various working groups formed by regulatory authorities and industry bodies, contributing to the strengthening of the Indian financial ecosystem.



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

### Essential Indicators

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

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

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

SL No	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
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NA

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

South Indian Bank's Grievance Redressal Policy has been formulated in line with guidelines of the regulators on Customer Service. The Grievance Redressal Policy will be accessible to all so as to ensure that information of lodging and resolving complaints is readily available to all. This Grievance Redressal policy is available on the Bank's website as well as at Branches/ Offices. Customer of the bank / non-customer / communities can directly lodge a complaint via Bank's Website or through various channels.

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

Parameter	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Directly sourced from MSMEs/ small producers	As a financial institution, the Bank's primary inputs include technological infrastructure, platforms, and related services, which limit procurement options. However, given its widespread presence across the country, the Bank sources consumables such as stationery locally, supporting nearby suppliers around its branch locations.	
Directly sourced within India		

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

Location	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Rural	4.50%	4.37%
Semi-urban	27.62%	27.40%
Urban	52.13%	53.05%
Metropolitan	15.75%	15.18%

(Place 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
Not Applicable	

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

SL No.	State	Aspirational District	Amount spent (In INR)
1	Kerala	Wayanad	19,64,000
2	Meghalaya	Ribhoi	20,000
3 (a)	Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)		The Bank being in the financial services sector, the procurement needs are limited. Daily consumables are sourced through local vendors at a fair price.
(b)	From which marginalized /vulnerable groups do you procure?		
(c)	What percentage of total procurement (by value) does it constitute?		

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

SI No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
Not Applicable				

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

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

6. Details of beneficiaries of CSR Projects:

SI No.	CSR Projects	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Promoting Education	6,72,368	Majority of the programs serve the vulnerable and marginalized group. More than 70.07 % of the beneficiaries were from marginalized groups
2	Environmental Sustainability	9,13,500	
3	Eradicating Hunger	1,500	
4	Livelihood Enhancement	352	
5	Making available safe drinking water	23,444	
6	Measures for reducing the inequalities faced	21,670	
7	Promoting Healthcare	7,16,568	
8	Promoting sports	5,644	
9	Protection of National Heritage	2,00,000	
10	Setting up of homes	21,779	
11	Setting up of Library	1,000	
12	Women empowerment	960	



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

### Essential Indicators

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

Bank has put in place a three-tier complaint redressal system for all channel complaints. Customers desirous of lodging complaint can take up with Bank's Customer Experience Group who will then take up the same with business unit concerned for resolution. Complaints received through all channels (namely calls/emails/letters, regulators, Bank's Web based Grievance Redress Management System [WebGRM], walk-in customers etc.) are incorporated in Bank's Centralised Complaint Management System. From here, these are assigned to and dealt by SPOC at various stake holder departments. Any complainant who is not satisfied with the response provided at Tier 1 has the option to escalate the complaint to Bank's Nodal and Principal Nodal Officers [Tiers 2 and 3 respectively]. Bank rejects complaints only with the concurrence of Internal Ombudsman as stipulated in Internal Ombudsman Scheme.

- 2 Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

As a percentage to total turnover	
Environmental and social parameters relevant to the product	
Safe and responsible usage	Not Applicable
Recycling and/or safe disposal	

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

Particulars	FY 2024-25 Current Financial Year		Remarks	FY 2023-24 Previous Financial Year		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	18	0	Nil	23	0	Nil
Advertising	0	0	Nil	0	0	Nil
Cyber-security	3106	321	Sum total of all unauthorized transaction complaints dealt by Bank's Banking Operation Group and complaints tagged under the category Fraud / FRM Block among Internet Banking / Mobile Banking related complaints. Complaints pending are only the unauthorized transactions with higher TAT of 90 days.	2686	503	Sum total of all unauthorized transaction complaints dealt by Bank's Banking Operation Group and complaints tagged under the category Fraud / FRM Block among Internet Banking / Mobile Banking related complaints. Complaints pending are only the unauthorized transactions with higher TAT of 90 days.

Particulars	FY 2024-25 Current Financial Year		Remarks	FY 2023-24 Previous Financial Year		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Delivery of essential services	0	0	Nil	0	0	Nil
Restrictive Trade Practices	0	0	Nil	0	0	Nil
Unfair Trade Practices	0	0	Nil	3	0	Nil
Other	34480	394	Other complaints include service quality, staff behaviour, technology and credit related complaints.	33946	325	Other complaints include service quality, staff behaviour, technology and credit related complaints.

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

Number	Reasons for recall
Voluntary recalls	Not Applicable
Forced recalls	

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

Yes. In order to provide guidelines for cyber security and data privacy for the employees of the Bank, a Board approved Cyber Security policy and Information System Security Policy is in place. The purpose of the Cyber Security Policy is to set the guiding principles for establishing cyber security of the information systems and to provide proactive and timely response to potential and emerging cyber-attacks / threats. The purpose of Information System Security policy is to provide a framework to ensure the protection of Bank's information assets, and to allow the use, access and disclosure of such information in accordance with appropriate standards, laws and regulations. Also, Cyber Crisis Management Plan (CCMP) is in place, to provide the requisite strategy, direction and roadmap towards cyber threat mitigation. IT Departments and CISO Office are ISO 27001 certified for the implementation of Information Security Management System (ISMS). Privacy Policy for customers is available in website: <https://www.southindianbank.com/content/privacy-policy/289>

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

In order to provide guidelines for cyber security and data privacy for the employees of the Bank, a Board approved Cyber Security policy and Information System Security Policy is in place. Also, Cyber Crisis Management Plan (CCMP) is in place, to provide the requisite strategy, direction and roadmap towards cyber threat mitigation. IT Department and CISO Office are ISO 27001 certified for the implementation of Information Security Management System (ISMS). In order to consider cyber security from the bank-wide perspective, a steering committee of executives known as Information Security Committee is formed with formal terms



of reference. The Chief Information Security Officer (CISO) is the member secretary of the committee. The committee serves as an effective communication channel for management's cyber security aims and directions.

The Bank has a fully operational Security Operation Centre (SOC) and network & end point security devices to monitor any security incident and to take appropriate actions. SOC is operational on a 24 X 7 basis. The Bank is using several monitoring tools for identifying, monitoring, recording and analysing security events or incidents within the real-time IT environment. Employees are updated with the latest security threats and the best security practices. In order to ensure continuous awareness on best cyber security practices and cyber security risks, a dedicated internal web portal to disseminate relevant security information has been set up and it is accessible to all employees.

The Bank provides cyber security awareness to its customers on a continuous basis through various channels like SMS/ Email/Website/ Social media, etc.

**7 Provide the following information relating to data breaches:**

- |   |     |
|---|-----|
| a. Number of instances of data breaches   | Nil |
| b. Percentage of data breaches involving personally identifiable information of customers | Nil |
| c. Impact, if any, of the data breaches   | NA  |

**Leadership Indicators**

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

Information on products offered by the Bank is available in the Bank's official website [www.southindianbank.com](http://www.southindianbank.com)

The Bank's credit product details are shared across its social media platforms, including Facebook, Instagram, X (formerly Twitter), LinkedIn, and YouTube.

The features of the products are accessible through the Bank's internet banking portal and mobile banking applications, ensuring ease of access for customers.

Additionally, the Bank disseminates information on its credit offerings through segmented campaigns (emailers/ SMS), performance marketing (via Google, Meta, etc.), FM radio, cinema advertising, and various Out-Of-Home (OOH) media channels, thereby ensuring a wide public reach.

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

The Bank provides information on safe and responsible banking practices through its website, ensuring all customers are well-informed about the proper use of banking services. To further educate consumers, the Bank utilizes multiple channels including email, SMS, social media, direct interactions, pamphlets, and notices. At the Financial Literacy Centres assigned to the Bank, monthly camps are organized by appointed Financial Literacy Counsellors to promote the safe and responsible use of credit products. Additionally, segmented mailer campaigns are conducted to raise awareness about reducing cyber risks and preventing loan scams.

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

Information regarding disruptions to essential services is communicated to customers through the Bank's website as well as via email and SMS notifications.

**4 Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

The Bank transparently discloses product details, including interest rates, on its official website. Furthermore, information regarding interest rates for both credit and savings products is prominently displayed at all branch locations. The Bank strictly adheres to all disclosure norms and regulatory requirements set forth by the RBI.

Yes, Bank is following a practice of obtaining feedback /review from the customers with regard to the products/ services and overall customer experience.

**(V J Kurian)**

Chairman

DIN : 01806859

**(P R Seshadri)**

Managing Director & CEO

DIN : 07820690

Place: Thrissur

Date: July 17, 2025