



Business Responsibility and Sustainability Reporting

Annexure IV to Directors' Report

SECTION A : GENERAL DISCLOSURES



I. Details of the listed entity

S. Required Information

S. No		
1	Corporate Identity Number (CIN) of the Listed Entity	L65110TN1916PLC001295
2	Name of the Listed Entity	THE KARUR VYSYA BANK LIMITED
3	Year of incorporation	1916
4	Registered office address	No.20, Erode Road, Vadivel Nagar, L.N.S., Karur - 639002, Tamilnadu
5	Corporate address	No.20, Erode Road, Vadivel Nagar, L.N.S., Karur - 639002, Tamilnadu
6	E-mail	kvb_sig@kvbmail.com
7	Telephone	04324-269441
8	Website	www.kvb.co.in
9	Financial year for which reporting is being done	2023-24
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange
11	Paid-up Capital	₹ 1,60,87,53,996.00
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. Chandrasekaran M S, Head BRSR, Chief General Manager & Chief Operating Officer, Telephone No: +914324-269233, Email Id: coo@kvbmail.com
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 Assurance Provider	Not Applicable
15	Type of Assurance obtained	Not Applicable

II. Products / 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	Banking and Financial Services	The Bank provides a wide range of Banking and Financial Services including Retail banking, Commercial banking, Corporate banking and treasury operations.	100

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

S. No.	Product / Service	NIC Code	% of total Turnover contributed
1	Banking Services	64191	100

III. Operations

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

Location	Number of plants	Number of offices	Total
National	Not applicable	838	838
International	Not Applicable	Nil	Nil

Annexure IV

19 Market Served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	22 states (19 states & 3 Union Territories)
International (No. of Countries)	Nil

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

Nil

C. A brief on type of customers

Our services cater to a diverse range of customer categories authorized by the RBI. This encompasses Resident Indians, Non-Resident individuals, Sole Proprietors, Partnership Firms, LLPs, Body Corporates, Trusts, Clubs, Societies, as well as clients engaged in Demat Trading, enrolled in the National Pension System (NPS), the Atal Pension Yojana (APY).

IV. Employees

20 Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No.(B)	% (B/A)	No. C	% (C/A)
Employees						
1	Permanent (D)	6,715	5,121	76.26%	1,594	23.74%
2	Other than Permanent (E)	196	169	86.22%	27	13.78%
3	Total employees (D+E)	6,911	5,290	76.54%	1,621	23.46%
Workers						
4	Permanent (F)	2,174	1,245	57.27%	929	42.73%
5	Other than Permanent (G)	0	0	0	0	0
6	Total workers (F+G)	2,174	1,245	57.27%	929	42.73%

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No.(B)	% (B/A)	No. C	% (C/A)
Differently Abled Employees						
1	Permanent (D)	6	5	83.33%	1	16.67%
2	Other than Permanent (E)	0	0	0	0	0
3	Total differently abled employees (D+E)	6	5	83.33%	1	16.67%
Differently Abled Workers						
4	Permanent (F)	7	5	71.43%	2	28.57%
5	Other than Permanent (G)	0	0	0	0	0
6	Total differently abled workers (F+G)	7	5	71.43%	2	28.57%

Annexure IV

21 Participation/Inclusion/Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	1	12.50%
Key Management Personnel	6	0	0.00%

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

	FY 2023-24 (Turnover rate in current FY)		FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)			
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	14.86%	12.89%	14.25%	8.00%	10.68%	8.59%	9.35%	12.84%	10.13%
Permanent Workers	1.00%	1.33%	1.12%	0.21%	2.36%	1.12%	3.68%	4.52%	4.03%

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)
			Nil	

VI. CSR Details

24 (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) YES

(ii) Turnover (in ₹) 98,62,62,96,875.97

(iii) Net worth (in ₹) 98,02,82,43,498.24

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 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	NO	-	-	-	NA	NA	NA
Investors (other than shareholders)	Investor's grievances are redressed either directly by investors Relations cell of the bank or through Bank's Registrar and Transfer Agent, M/s LinkIn Time India Pvt Ltd, Coimbatore.	4	0	Resolved	4	0	Resolved
Shareholders	Complaints received on SCORES/ ODR Portal (a centralized web based complaint redress system of SEBI) are attended within timelines.	3	0	Resolved	17	0	Resolved

Annexure IV

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Employees and workers	Internal Grievance Redressal Committee redresses human rights grievances/complaints	12	11	NA	8	Nil	Nil
Customers	Yes (https://www.kvb.co.in/docs/grievance-redressal-policy.pdf)	5,092	166	NA	3,813	224	Nil
Value Chain Partners	No	Nil	Nil	NA	NA	NA	NA
Other	Yes	465	10	NA	617	31	Nil

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Human rights practices	Risk	Risk- Practices on human rights ensure stability, fairness, productivity and predictability of the workforce. Parameters on human rights such as fair working environment, equal opportunities, remuneration, and freedom of association without ethnic discrimination will impact the performance of the bank on the social front from the employee's perspective.	Training and awareness of all the employees and workers and clauses on Human rights in stakeholder agreements and contracts. The Bank has effective grievance mechanisms in place and conducts regular training programs on human rights for their employees.	Negative- Ineffective grievance redressal mechanism affects the bank's commitment towards human rights protection. This leads to a disorganized workforce and would increase the legal costs arising due to employee disputes and negative financial impacts on the bank.
2	Data privacy	Risk & Opportunity	Risk- The absence of data security systems could pose a threat to customer-centric sensitive data. Being in the banking industry, customer data privacy is of the utmost priority. The Bank operates and deals with a deluge of confidential client information and customer data for daily business transactions; hence, data breaches can significantly hamper business continuity operations. Unauthorized users, outside parties spying on the network, and inside users divulging information put the integrity and privacy of data at risk.	To mitigate cyber-security risks, robust data management systems to detect and monitor suspicious transactions need to be incorporated. The Bank has defined Information Security & Cyber Security policies which cover Data Privacy. The Customer's data shall be protected during the data processing, transit and storage. For each of these processes, the Bank ensures that it provides an adequate level of protection to the data.	Positive- Robust systems safeguard data and enhances digital transaction services while safeguarding the interests of customers, thereby improving top-line growth. Negative- Inability to focus on data security issues would directly impact the business productivity and would result in loss of data.

Annexure IV

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
			Opportunity- Well-structured and efficient data and cyber security systems safeguard the privacy of customers, prevents fraud as well as underpin and enrich digital technology services. Cyber-security protection ensures the continued privacy and security of business investments while maintaining the availability, consistency and immutability of customer account data.		
3	Compliance	Risk	Risk- The risk of non-compliance exposes the organization to legal penalties and financial losses resulting from failure to comply with industry laws and regulations. Failure to adhere to the laws would directly affect the bank's revenue, and valuations and could lead to a loss of reputation and business opportunities. More compliant companies tend to have improved performances and better process efficiency. Compliance gives assurance and provides a broader insight to the investors.	Strong oversight over the bank's compliance regularly. The Bank has a compliance policy in place and adherence to all the applicable laws and regulations. The bank has a code of conduct & ethics, anti-money laundering, whistle-blower, vigilance and fraud risk management policies to safeguard the interests of the investors and other stakeholders.	Negative- Non-compliance would lead to loss of reputation and consequently affect the business activities. Banks that are compliant with the regulatory laws have a better ability to manage risks and build a better sense of fairness and loyalty among employees
4	Ethical behavior	Risk	Risk- Compromising ethical standards would highly impact the reputation and integrity of the organization. There is an increased risk of decreased productivity and business revenue growth due to the tarnished image of the organization. The investors could negatively respond to the firm's unethical behaviour and could thereby influence their willingness to invest further. This could indirectly lead to lower performance levels of the employees, increased turnover and challenging employee recruitment.	Effective policies and mechanisms need to be in place to promote a culture of integrity and conduct as well as address the evolving risks and challenges. The bank has a code of ethics policy to ensure and maintain ethical practices at the workplace.	Negative- Unethical behaviour could directly impact the reputation of the bank. It could also lead to loss of morale and employee productivity thereby affecting the top-line growth of the organization.

Annexure IV

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
5	Employee engagement & benefits	Risk & Opportunity	Risk- The absence of employee development programs and provision for employee benefits could directly affect the morale of employees thereby affecting their productivity. Opportunities- Structured employee development and engagement programs accelerate the work satisfaction of the company thereby enhancing the performance and the bank's topline. Enhanced collaboration among the team members leads to better communication, trust, a talent pipeline, a shared understanding of the company's goals and priorities and improved employee retention. An empowered and organized workforce is more stable, predictable and productive which reduces resource shocks and generates productivity gains.	Various engagement programs and leadership talks have been carried out. The bank's Engagement Calendar is updated this year to celebrate various events and festivals with the enthusiastic participation of employees, with monetary rewards for outstanding performance in the events. Learning & Development Page has a major boost in content with Blogs, a Podcast, a Knowledge Centre, Inspiring Stories and Videos, Recommendations for Books, and Self-Nomination for courses that have been introduced. The Learning & Development page is now accessible on mobile to access anywhere and anytime.	Positive- A strong workforce with higher engagement, retention rate and diversity in the workforce brings new perspectives, experiences, and ideas which enable innovation, enhances performance enables a positive culture in the organization, and highlight the Bank's efforts toward creating a conducive work environment. Negative- The inability to meet workforce expectations may result in adverse impacts on workforce productivity, morale and the bank's growth plan in the long run.

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

Annexure IV

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
c. Web Link of the Policies, if available	https://www.kvb.co.in/regulatory-disclosures/fair-practices-banking-codes-overview/banking-codes-policies/								
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)	No	No	No	No	No	No	No	No	No
4 Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	GRI standard, Corporate Governance Voluntary, Guidelines, 2009, Organization for Economic Co-operation and Development (OECD) Principles of Corporate Governance	GRI Standard, ISO 14001	GRI Standard ISO 45001, Universal Declaration of Human Rights, ILO Declaration on Fundamental Principles and Rights at Work	-	GRI Standard, Universal Declaration of Human Rights, ILO Declaration on Fundamental Principles and Rights at Work	GRI Standard, ISO 14001, PAS 2060:2014 ISO 45001, ISO22301, SASB, TCFD	GRI Standard	GRI Standard, CSR disclosures under Section 135 of the Companies Act, 2013 read with Companies (Corporate Social Responsibility Policy) Rules, 2014, as amended	GRI Standard, ISO 27001, ISO 27701, SASB

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
5 Specific commitments, goals and targets set by the entity with defined timelines, if any.	Strategic Objectives and Timelines: KVB is dedicated to setting ambitious yet achievable targets that reflect our commitment to corporate responsibility and sustainable development. Our strategic objectives include: Inclusive Banking Expansion: By 2025, we aim to extend our banking services to an additional 500,000 individuals from underserved communities, with 100 new branches. Environmental Impact Goals: We plan to reduce our carbon footprint by 30% by 2026 through increased reliance on renewable energy sources and enhancing our digital infrastructure. Professional Growth Plans: A continuous learning framework will be established by the end of 2025, ensuring that all employees are equipped with the skills needed for the future of banking. Digitalization Drive: We are on track to achieve 80% digital onboarding for new customers by the close of 2025, streamlining processes and improving service delivery. These commitments are integral to our vision of a progressive, environmentally conscious, and inclusive banking future. We pledge to maintain transparency and accountability as we work towards these milestones.								

Annexure IV

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.								
Governance, leadership and oversight									
7	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)								
	Karur Vysya Bank remains steadfast in its commitment to environmental and social stewardship, which is deeply ingrained in our corporate identity. Building on our proactive initiatives, we have integrated ESG considerations into our operational and policy framework. In the previous year, we have made significant advancements by implementing the Business Responsibility and Sustainability Report (BRSR) framework, thereby increasing our transparency and adherence to regulations. Our dedication to ESG excellence goes beyond mere compliance; it is about contributing to broader macroeconomic sustainability objectives. KVB is determined to be a force for positive change, ensuring that our growth is ethical and inclusive. As we progress, we will continue to innovate and establish benchmarks in sustainable banking. In the current year, Karur Vysya Bank has continued to make significant strides in our ESG journey. Our environmental initiatives have been enhanced by strategic investments that reduce our carbon footprint and promote green energy and finance. The introduction of 'KVB Green Deposits' is a prime example of our commitment to eco-friendly financial products, allowing our customers to participate in our environmental efforts. We have incorporated a section dedicated to ESG considerations into our Credit Policy, which is periodically updated to reflect the latest RBI regulations. Moreover, we have instituted an ESG due diligence framework, ensuring that ESG factors are thoroughly evaluated during the credit sanctioning process. This year, we are intensifying our ESG efforts by setting quantifiable targets and expanding the application of ESG principles across all business practices. With the expertise of our dedicated ESG consultant, we are refining our strategies to ensure that our business decisions are in line with sustainable practices. We have implemented robust mechanisms for tracking and reporting key environmental data, such as carbon emissions and energy consumption, to foster accountability and continuous improvement. On the social front, we have broadened our initiatives and deepened our impact through various campaigns and activities. Our emphasis on financial literacy, gender diversity, and the empowerment of marginalized communities highlights our commitment to social progress and financial inclusion. In terms of governance, we have strengthened our practices by developing and obtaining Board approval for a comprehensive ESG policy. This policy acts as a cornerstone for integrating ESG principles into our risk management and compliance procedures, ensuring that we not only meet but also surpass regulatory expectations. Environmental Initiatives: Green Building Certification: Progress towards achieving the Indian Green Building Council (IGBC) certification for the Central Office building. Renewable Energy Initiatives: Installation of solar panels and inverters at the Hyderabad Divisional office, including a 38 kwp grid-connected rooftop solar power plant. KVB Green Deposits: Introduction of eco-friendly financial products to encourage customers to support environmental efforts.								

Annexure IV

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9									
		Social Initiatives: CSR and ESG Efforts: Focus on environmental sustainability, renewable energy, ecological balance, women empowerment, reducing inequalities, community/rural development, and disaster relief. Employee Grievance Redressal: 'KVB SAMADHAN' portal for addressing employee grievances related to various work conditions and discrimination. Prevention of Sexual Harassment Policy: Establishment of an Internal Complaints Committee in compliance with the Prevention, Prohibition and Redressal Act, 2013. Mass Communication Program: 'PRAMOD' program is designed to reenergize the organization and direct efforts towards strategic business milestones. Governance Initiatives: Comprehensive ESG Policy: Development and Board approval of a policy that integrates ESG principles into risk management and compliance processes. Credit Policy Integration: Incorporation of a section addressing ESG factors into the Credit Policy, subject to periodic revisions based on RBI regulations. ESG Due Diligence Framework: Establishment of a framework to ensure ESG factors are considered during the credit sanctioning process. Karur Vysya Bank is dedicated to advancing these initiatives, ensuring that our growth is responsible, inclusive, and aligned with our core values of sustainability and principled governance. We are proud to lead the way in integrating ESG into every facet of our operations.																	
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Shri Chandrasekaran M S, Head BRSR, Chief General Manager and Chief Operating Officer																	
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.	Yes. As part of corporate governance, the ESG implementation is monitored by the board. All the policies are approved by the Board of Directors or CSR & ESG committee of the Board of Directors as applicable.																	
10 Details of Review of NGRBCs by the Company:																			
Subject of 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		Board of Directors									Annually								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances		Board of Directors									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. The policies have been reviewed by CareEdge Advisory. They have mapped the existing policies and procedures against the requirements of BRSR and accordingly suggested the improvements to bridge it with the BRSR requirements.																	

Annexure IV

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)	Not applicable								
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)									

Principle-wise policies

	P1	Compliance Policy, Whistle Blower Policy / Protected disclosure scheme (PDS), Anti Money Laundering Policy, Code of Conduct & Ethics for Directors and Senior Management of the Bank, Code of Conduct for Direct Selling Agents, Policy on Related Party Transactions, Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information (UPSI), Policy on criteria for determining Materiality of events, Fraud Risk Management Policy, Staff Accountability Policy, Corporate Governance Policy Vigilance Policy, HRD Policy, Policy on Outsourcing of Financials, Code of Bank's Commitment to Customers, Code of Bank's Commitment to Micro and Small Enterprise, Customer Rights Policy, Grievance Redressal Policy, Customer Relation Policy /Customer Protection Policy/ Customer Liability Policy.
	P2	IT Policy - e-Waste Management, IT Policy – Procurement, New Product Policy, Policy on Outsourcing of Financials, Policy on e - waste Management.
	P3	Vigilance Policy, HRD Policy, Code of Bank's Commitment to Customers, Customer Rights Policy, Compensation / Remuneration policy, Grievance Redressal Policy, Policy of General Management of Branches, Policy / Scheme on Insurance benefits, Leave policy, Policy on Prevention of Sexual Harassment, Policy on Safety for Women at Workplace.
	P4	Financial Inclusion Policy, Code of Bank's Commitment to Micro and Small Enterprise, Customer Rights Policy, Credit Policy, Corporate Social Responsibility Policy, Policy on deposit, Retail Credit Policy, Digital Credit Policy, Communication Policy, Customer Relation Policy /Customer Protection Policy/ Customer Liability Policy
	P5	Vigilance Policy, HRD Policy, Compensation / Remuneration policy, Grievance Redressal Policy, Policy on Prevention of Sexual Harassment, Policy on Safety for Women at Workplace, Policy on Human Rights
	P6	IT Policy - e-Waste Management, Financial Inclusion Policy, Business Continuity Plan and Disaster Recovery Policy (BCPDR), Policy on Outsourcing of Financials, Corporate Social Responsibility Policy, Policy on e-Waste Management
	P7	Compliance Policy, Anti Money Laundering Policy, Code of Conduct for Direct Selling Agents, Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information (UPSI), Citizen's Charter – A Charter for Customer Service, Code of Bank's Commitment to Customers, Code of Bank's Commitment to Micro and Small Enterprise
	P8	IT Policy - Procurement, Policy on Outsourcing of Financials, Code of Bank's Commitment to Micro and Small Enterprise, Corporate Social Responsibility Policy, Communication Policy.
	P9	New Product Policy, Business Continuity Plan and Disaster Recovery Policy (BCPDR) Information Systems Security Policies, Citizen's Charter – A Charter for Customer Service, Code of Bank's Commitment to Customers, Customer Rights Policy, IT Policy, Grievance Redressal Policy, Communication Policy, Customer Relation Policy /Customer Protection Policy/ Customer Liability Policy.

Annexure IV

SECTION B : 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	% age of persons in respective category covered by the awareness programmes
Board of Directors	9	During the year, members of the board had attended Program on Governance for Directors on Board of Banks, Certification Program in IT & Cyber Security, Program on Data Protection, Data Privacy and Data Localization, Program on Artificial Intelligence & Machine Learning, Advanced Leadership Program conducted by CAFRAL, Familiarization Program for Independent Directors and FIBAC 2023.	100.00
Key Managerial Personnel	9	During the year, KMP's had attended various training programs and conference covering key areas such as SIBOS 2023, Advanced Leadership Program conducted by CAFRAL, 51 st National Convention of Company Secretaries, FIBAC 2023, Certification Program in IT & Cyber Security.	83.33
Employees	386	During the year, all employees were assigned with various training programs in classroom and virtual mode. Apart from this, employees were nominated for various webinars and E-Learnings. The programs include on Products, Processes, Risk, Compliance & Control, Negotiation Skills and Behavioural Science.	99.71
Workers	87	As per Annex - I	95.63

Annexure IV

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

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Principle 1	RBI	3,30,100	Penalties related to Branches/ Currency chests inspection remarks, Discrepancies in Soiled Note Remittance from CC, Cash out in ATMs.	No
Settlement	-	-	-	-	-
Compounding fee	-	-	-	-	-

Non- Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions		Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	-	-	-	-	-
Punishment	-	-	-	-	-

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not Applicable	Not Applicable

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

The Bank has established several policy tools that address KVB's intolerance for bribery and corruption. The fundamentals of moral business practises are reiterated in the code of conduct for Board and Senior Management. The Bank has a separate Whistle-blower policy that gives staff the ability to voice issues and concerns, which helps to reinforce the vigilance surrounding this. The policy also ensures non-retaliation towards employees the complaint. The web link for the policies

<https://www.kvb.co.in/regulatory-disclosures/fair-practices-banking-codes-overview/banking-codes-policies/>

- 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 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

Annexure IV

6 Details of complaints with regard to conflict of interest:

	FY 2023-24 (Current Financial Year)		FY 2022-23 (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.

Not Applicable

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payable	38	35

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 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers/ distributors as % of total sales	NA	NA
	b. Number of dealers / distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers/distributors as % of total sales to dealers / distributors	NA	NA
Shares of RPTs in	a. Purchases (Purchases with related parties/ total purchases)	NA	NA
	b. Sales (Sales to related parties/ total sales)	NA	NA
	c. Loans & advances (Loans & advances given to related parties / total loans and advances)	NA	NA
	d. Investments (Investments in related parties / total investments made)	NA	NA

Annexure IV

Leadership Indicators

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

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

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

Yes. The bank has a policy on Code of Conduct & Ethics for Directors and Senior Management. The policy is hosted on the website of the bank

<https://www.kvb.co.in/docs/code-of-conduct-and-ethics-for-directors-and-senior-management.pdf>

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	0	0	The surge in CAPEX from 2023 to 2024 has brought about numerous positive changes. Investments in ATMs, cash deposit machines, Internet banking, mobile banking channels, and kiosks help reduce paper usage. Environmentally, these investments minimize paper usage and energy consumption, promoting a greener planet. Socially, they narrow financial disparities, enhance customer satisfaction, and stimulate economic participation.
Capex	7.94%	5.60%	

2	a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)	No. The Bank integrates environmental, social, and economic considerations into its procurement decisions and processes to promote sustainability, responsible sourcing, and positive social and environmental impacts.
	b. If yes, what percentage of inputs were sourced sustainably?	Not Applicable

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)	Not Applicable
(b)	E-waste	The bank adheres to its E-Waste management policy for the disposal of all E-waste upon reaching the end of its lifecycle. There is no practice of reuse or recycling of E-waste directly by the bank.
(c)	Hazardous waste	Not Applicable
(d)	Other waste	Nil

Annexure IV

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

No. Extended Producer Responsibility (EPR) does not apply.

Leadership Indicators

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

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

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

Name of Product / Service	Description of 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 2023-24 Current Financial Year	FY 2022-23 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:

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled (MT)	Safely Disposed
Plastics (including packaging)	Not Applicable					
E-waste	The bank adheres to its E-Waste management policy for the disposal of all E-waste upon reaching the end of its lifecycle. There is no practice of reuse or recycling of E-waste directly by the bank.					
Hazardous waste	Not Applicable.					
Other waste	Not Applicable					

- 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	

Annexure IV

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	5,121	5,121	100.00%	5,121	100.00%	0	0.00%	5,121	100.00%	NIL	NIL
Female	1,594	1,594	100.00%	1,594	100.00%	1,594	100.00%	0	0.00%	NIL	NIL
Total	6,715	6,715	100.00%	6,715	100.00%	1,594	23.74%	5,121	76.26%	NIL	NIL
Other than Permanent employees											
Male	169	168	99.41%	168	99.41%	NIL	NIL	NIL	NIL	NIL	NIL
Female	27	27	100.00%	27	100.00%	NIL	NIL	NIL	NIL	NIL	NIL
Total	196	195	99.49%	195	99.49%	NIL	NIL	NIL	NIL	NIL	NIL

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 workers											
Male	1,245	1,245	100.00%	1,245	100.00%	0	0.00%	1,245	100.00%	NIL	NIL
Female	929	929	100.00%	929	100.00%	929	100.00%	0	0.00%	NIL	NIL
Total	2,174	2,174	100.00%	2,174	100.00%	929	42.73%	1,245	57.27%	NIL	NIL
Other than Permanent workers											
Male	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
Female	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
Total	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Cost incurred on well-being measures as a % of total revenue of the company	0.63%	0.36%

Annexure IV

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

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	99.85%	100%	Y	99.74%	100%	Y
Gratuity	99.85%	100%	Y	100%	100%	Y
ESI	NIL	NIL	NIL	NIL	NIL	NIL
Others - Please specify	NIL	NIL	NIL	NIL	NIL	NIL

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

The bank follows RBI guidelines about the provision of ramps in the branches and braille keypads at ATMs

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.

No

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	100%	100%
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

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	Yes,
Other than Permanent Workers	"KVB SAMADHAN" is a staff Grievance Redressal Mechanism introduced for redressing the grievances of employees relating to work conditions, Pay and benefits, leave allotment, workload, managerial decisions, staff benefits, sexual discrimination at the workplace etc., and the same can be filed by an aggrieved employee in KVB SAMADHAN portal. Immediately after submission of the grievance by the employee, a complaint number will be generated by the system and acknowledged by HRD. The Staff Grievance Redressal Officer at the Central Office will ensure resolution of the matter within 10 days.
Permanent Employees	
Other than Permanent Employees	

Annexure IV

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

Category	FY 2023-24			FY 2022-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	6,715	3,307	49.25%	4,953	3357	67.78%
Male	5,121	2,586	50.50%	3,869	2639	68.21%
Female	1,594	721	45.23%	1,084	718	66.24%
Total Permanent Workers	2,174	2,173	99.95%	2,449	2423	98.94%
Male	1,245	1,244	99.92%	1,413	1393	98.58%
Female	929	929	100.00%	1,036	1030	99.42%

8 Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A) No. (B)	On Health and safety measures		On Skill upgradation		Total (D) No. (E) % (E/D)	On Health and safety measures		On Skill upgradation	
		% (B/A)	No. (C)	% (C/A)	No. F		% (F/D)			
Employees										
Male	5,290	2,773	52.48%	5,258	99.51%	4,153	130	3.13%	4,105	98.84%
Female	1,621	770	47.50%	1,609	99.26%	1,162	15	1.29%	1,122	96.56%
Total	6,911	3,543	51.21%	6,867	99.45%	5,315	145	2.73%	5,227	98.34%
Workers										
Male	1,245	116	9.32%	1,221	98.07%	1,413	6	0.42%	1,382	97.81%
Female	929	177	19.05%	834	89.77%	1,036	2	0.19%	927	89.48%
Total	2,174	293	13.48%	2,055	94.53%	2,449	8	0.33%	2,309	94.28%

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No.(B)	% (B/A)	Total (C)	No.(D)	% (D/C)
Employees						
Male	5,290	4,791	90.57%	4,153	3,277	78.91%
Female	1,621	1,549	95.56%	1,162	801	68.93%
Total	6,911	6,340	91.74%	5,315	4,078	76.73%
Workers						
Male	1,245	1,225	98.39%	1,413	1,388	98.23%
Female	929	841	90.53%	1,036	938	90.54%
Total	2,174	2,066	95.03%	2,449	2,326	94.98%

Annexure IV

10 Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?	The Bank is committed to maintaining a safe and hygienic work environment for all employees at its branches and back offices. The bank ensures the following conditions for the well-being of its staff:
b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	1. Maintaining cleanliness and hygiene to ensure a healthy workplace. 2. Providing adequate ventilation, along with optimal temperature and humidity control. 3. Creating an environment that is free from dust, harmful gases, fumes, and other pollutants. 4. Ensuring proper humidification standards by artificially regulating the air's humidity, along with effective ventilation and air cooling. 5. Offering accessible drinking water facilities that meet safety standards. 6. Upholding standards to prevent overcrowding, ensuring ample space for both employees and customers.
c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)	These measures reflect the bank's dedication to fostering a work environment that prioritizes the health and comfort of its employees and clients.
d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	No

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

Safety Incident/Number	Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	Nil
	Workers		
Total recordable work-related injuries	Employees	NIL	Nil
	Workers		
No. of fatalities	Employees	NIL	Nil
	Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees	NIL	Nil
	Workers		

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

The Bank is unwavering in its commitment to providing a work environment that is safe, hygienic, and conducive to health. The bank ensures compliance with all relevant health and safety regulations, thereby reducing the likelihood of accidents, injuries, and health risks. Through ongoing engagement and training, employees are empowered to enhance health and safety practices, such as fire drills and rescue operations, and to identify and address any related issues. KVB offers comprehensive health insurance coverage and benefits to all employees, regardless of their position. As a result, the likelihood of employee complaints regarding working conditions is exceedingly low.

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

	FY 2023-24 (Current Financial Year)			Remarks	FY 2022-23 (Previous Financial Year)			Remarks
	Filed during the year	Pending resolution at the end of year			Filed during the year	Pending resolution at the end of year		
Working Conditions	Nil	Nil	-		Nil	Nil	-	
Health & Safety	Nil	Nil	-		Nil	Nil	-	

Annexure IV

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	No assessment has been done
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.

NA

Leadership Indicators

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

Yes, in case of any death of the employee, the Company provides a compensatory package and employment to the member of the family based on certain criteria.

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 maintains an internal system to uphold these standards. Upon engaging a vendor, a comprehensive agreement is executed, incorporating clauses that mandate adherence to all statutory provisions applicable to the task at hand. Should any non-compliance be detected subsequently, the contract will be subject to termination, and the vendor will face actions in accordance with the terms stipulated in the agreement.

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Employees	0	0	0	0
Workers	0	0	0	0

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

The Bank is committed to recruiting highly qualified individuals based on merit and consistently invests in upskilling its workforce to stay abreast of the evolving business landscape. This approach ensures that the team remains competitive and capable of meeting the dynamic challenges of the industry.

5 Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	The Bank has not undertaken any such assessments
Working Conditions	

6 Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Not Applicable

Annexure IV

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 have a wide-reaching impact, affecting various individuals and institutions. In line with this understanding, KVB has adopted a comprehensive approach to stakeholder engagement, acknowledging the following groups as key stakeholders:

- **Employees:** Valued as the backbone of the bank, whose dedication and hard work drive the organization's success.
- **Customers:** The primary focus of KVB's services, whose satisfaction and trust are paramount.
- **Investors/Shareholders:** The financial pillars who support the bank's growth and share in its successes and challenges.
- **Regulatory Bodies:** The authorities that ensure the bank operates within the legal and ethical frameworks of the industry.
- **Communities:** The wider society that is influenced by the bank's operations and corporate social responsibility initiatives.

The Bank is committed to maintaining open channels of communication with these stakeholders, fostering relationships based on mutual trust and the pursuit of shared value creation. This engagement is crucial for the bank's sustainable growth and the fulfilment of its corporate responsibilities.

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

Sr. 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	Employees	No	- On the floor and virtual connect - Regular manager interaction - Various talent engagement initiatives by HR, such as training, team activities, wellness initiatives	Ongoing basis	The Bank follows an open-door policy on engagement with its employees. Most of these engagements cover areas, such as - Training and development - Addressing any work-related concerns - Managing work-life balance
2	Customers	Yes, if they qualify under the age and income criteria	Multiple channels through physical and digital means	Ongoing basis	The Bank maintains a constant relationship with its customers throughout the entire life cycle of its loan products. The bank also uses various channels to keep its customers updated on its new services and products rolled out by The Bank

Annexure IV

Sr. 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
3	Investors/ Shareholders	No	Email, newspaper advertisement, website, investor meetings & conferences, intimation to stock exchanges, annual/ quarterly financials	Quarterly/Annually & Need basis	To keep investors/shareholders updated about Bank's business activities
4	Regulatory bodies	No	Email, one-on-one meetings, video-conference	Need Basis	To ensure The Bank complies with all regulations imposed by regulatory bodies. Engage with them on policy consultation and participate in larger economic objectives by participating in various Government initiatives and programs, such as PMAY and SGB
5	Communities	The Bank considers women, communities living in rural areas, farmer communities and low-income group individuals as vulnerable & marginalised stakeholders	Meetings, engagement through NGOs	Ongoing basis	Reach out to socially and economically disadvantaged people and assist them meet their basic needs, such as education, sanitization, hygiene and livelihood.

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 maintains a regular process for stakeholder consultation and input. The Bank also makes sure that the strategic decision-making process takes stakeholder comments into account. For instance, The Bank surveys its customers each year to determine how satisfied they are with its services. The feedback is an essential component in creating new goods and services as well as improving current ones.

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

The Bank has always taken a responsible approach to interacting with stakeholders and seeking their input on how to improve its goods and services. The Bank has conducted the comprehensive exercise in collaboration with an ESG consultant to identify key priority areas spanning environment, social, and governance topics as a next step.

Annexure IV

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

The Bank is committed to the Government's initiative to make financial services more accessible and affordable in underserved regions. Through the financial inclusion program, the bank offers assistance to the less privileged communities, particularly in rural and semi-urban areas.

In the fiscal year 2023-24, the bank organized 108 Financial Literacy campaigns, including the RBI Financial Literacy Week 2024. A total of 1624 PMJDY accounts were opened under the BSBD Accounts Category in the same fiscal year, reflecting the successful impact of these campaigns in attracting more account openings.

As a responsible corporate citizen, Bank is contributing to the social and economic development of the community under Corporate Social Responsibility. With defined core focus areas for implementation of its projects, the bank actively supports initiatives in the areas of sanitation, healthcare, education, and environment. The Bank is now actively taking forward projects to conserve nature, the bank is providing support for restoration of water bodies and increasing the green cover through tree plantation and multiutility community forest in multiple locations. With the increasing importance to promote livelihood bank supports skill development courses in the areas of hospitality & geriatric care, particularly for women & youth, focusing on economically deprived sections and a better future to them. The bank has supported sustainable energy solutions at villages through solar water pumping at village panchayats. Also, clean drinking water is a matter that is engaging the attention of the Bank. In the area of education, focus is on reaching out to children in rural & tribal areas and providing necessary infrastructure support in the form of classroom, furniture and toilets to the government schools enhance the quality of education to the students. The bank is always extending support to government hospitals by providing required medical equipment to strengthen & address emerging medical needs. The Bank is looking forward to establishing integrated sustainable villages and work on a model that involves the local community so that the infrastructure provided by the Bank under CSR will thereafter be maintained by the locals and thus made sustainable.

PRINCIPLE 5

Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	6,715	15	0.22%	4,953	2	0.04%
Other than permanent	196	0	0.00%	362	0	0.00%
Total Employees	6,911	15	0.22%	5,315	2	0.04%
Workers						
Permanent	2,174	NIL	NIL	2,449	0	0.00%
Other than permanent	NIL	NIL	NIL	0	0	0.00%
Total Workers	2,174	NIL	NIL	2,449	0	0.00%

Annexure IV

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

Category	FY 2023-24 Current Financial Year				FY 2022-23 Previous Financial Year					
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. F	% (F/D)
Employees										
Permanent	64% of the total employees are covered under IBA pattern of pay structure and remaining 36% of employees									
Male	covered under CTC pay structure and the same were much more than the minimum wages as prescribed									
Female	by respective State government under Shops and Establishments Act/ Scheduled employment of respective									
Other than permanent	state.									
Male										
Female										
Workers										
Permanent	All Workman Cadre employees 100% are covered under IBA Pattern of Pay structure (All India Settlement)									
Male										
Female										
Other than permanent										
Male										
Female										

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

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	7	10,00,000	1	18,00,000
Key Managerial Personnel#	6	1,01,09,734.23	0	0
Employees other than BoD and KMP	6,072	10,11,612.37	1,805	5,36,811.40
Workers	1,280	8,96,052.66	953	9,73,772.98

*Fixed Remuneration paid to Non-Executive Directors for the FY 2023-24 is considered for Median Remuneration. Sitting fees paid to Non-Executive Directors for attending Board/Committee meetings is not considered for this calculation.

MD and CEO is included in Key Managerial Personnel.

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Gross wages paid to females as % of total wages	25.13	24.76

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)

Human rights grievances/complaints are redressed by Internal Grievance Redressal Committee. The purpose of the Committee is for the prevention and redressal of complaints and for matters connected there with or incidental thereto.

Annexure IV

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

Yes, the bank has Grievance redressal mechanism - SAMADHAN

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

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	NIL	NIL	NIL	Nil	Nil	NA
Discrimination at workplace	NIL	NIL	NIL	Nil	Nil	NA
Child Labour	NIL	NIL	NIL	Nil	Nil	NA
Forced Labour/ Involuntary Labour	NIL	NIL	NIL	Nil	Nil	NA
Wages	NIL	NIL	NIL	Nil	Nil	NA
Other Human rights related issues	NIL	NIL	NIL	Nil	Nil	NA

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	NIL	Nil
Complaints on POSH as a % of female employees / workers	NIL	Nil
Complaints on POSH upheld	NIL	Nil

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

The bank has internal complaints committee to address the issues related to discrimination and harassment cases.

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

YES

10 Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	NIL
Forced/involuntary labour	NIL
Sexual harassment	NIL
Discrimination at workplace	NIL
Wages	NIL
Others – please specify	NA

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

NA

Annexure IV

Leadership Indicators

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

The Prevention of Sexual Harassment (POSH) policy is under the Prevention, Prohibition and Redressal Act, 2013- Internal Complaints Committee Constituted – All grievances related to sexual harassment at the workplace will be covered under the Sexual Harassment Policy

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

“KVB SAMADHAN”– Staff Grievance Redressal Mechanism – All grievances relating to Working Conditions, Work assignment, salary payment, increment, leave, allotment of quarters, women employees facing sexual discrimination at the workplace and non-extension of benefits as per rules. The bank regularly sensitises its employees on the through various training programmes as well.

3 Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes

4 Details on assessment of value chain partners:

% of value chain partners (by value of business done with such partners) that were assessed	
Sexual Harassment	
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	Nil
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.

NA

Annexure IV

PRINCIPLE 6

Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

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

Parameter	FY 2023-24 (Current Financial Year) (Giga Joules)	FY 2022-23 (Previous Financial Year) (Giga Joules)
From renewable sources		
Total electricity consumption (A)	4,972.64	4,119.05
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	4,972.64	4,119.05
From non-renewable sources		
Total electricity consumption (D) (GJ)	1,03,537	85,992.74
Total fuel consumption (E) (GJ)	6,940.85	5,741.27
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	1,10,478	91,734.01
Total energy consumed (A+B+C+D+E+F)	1,15,450.49	95,853.06
Energy intensity per rupee of turnover (Total energy consumed/ revenue from operations)	11.70	12.49
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	The Bank has India operations only, hence not applicable	The Bank has India operations only, hence not applicable
Energy intensity in terms of physical output	-	-
Energy intensity (optional) - per employee	-	-

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 Independent Assessment has been done

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

Annexure IV

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

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water (tanker)	-	-
(iv) Seawater / desalinated water	-	-
(v) Water from municipal corporation	-	-
(vi) Water Bottles / Aquaguard (Ltr X number of bottle) (KL)	4,466.15	3,645.12
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	4,466.15	3,645.12
Total volume of water consumption (in kilolitres)	4,466.15	3,645.12
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	0.45	0.47
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	The Bank has India operations only, hence not applicable	The Bank has India operations only, hence not applicable
Water intensity in terms of physical output	-	-
Water intensity (optional) – per employee	-	-

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 Independent Assessment has been done

4 Provide the following details related to water discharged:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	NA	NA
No treatment		
With treatment – please specify level of treatment		
(ii) To Groundwater	NA	NA
No treatment		
With treatment – please specify level of treatment		
(iii) To Seawater	NA	NA
No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third-parties	NA	NA
No treatment		
With treatment – please specify level of treatment		
(v) Others	NA	NA
No treatment		
With treatment – please specify level of treatment – Reused at site	NA	NA
Total water discharged (in kilolitres)	NA	NA

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

No Independent Assessment has been done

Annexure IV

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

No, owing to the nature of business, the Company has not implemented a mechanism for Zero Liquid Discharge

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

Parameter	Please specify unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
NOx	Not Applicable		
Sox			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

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

No Independent Assessment has been done

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

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	514.32	425.43
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	20,419.87	18,870.63
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Per rupee of turnover (in Crore)	2.12	2.51
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	-	The Bank has India operations only, hence not applicable	The Bank has India operations only, hence not applicable
Total Scope 1 and Scope 2 emission intensity in terms of physical output	-	-	-
Total Scope 1 and Scope 2 emission intensity (optional) – per employee	-	-	-

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 independent assessment has been done

Annexure IV

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

“Yes.

The Bank owns an 850 KW Wind Turbine Generator at Govindanagaram, Theni District, Tamil Nadu. The Bank is utilizing the power generated by the Wind Turbine Generator for its Registered & Central Office at Karur and also the premises of the Divisional Office in Chennai. The bank's installation of an 850 KW Wind Turbine Generator and a 38 kWp grid-connected rooftop solar power plant at the Hyderabad Divisional office are testaments to its dedication to renewable energy. Also, the bank has undertaken several CSR initiatives with positive direct environmental impact in the protection of the environment and its sustainability such as restoration of wetland ecosystems, Desilting Check Dams and Construction of Spring Stops, and donation of battery-operated vehicles for garbage collection to name a few.”

Please refer to our FY 2023-24 Integrated Report for more details

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	115.67	2.50
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
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)	-	-
Other Non-hazardous waste generated (H) – Solid Waste	115.67	2.50
Total (A+B + C + D + E + F + G + H)	115.67	2.50
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.01	0
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	The Bank has India operations only, hence not applicable	The Bank has India operations only, hence not applicable
Waste intensity in terms of physical output	-	-
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled		20
(ii) Re-used		Nil
(iii) Other recovery operations		Nil
Total		20
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration		Nil
(ii) Landfilling		
(iii) Other disposal operations		
Total		

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 Independent Assessment has been done

Annexure IV

- 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 Bank adheres to a stringent e-waste management policy for the disposal of electronic waste resulting from the upgrade or replacement of IT components such as computers, modems, printers, and UPS systems. All outdated IT hardware is sold to vendors who are certified in e-waste management by the Government of India. Additionally, the bank employs a buy-back model, engaging with original equipment manufacturers (OEMs) who are well-regarded in the market to take back the replaced items, ensuring responsible recycling and disposal practices. This approach underscores the bank's commitment to environmental sustainability and responsible resource management.

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

S. No	Location of operations/offices	Type of operations	Whether the conditions of environmental approval/clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any
Not Applicable, as the Bank does not have offices in/around ecologically sensitive areas			

- 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
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:**

S. No	Specify the law / regulation/ guidelines which was not complied with	Provide details of the noncompliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Yes. The Bank ensures full compliance with all relevant environmental laws, regulations, and guidelines in India. This includes adherence to the Water (Prevention and Control of Pollution) Act, the Air (Prevention and Control of Pollution) Act, and the Environment Protection Act and Rules. The Bank has reported no instances of non-compliance with these laws during the reporting year, demonstrating the bank's commitment to environmental stewardship and regulatory adherence.				

Annexure IV

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	
(ii) Nature of operations	NA

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	Not Applicable	Not Applicable
(ii) Groundwater	Not Applicable	Not Applicable
(iii) Third party water	Not Applicable	Not Applicable
(iv) Seawater / desalinated water	Not Applicable	Not Applicable
(v) Others	4,466.15	3,645.12
Total volume of water withdrawal (in kilolitres)	4,466.15	3,645.12
Total volume of water consumption (in kilolitres)	4,466.15	3,645.12
Water intensity per rupee of turnover (Water consumed / turnover)	0.45	0.47
Water intensity (optional) – the relevant metric may be selected by the entity	Not Applicable	Not Applicable
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	Not Applicable	Not Applicable
- No treatment	Not Applicable	Not Applicable
- With treatment – please specify level of treatment	Not Applicable	Not Applicable
(ii) Into Groundwater	Not Applicable	Not Applicable
- No treatment	Not Applicable	Not Applicable
- With treatment – please specify level of treatment	Not Applicable	Not Applicable
(iii) Into Seawater	Not Applicable	Not Applicable
- No treatment	Not Applicable	Not Applicable
- With treatment – please specify level of treatment	Not Applicable	Not Applicable
(iv) Sent to third-parties	Not Applicable	Not Applicable
- No treatment	Not Applicable	Not Applicable
- With treatment – please specify level of treatment	Not Applicable	Not Applicable
(v) Others	Not Applicable	Not Applicable
- No treatment	Not Applicable	Not Applicable
- With treatment – please specify level of treatment	Not Applicable	Not Applicable
Total water discharged (in kilolitres)	Not Applicable	Not Applicable

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 Independent Assessment has been done

Annexure IV

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

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)			
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity (optional) – per employee			

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 Independent Assessment has been done

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

Not Applicable

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:

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
			Not Applicable

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

Yes, The disaster recovery / business continuity plan is duly approved by the Board. Critical systems/applications are identified and quarterly disaster recovery testing / Drills are performed. The challenges/ observations during the drill activity are noted and used for fine-tuning our systems and procedures.

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

Not Applicable

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

Not Applicable

Annexure IV

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.**
We have two such associations at present
- b. **List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.**

S. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State / National)
1	Indian Banks Association (IBA)	National
2	Fixed Income Money Market and Derivatives Association (FIMMDA)	National
3	Foreign Exchange Dealers Association of India (FEDAI)	National
4	The Associated Chambers of Commerce & Industries (ASSOCHAM)	National
5	Confederation of Indian Industry (CII)	National
6	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
7	Southern India Banks' Staff Training College	National
8	National Institute of Bank Management	National
9	Indian Institute of Banking and Finance	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 action taken
	Not Applicable	

Leadership Indicators

- 1 **Details of public policy positions advocated by the entity:**

S. No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
	The Bank through trade bodies and associations puts forth several suggestions with respect to the economy in general and the financial sector in particular				

Annexure IV

PRINCIPLE 8

Businesses should promote inclusive growth and equitable development

Essential Indicators

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

Name 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
Not Applicable. The bank had no projects falling under the purview of Social Impact Assessment in the reporting financial year.					

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

S. No	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not Applicable						

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

The Bank has a CSR committee that carries out CSR activities that will bring direct benefits to the marginalized, disadvantaged, poor, and deprived sections of the community. The CSR Committee shall take a half-yearly review of the CSR strategy and implementation progress and may recommend new focus areas and projects as and when required to the Board. The Board of Directors shall review the progress of CSR activities at least half yearly. The Committee interacts with the community to understand and address their concerns. After interacting with the community bank plans on how the issues can be sorted out. If the bank feels that the issue can be addressed by the community financially, bank provides assistance, otherwise, the issue is being notified to the relevant government authorities.

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directly sourced from MSMEs/ small producers		
Directly sourced within India		Not Applicable

- 5 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 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Rural	6.88%	6.91%
Semi-urban	34.07%	35.39%
Urban	21.29%	21.10%
Metropolitan	37.76%	36.59%

Annexure IV

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:

S. No.	State	Aspirational District	Amount spent (In INR)
1	TamilNadu	Virudhunagar	2,00,37,500.00
2	Telangana	Adilabad	2,65,006.70

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

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

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/ No)	Benefit shared (Yes / No)	Basis of calculating benefit share
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:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Karur Texcity CASI monthly medical camp Activity	5,288	100%
2	Provision of DESKIT- School Bag Convertible into Study Table to Government School Children.	150	100%
3	Provision of Battery-operated Garbage Collection Vehicle to Gobichettipalayam Municipality	6,500	NA
4	Provision of Smart Board and Science Lab at Government Ashram High School, Adilabad.	408	100%
5	Provision of Anaesthesia Boyel's Apparatus to Government Hospital, Pallipalayam, Namakkal	135	100%
6	Maintenance for Walk 'n' Jog (12 months April 2022 to March 2023)	72,000	NA

Annexure IV

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
7	Renovation of Community Infrastructures for Better Access in Poonampalayam Village Panchayat Manachanallur Taluk, Tiruchirapalli	1,064	100%
8	Setting up of Creative Learning Lab for Children with Specific Learning Disabilities	45	100%
9	Promoting E-Library at Govt. ADW Girls Hostel	2,760	100%
10	Burns to Shine	31	100%
11	Promotion of Solar Powered Water Pumping facility to Village Panchayat	12,900	NA
12	Rejuvenation of Water Harvesting Structure at Konerirajapuram	3,375	NA
13	Provision of Napkin Incinerator and Napkin Vending Machine at Govt. Arts College, Coimbatore	2,000	100%
14	Provision of RO Water plant at Adhiparashakthi School, Melmaruvathur	2,500	NA
15	Support to Mother Special Children School with required materials	35	100%
16	Dialysis Procedure to Poor People in Dialysis centre at Sri Shanmukhananda Charitable Community Healthcare Hospital	2,400	100%
17	Provision of RO Water Plants in 2 Government Schools	427	100%
18	Provision of Water Tank & Paver Block Floor to Panchayat Union Primary School, Pavithram, Karur	30	100%
19	Provision of Education facilities (Computer & Smart TV) to Panchayat Union Primary School, Andankovil Pudur, Karur	70	100%
20	Provision of Cardiacare Medical Equipment to Government Primary Health Centre, Singalandapuram, Namakkal	65	100%
21	Provision of Disaster Relief kits to the heavy rain affected Thoothukudi and Tirunelveli districts	3,000	100%
22	Project ASPIRE - Advancing Sustainable Panchayat Villages through Integrated Rural Ecosystem	16,808	100%
23	A Women Centric Approach for Sustaining Lands, Lives and Livelihoods	6,680	100%
24	Skilling of Youths to Enhance Employability Skills	400	100%
25	Supporting Educational Centres of Children with Special Needs	93	100%
26	Revival of Traditional Water Bodies in Rameswaram	400	100%
27	Training of Rural Youth on Geriatric Care.	100	100%
28	Self-employment Skill Training program to Women.	150	100%
29	Provision of Desks and Benches in Government Schools at Coimbatore	360	100%
30	Provision of roof-top based Solar Water Heating System to 3 Hostels at Mother Teresa Women's University, Kodaikanal	300	100%
31	Provision of medical equipment to Elder Care Centre, RK Foundation, Secunderabad	35	100%
32	Provision of medical equipment and UV Plant to Government Medical College Hospital, Karur.	1,540	100%
33	Setting up of Physical Library in Govt. Tribal Residential Schools & ITIs at different locations	2,545	100%
34	Hearing Clinic's Equipment and Providing Hearing Aids for Ashray Akruiti Special School's Students	50	100%
Total Number of Beneficiaries		1,47,144	

Annexure IV

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.

"The bank has a Grievance redressal policy; the consumer complaints are addressed as per the policy. The policy is hosted in the website of the bank -

<https://www.kvb.co.in/regulatory-disclosures/fair-practices-banking-codes-overview/banking-codes-policies/>

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

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

3 Number of consumer complaints in respect of the following:

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	NIL	NIL	NA	Nil	Nil	NA
Advertising	NIL	NIL	NA	Nil	Nil	NA
Cyber-security	NIL	NIL	NA	Nil	Nil	NA
Delivery of Products	NIL	NIL	NA	Nil	Nil	NA
Quality of Products	NIL	NIL	NA	Nil	Nil	NA
Restrictive Trade Practices	NIL	NIL	NA	Nil	Nil	NA
Unfair Trade Practices	1	0	NA	1	0	NA
Other (Customer complaints)	5,556	176	NA	4,429	254	NA

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.

The Bank upholds a robust cybersecurity policy and has achieved ISO/IEC 27001 certification from M/s TUV SUD. This certification is the international benchmark for information security risk management. Additionally, the bank maintains a stringent data privacy policy for the protection of Aadhaar holders' information, which is publicly accessible on the bank's official website under the regulatory disclosures section. These measures underscore the bank's commitment to safeguarding client data and ensuring the highest standards of cybersecurity.

<https://www.kvb.co.in/regulatory-disclosures/fair-practices-banking-codes-overview/banking-codes-policies/>

Annexure IV

- 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**

Not Applicable.

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

- Number of instances of data breaches: Nil
- Percentage of data breaches involving personally identifiable information of customers: Nil
- Impact, if any, of the data breaches: Nil

Leadership Indicators

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

<https://www.kvb.co.in/>

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

Customers are informed of alerts via SMS, social media channels, website displays, and emails with security awareness messages.

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

Essential service interruptions and discontinuations are announced to customers on notice boards in bank offices.

- 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 prioritizes transparency and clear communication regarding our products, recognizing the importance of these values in our customer-centric industry. In compliance with the Reserve Bank of India's regulations, we provide detailed and transparent information about our products on our website and at our branches. This includes comprehensive descriptions of product features, service charges, and any additional fees that may be applicable. Interest rates for various deposit and loan schemes are promptly updated on our website whenever changes occur. The bank ensures that customers are well-informed about their eligibility, the interest rates, and service charges related to consumer credit products. Additionally, customers are notified via SMS about any charges or fees applied to their accounts. To gauge customer satisfaction, the bank has also conducted surveys to continually enhance our service quality.