

Business Responsibility and Sustainability Reporting

Business Responsibility and Sustainability Reporting by listed entities SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023

SECTION A : GENERAL DISCLOSURES

I. Details of the listed entity

S. No	Required Information	
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	2024-25
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange
11	Paid-up Capital	₹ 161,02,49,318.00
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Shri. Chandrasekaran M S, Head of Business Responsibility and Sustainability Reporting, Chief General Manager & Chief Operating Officer, Telephone No: +914324-269000, 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	888	888
International	Not Applicable	Nil	Nil

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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	<p>Our services are designed to meet the needs of a wide array of customer categories, all of which are authorised by the Reserve Bank of India (RBI). Our clientele includes:</p> <ul style="list-style-type: none"> - Resident Indians: Individuals residing in India, seeking various financial and investment services. - Non-Resident Indians: Indian citizens living abroad who require assistance in managing their finances and investments in India. - Sole Proprietors: Entrepreneurs running their businesses independently, seeking tailored financial solutions to help them thrive. - Partnership Firms: Business entities formed by two or more individuals, requiring collaborative financial management and planning. - Companies: Registered companies looking for comprehensive financial services to support their operations and investment strategies. - Trusts: Legal entities established to manage assets for the benefit of designated beneficiaries, often requiring careful financial oversight and planning. - Clubs and Societies: Organisations formed for social, recreational, or professional purposes, requiring financial services tailored to their unique needs. <p>Additionally, we cater to clients actively engaged in Demat Trading, allowing them to hold their securities in an electronic format, as well as those enrolled in investment schemes such as the National Pension System (NPS) and the Atal Pension Yojana (APY). We also recognise the unique financial needs of our Senior Citizens, providing them with specialised services to ensure their economic security and ease of management.</p>

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)	9,765	6,998	71.66%	2767	28.34%
2	Other than Permanent (E)	101	84	83.17%	17	16.83%
3	Total employees (D+E)	9,866	7,082	71.78%	2784	28.22%
Workers						
4	Permanent (F)	NA	NA	NA	NA	NA
5	Other than Permanent (G)	NA	NA	NA	NA	NA
6	Total workers (F+G)	NA	NA	NA	NA	NA

Note:

"PERMANENT EMPLOYEES" includes Employees in Officers Cadre, Clerical Cadre and Subordinate Staff Cadre as on 31.03.2025.

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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)	12	9	75%	3	25%
2	Other than Permanent (E)	-	-	-	-	-
3	Total differently abled employees (D+E)	12	9	75%	3	25%
Differently Abled Workers						
4	Permanent (F)	-	-	-	-	-
5	Other than Permanent (G)	-	-	-	-	-
6	Total differently abled workers (F+G)	-	-	-	-	-

21 Participation/Inclusion/Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	11	2	18.18%
Key Management Personnel	7	0	0%

Note : The Managing Director & CEO and the two Executive Directors are included under both the Board of Directors and Key Managerial Personnel (KMP).

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

	FY 2024-25 (Turnover rate in current FY)			FY 2023-24 (Turnover rate in previous FY)			FY 2022-23 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	14.96%	10.74%	13.77%	11.76%	7.63%	10.58%	5.75%	6.40%	5.94%
Permanent Workers	Not Applicable								

Note : The Bank has increased the employees strength by 350% during last 3 years for Sales and Customer facing Roles.

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)
Not Applicable				

VI. CSR Details

24	(i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	YES
	(ii) Turnover (in ₹)	1,15,07,59,24,468.19
	(iii) Net worth (in ₹)	1,16,44,87,52,853.32

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:

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Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	-	-	-	-	-	-
Investors (other than shareholders)	Investors' grievances are redressed either directly by the Investor Relations cell of the bank or through the Bank's	0	0	Nil	4	0	Resolved
Shareholders	Registrar and Transfer Agent, M/s MUFG Intime Time India Private Limited, Coimbatore. Complaints received on the SCORES/ODR Portal (a centralised web-based complaint redressal system of SEBI) are attended to within the timelines.	4	0	Resolved	3	0	Resolved
Employees and workers	Internal Grievance Redressal Committee redresses human rights grievances/ complaints	32	4	Nil	12	1	Nil
Customers	Yes. https://www.kvb.co.in/regulatory-disclosures/fair-practices-banking-codes-overview/banking-codes-policies/	5,833	229	Nil	5,092	166	Nil
Value Chain Partners	No	-	-	-	-	-	-
Other (Complaints received from Individuals whose customer ID's are not disclosed / traceable (Example: BNPL customers, FASTAG customers, NON KVB Customers) were grouped under others category)	Yes.	544	8	NA	465	10	-

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	Brand Reputation	Risk	Risk - A strong brand reputation is crucial for establishing customer trust and sustaining long-term stakeholder relationships. Reputational damage resulting from service failures, misconduct, or adverse publicity can lead to customer attrition and financial losses.	KVB ensures transparent communication, prompt customer redressal, and stakeholder engagement. The Bank also undertakes proactive media and community engagement to uphold its brand equity.	Negative - Brand deterioration can lead to customer loss, reduced investor confidence, and higher operational costs to regain trust.

Business Responsibility and Sustainability Reporting (Contd.)

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)
2	Financial Performance	Opportunity	Opportunity - By leveraging its core strengths in corporate and green financing, as well as risk-managed capital deployment, the Bank continues to generate stable financial returns while expanding into emerging sectors aligned with sustainability and inclusive growth.		Positive - Karur Vysya Bank continues to identify financial opportunities through digital transformation, retail lending growth, and expanding its presence in semi-urban and rural markets. Strategic focus on MSME financing and tech-enabled banking has improved cost efficiency and diversified income streams. These initiatives have strengthened the Bank's profitability, financial resilience, and long-term stakeholder value.
3	Cyber Security and Data Privacy	Risk & Opportunity	<p>Risk - The absence of data security systems could pose a threat to customer-centric, sensitive data. In the banking industry, customer data privacy is of the utmost importance. The Bank operates and handles a deluge of confidential client information and customer data for daily business transactions; hence, data breaches can significantly disrupt business continuity operations. Unauthorised users, outside parties spying on the network, and inside users divulging information put the integrity and privacy of data at risk.</p> <p>Opportunity- Well-structured and efficient data and cybersecurity systems safeguard the privacy of customers, prevent fraud, and underpin and enrich digital technology services. Cyber-security protection ensures the continued confidentiality and security of business investments while maintaining the availability, consistency and immutability of customer account data.</p>	To reduce cybersecurity threats, effective data management systems that detect and monitor suspicious transactions must be installed. The Bank has established Information Security and Cyber Security policies that address data privacy. The customer's data must be safeguarded during processing, transmission, and storage. The Bank guarantees that the data is adequately protected throughout each of these steps.	<p>Positive: Strong systems protect data and improve digital transaction services, which in turn safeguard customer interests and boost revenue growth.</p> <p>Negative: Failing to prioritise data security concerns would negatively affect business productivity and lead to data loss.</p>

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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)
4	Regulatory Compliance	Risk	Risk - The risk of failing to comply puts the organisation at risk of legal repercussions and financial setbacks due to not following industry laws and regulations. Not following the rules would directly impact the bank's income and valuation and might result in a diminished reputation and missed business prospects. Companies that prioritise compliance generally experience enhanced performance and greater process efficiency. Compliance offers reassurance and gives investors a more comprehensive view of the organisation.	Regular and strict monitoring of the bank's compliance is essential. KVB has implemented a compliance policy to ensure that it adheres to all relevant laws and regulations. The bank has established a code of conduct and ethics, along with policies on anti-money laundering, whistle-blowing, vigilance, and fraud risk management, to protect the interests of investors and other stakeholders.	Negative: Failing to comply would result in damage to reputation, which would, in turn, impact business operations. Banks that adhere to regulatory laws are better equipped to manage risks and foster a greater sense of fairness and loyalty among their employees.
5	Ethical behavior	Risk	Risk - Breach of ethical standards could significantly harm the organisation's reputation and integrity. The risk of reduced productivity and slower business revenue growth may rise due to the organisation's damaged image. Investors may react unfavourably to the firm's unethical actions, which could impact their willingness to invest further. This situation could indirectly lead to decreased employee performance, higher turnover rates, and difficulties in recruiting new staff.	Effective policies and mechanisms must be in place to foster a culture of integrity and conduct, as well as address the evolving risks and challenges. KVB has a code of ethics policy to ensure and maintain ethical practices at the workplace.	Negative - Unethical behaviour could directly impact the bank's reputation. It could also lead to loss of morale and employee productivity, thereby affecting the top-line growth of the organisation.
6	Fraud Risk Management	Risk	Risk - Financial frauds can lead to direct monetary losses, regulatory penalties, and reputational damage. In a highly regulated sector such as banking, adequate fraud risk controls are crucial for maintaining customer trust and operational integrity.	The Bank implements robust fraud detection and prevention systems, staff training, and regular audits. It has a Board-approved Fraud Risk Management Policy in place to proactively address vulnerabilities.	Negative - Fraud-related losses can impact profitability and result in penalties.
7	Transparency & Fair Disclosures	Risk & Opportunity	Risk - Failing to provide timely, accurate, and comprehensive disclosures may significantly diminish the confidence that stakeholders have in the organisation. Opportunity - By engaging in transparent reporting practices, the organisation can enhance its credibility, foster greater trust among investors, and ensure better alignment with regulatory standards.	KVB ensures timely disclosures through dedicated compliance and investor relations teams. The Bank adheres to SEBI LODR norms and maintains open communication with all stakeholders.	Positive - Transparent disclosures attract investors, improve capital access, and reduce reputational risks. Negative - Lack of disclosures can lead to regulatory action or investor exits.

Business Responsibility and Sustainability Reporting (Contd.)

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)
8	Customer Experience & Satisfaction	Opportunity	Opportunity - By focusing on enhancing customer satisfaction, businesses can foster deep brand loyalty, which is essential for retaining customers over time and promoting sustainable growth. This is especially critical in today's competitive financial markets, where enhancing the customer experience can differentiate a brand from its rivals. When customers feel valued and satisfied, they are more likely to remain loyal, recommend the brand to others, and contribute to its long-term success.		Positive - Enhanced customer satisfaction contributes to cross-selling opportunities, reduced churn, and revenue growth.
9	Digitization	Opportunity	Opportunity - Digitisation improves service efficiency, reduces costs, enables better customer experiences, and positions the bank to compete with digital-first players.		Positive - Digitisation reduces operational costs, improves service quality, and enhances the scalability of the Bank's operations.
10	Financial Inclusion	Opportunity	Opportunity - Encouraging financial inclusion in underserved areas not only unlocks new economic markets but also aligns with the broader national objectives aimed at enhancing social equity. This initiative helps cultivate enduring relationships between financial institutions and their customers, fostering loyalty and trust over time. Moreover, it contributes positively to society by empowering individuals and communities with the financial tools and resources necessary for growth and stability.		Positive - Financial inclusion strengthens the Bank's social license to operate, expands the customer base, and aligns with government priorities for sustainable development.
11	Corporate Governance	Risk & Opportunity	<p>Risk - Weak governance can lead to mismanagement, regulatory scrutiny, and stakeholder dissatisfaction.</p> <p>Opportunity - Strong governance practices improve decision-making, risk management, and investor confidence.</p>	KVB ensures Board diversity, periodic reviews of governance practices, and adherence to regulatory requirements. It maintains a comprehensive Code of Conduct and a Whistleblower mechanism.	<p>Positive - Strong governance boosts investor confidence, reduces compliance risk, and enhances long-term valuation.</p> <p>Negative - Governance failures can lead to fines and management churn.</p>

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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)
12	Training & Development	Opportunity	Opportunity - Investing in employee development is crucial for cultivating a highly skilled and engaged workforce. This commitment not only enhances individual competencies but also fosters a culture of continuous learning and innovation within the organisation. A well-developed workforce can adapt to changing market demands, ensuring compliance with industry standards and regulations. Additionally, this focus on professional growth strengthens overall business agility, enabling the company to respond swiftly to new challenges and opportunities in a dynamic environment.		Positive - Upskilled employees lead to greater innovation, better customer service, and higher compliance effectiveness.

SECTION B : MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes										
1	a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	c. Web Link of the Policies, if available	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

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Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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,	GRI Standard,	GRI Standard	-	GRI Standard,	GRI Standard, IGBC Green Building Certification: Platinum Certification	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 PCI DSS
5 Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>The Bank has formulated a comprehensive ESG Policy to guide our commitment to responsible banking and sustainable development. As part of our internal operations, we are actively enhancing our renewable energy footprint—our wind mill installation contributes to clean power generation, complemented by solar systems installed at our owned premises in Hyderabad, with two more underway at Namakkal and Trichy. Our Central Office Main Building in Karur has been awarded the IGBC Platinum Certification, recognising our efforts in promoting green infrastructure and energy efficiency.</p> <p>The Bank is committed to a diverse, inclusive, and safe workplace, supported by continuous training and upskilling initiatives.</p> <p>To uphold ethical and responsible lending practices, we have adopted an Exclusion List under our ESG Policy. This ensures that financing is extended only to sectors and activities that align with our values and regulatory expectations.</p>								
6 Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>The bank is actively undertaking initiatives related to renewable energy adoption and green building practices.</p> <p>Please refer to the Environment Section on Page No.: 40 & 41 of the Integrated Annual Report FY 2024-25, which forms part of this document, to know about the initiatives undertaken.</p>								

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)	<p>At Karur Vysya Bank (KVB), we consider sustainability a core element of our long-term vision. Our century-long legacy is built on sound financial practices, the confidence of our customers, the commitment of our team, and the positive impact we create in the communities we serve. In FY 2024-25, we have further reinforced our commitment to responsible business practices by aligning ourselves with the SEBI BRSR framework and the National Guidelines on Responsible Business Conduct (NGRBC), while making meaningful progress in our environmental and social impact sectors.</p> <p>From an environmental perspective, we have made significant progress in minimising our operational impact. Our wind energy project in Theni, complemented by rooftop solar installation at our owned premises in Hyderabad, with two more underway at Namakkal and Trichy, highlight our commitment to renewable energy. As a result, 4,195 GJ of our energy consumption has come from renewable sources. Additionally, we have reduced Scope 2 emissions intensity by implementing energy-efficient systems throughout our offices, achieving a total emission intensity of just 1.88 tCO₂e per Crore of revenue. We are also advancing in the management of e-waste and battery waste, safely disposing of over 174 metric tonnes in FY 2024-25.</p>								
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On the social side, our approach has been focused on inclusivity and personnel welfare. We have ensured that all our employees are covered by health insurance, accident coverage, and maternity/paternity benefits. Through our key grievance redressal platform “KVB Samadhan,” we have enhanced transparency and the timely addressing of employee issues. During the financial year, we conducted 302 Financial Literacy Campaigns, benefiting 4,000 plus individuals and promoting financial awareness. In addition, we extended credit to 5,36,268 accounts under the Weaker Sections category and to 5,16,311 accounts belonging to Small and Marginal Farmers, reinforcing our commitment to inclusive growth and economic empowerment. In alignment with our corporate social responsibility (CSR) focus, we have contributed to healthcare infrastructure in government hospitals, facilitated sustainable water access through solar pumping initiatives, supported educational programs in tribal regions, and provided livelihood training for women and youth in the geriatric and hospitality sectors.

We also took significant steps regarding governance and ethics, reinforcing a robust culture of accountability. The Bank promotes a diverse, inclusive, and safe workplace. We regularly conduct employee training, and upskilling programs, while ensuring equal opportunity and well-being across all levels. With 91.8% of our employees trained in human rights and 95.5% included in performance evaluations, we are investing in both our values and capabilities. Additionally, we continue to undertake Corporate Social Responsibility (CSR) initiatives that reflect our commitment to creating long-term value for society

We remain committed to promoting inclusive growth and delivering long-term value to all stakeholders. As we move forward, we will continue to enhance our environmental and social initiatives, and stay aligned with evolving expectations. For us at KVB, sustainability is a continuous journey of responsibility, resilience, and renewal.

8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Shri Chandrasekaran M S, Head of Business Responsibility and Sustainability Reporting, 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. ESG implementation is monitored by the board level CSR & ESG Committee.																		
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 M/s. CareEdge Advisory and 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.																		

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

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

Policies mapped to the Principles	Policies
P1	Compliance Policy, KYC/AML Policy, Fraud Risk Management Policy, Corporate Governance Policy, Related Party Transaction Policy, Code of Ethics Policy
P2	Vendor Code of Conduct, Environmental Social & Governance (ESG) Policy
P3	HRD Policy, Mandatory Leave Policy, Environmental Social & Governance (ESG) Policy, Diversity, Equity and Inclusion (DEI) Policy, Human Rights Policy, Code of Ethics Policy
P4	MSME Credit & Rehabilitation Policy, Communication Policy, Environmental Social & Governance (ESG) Policy
P5	HRD Policy, Mandatory Leave Policy, Diversity, Equity and Inclusion (DEI) Policy, Human Rights Policy, Compensation Policy, Anti - Harassment Policy, Environmental Social & Governance (ESG) Policy
P6	Business Continuity and Disaster Recovery Policy, Environmental Social & Governance (ESG) Policy
P7	Communication Policy
P8	Grievance Redressal Policy, Corporate Social Responsibility Policy
P9	Business Continuity and Disaster Recovery Policy, Customer Rights Policy, Customer Relation Policy / Customer Protection Policy/ Customer Liability Policy, Cyber Security Policy, Information Technology Policy, Compensation Policy – Customer, Protected Disclosure Scheme (PDS) – Whistle Blower

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SECTION C : PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorised 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	10	KVB's Board and senior leadership actively participated in specialised training programmes on cyber security, ESG integration, corporate governance, and climate risk. Key engagements included the Global Conference on Digital Public Infrastructure, ESG workshops for Directors and Non-Executive Chairpersons, and sessions on operational risk and sustainability in banking. These initiatives reflect KVB's commitment to responsible governance and future-ready leadership.	90.91 [#]
Key Managerial Personnel	21	During the year, Bank's Key Managerial Personnel (KMPs) actively engaged in a wide spectrum of professional development programmes to strengthen competencies in governance, regulatory compliance, ESG integration, and emerging technologies. Notable participations included the 52 nd National Convention of Company Secretaries, ICSI Middle East Conference, and the Global Conference on Digital Public Infrastructure. KMPs also attended dedicated sessions on SEBI LODR amendments, cyber security awareness, climate risk, AI applications (via Coursera), and the IIBF Banking Conclave on Climate Transition. These initiatives reflect KVB's emphasis on future-ready leadership, regulatory alignment, and embedding sustainability into strategic decision-making.	85.71
Employees	1679	Please refer to the Page No.: 44 of our latest Annual Report for trainings on employees	99.59
Workers	NA	NA	NA

*Part Time Employees are excluded from training.

[#]One Executive Director joined on March 12, 2025, No training and awareness program was conducted during the remaining 19 days, resulting in reduction of coverage to 90.91%

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 ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	1	RBI	₹ 2,60,975/-	Penalties related to Branches/Currency chests inspection remarks, Discrepancies in Soiled Note Remittance from CC, and Cash out in ATMs.	No
	1	RBI	₹ 8,30,000/-	Penalty (RBI)	

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Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
				RBI vide its letter ref No. CO.ENFD.DECB.No.S698/02-02-006/ 2024-2025 dated 07.02.2025 had issued a speaking order dated 04.02.2025, imposing a monetary penalty of ₹ 8.30 Lakh (Rupees Eight Lakh thirty thousand only) on account of the Bank's failure to ensure that the outstanding "loan component" (working capital loan) was at least 60 percent of the sanctioned fund based working capital limit in respect of six borrowers as per the extant RBI guidelines on "Loan System for Delivery of Bank Credit. The bank had paid the penalty on 14.02.2025 and confirmed to RBI.	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	NA	NA	NA	NA
Punishment	NA	NA	NA	NA

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
	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 does not have a separate policy specifically for anti-corruption or anti-bribery. However, there is a whistleblower mechanism in place that allows individuals to report any instances of corruption or bribery within the organisation.

Additionally, during vigilance awareness training programs, topics related to combating corruption and bribery are communicated to all staff members.

<https://www.kvb.co.in/docs/whistle-blower-policy.pdf>

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

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

Business Responsibility and Sustainability Reporting (Contd.)

6 Details of complaints with regard to conflict of interest:

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

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

Not Applicable

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Number of days of accounts payable	34	38

9 Open-ness of business

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

Parameter	Metrics	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	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)	0.02	0.03
	b. Sales (Sales to related parties/ total sales)	Nil	Nil
	c. Loans & advances (Loans & advances given to related parties / total loans and advances)	Nil	Nil
	d. Investments (Investments in related parties / total investments made)	Nil	Nil

Note: During the period under review transaction with related parties, are not material and are in repetitive nature, carried out at arm's length basis, in the ordinary course of business. Omnibus approval is obtained from Audit Committee in compliance with requirements of the Companies Act, 2013, the SEBI (LODR) Regulations 2015, and RBI Circulars as applicable, reviewed on quarterly basis.

During the reporting period, Bank has made certain purchases from the related parties in the ordinary course of business the same is being reflected under the head "purchases".

Business Responsibility and Sustainability Reporting (Contd.)

Also Bank has waived certain service charges for the related parties in the ordinary course of banking business in line with other customers. As BRSR prescribed Related Party Transaction (RPT) format does not provide a separate head for concessions or waivers of service charges, this item is not reflected in the said table.

As per SEBI Master Circular SEBI/HO/CFD/PoD2/CIR/P/0155 dated November 11, 2024, Listed banking companies are not required to provide the disclosures with respect to related party transactions involving loans, inter-corporate deposits, advances, or investments made or given. Being a banking company, the loans and advances given to related parties fall under the preview of ordinary course of Business of the Bank. Hence, the details of the same is not provided.

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 the Code of Conduct & Ethics for Directors and Senior Management. The policy is available on the bank's website.

<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	-
Capex	8.30%	7.94%	<p>The rise in capital expenditure (CAPEX) from 2024 to 2025 has led to several positive advancements. Investment in ATMs, cash deposit machines, online banking, mobile banking, and kiosks helps cut down paper use. Environmentally, these upgrades lessen paper waste and energy consumption, promoting sustainability. Socially, they reduce financial barriers, boost customer satisfaction, and foster increased economic participation.</p> <p>We have also installed rooftop solar in owned premises, enhancing energy efficiency and reducing the bank's carbon footprint.</p>

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?	

Business Responsibility and Sustainability Reporting (Contd.)

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	Not Applicable
(c)	Hazardous waste	Not Applicable
(d)	other waste.	Nil

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 2024-25 (Current Financial Year)	FY 2023-24 (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 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled (MT)	Safely Disposed
Plastics (including packaging)			Not Applicable			
E-waste			Not Applicable			
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	

Business Responsibility and Sustainability Reporting (Contd.)

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	6,998	6,998	100%	6,998	100%	0	0	6,998	100%	-	-
Female	2,767	2,767	100%	2,767	100%	2,767	100%	0	0	-	-
Total	9,765	9,765	100%	9,765	100%	2,767	28%	6,998	72%	-	-
Other than Permanent employees											
Male	84	82	98%	82	98%	-	-	-	-	-	-
Female	17	17	100%	17	100%	-	-	-	-	-	-
Total	101	99	98%	99	98%	-	-	-	-	-	-

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	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Cost incurred on well-being measures as a % of total revenue of the company	0.74%	0.63%

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

Benefits	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	20.78%	NA	Y	23.16%	NA	Y
Gratuity	99.86%	NA	Y	99.86%	NA	Y
ESI	NA	NA		NA	NA	NA
Others-NPS	79.09%	NA	Y	76.70%	NA	Y

Business Responsibility and Sustainability Reporting (Contd.)

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 understand the importance of accessibility for all individuals, which is why the majority of our branches are located in commercial premises that are either on the ground floor or equipped with elevators and the necessary infrastructure to support those with disabilities. At our central office, we have ensured that our facilities are welcoming and accommodating, featuring wheelchair-accessible areas, a designated sick room, parking facility and accessible restrooms. We are committed to creating an inclusive environment for everyone.

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%	NA	NA
Female	100%	100%	NA	NA
Total	100%	100%	NA	NA

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

Yes/No (If Yes, then give details of the mechanism in brief)	
Permanent Workers	Not Applicable
Other than Permanent Workers	
Permanent Employees	Yes.
Other than Permanent Employees	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 the KVB SAMADHAN portal. Immediately after the employee submits the grievance, 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.
That Apart, HRD portal has the provision to register their grievance.	

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

Category	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	9,765	5,557	56.91%	8,889	5,700	64.12%
Male	6,998	3,886	55.53%	6,366	3,983	62.57%
Female	2,767	1,671	60.39%	2,523	1,717	68.05%
Total Permanent Workers	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA

Business Responsibility and Sustainability Reporting (Contd.)

8 Details of training given to employees and workers:

Category	FY 2024-25 (Current Financial Year)					FY 2023-24 (Previous Financial Year)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees										
Male	7,082	2,353	33.23%	7,024	99.18%	6,535	2,889	44.21%	6,479	99.14%
Female	2,784	1,167	41.92%	2,700	96.98%	2,550	947	37.14%	2,443	95.80%
Total	9,866*	3,520	35.68%	9,724*	98.56%	9,085	3,836	42.22%	8,922	98.21%
Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

*Total Employee Headcount includes housekeeping staff, who are not within the scope of the skill upgradation program.

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

Category	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Total (A)	No.(B)	% (B/A)	Total (C)	No.(D)	% (D/C)
Employees						
Male	7,082	6,774	95.65%	6,535	6,016	92.06%
Female	2,784	2,645	95.01%	2,550	2,390	93.73%
Total	9,866	9,419	95.47%	9,085	8,406	92.53%
Workers						
Male	NA	NA	NA	1245NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

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 dedicated to ensuring a secure and sanitary workplace for all personnel in its branches and back offices. The bank guarantees the following conditions to promote 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?	<ol style="list-style-type: none"> 1. Upholding cleanliness and hygiene to cultivate a healthy work environment. 2. Providing sufficient ventilation, along with ideal temperature and humidity management. 3. Establishing a space that is free from dust, harmful gases, fumes, and other contaminants. 4. Implementing appropriate humidification standards by artificially controlling the air's humidity, in addition to effective ventilation and cooling. 5. Supplying safe and accessible drinking water facilities that comply with safety regulations. 6. Adhering to standards that prevent overcrowding, ensuring sufficient 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 actions demonstrate the bank's commitment to creating a work environment that emphasises 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)	Yes

Business Responsibility and Sustainability Reporting (Contd.)

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

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

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

The Bank remains steadfast in its dedication to creating a work environment that is secure, clean, and supportive of well-being. It adheres to all applicable health and safety regulations, significantly minimising the chances of accidents, injuries, and health hazards. By promoting continuous involvement and training, employees are encouraged to improve health and safety protocols, including fire drills and rescue operations, as well as to identify and resolve related concerns. KVB offers comprehensive health insurance coverage and benefits to all employees, regardless of their role. Consequently, the frequency of employee complaints regarding working conditions is extremely low.

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

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

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 the unfortunate event of an employee's demise, the Bank extends financial compensation to the family and, subject to specified eligibility criteria, offers employment opportunities to a dependent family member as a part of its support framework.

Business Responsibility and Sustainability Reporting (Contd.)

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 has an internal system in place to ensure that these standards are met. When a vendor is engaged, a detailed contract is signed, which includes provisions that require compliance with all relevant legal requirements concerning the project. If any violations are found later, the contract may be terminated, and the vendor will be subjected to actions as outlined 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 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)	FY 2024-25 (Current Financial Year)	FY 2023-24 (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 industry's dynamic challenges.

The Bank also ensures to provide transition assistance to the superannuated employees.

5 Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	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

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

Karur Vysya Bank (KVB) adopts a comprehensive and inclusive approach to stakeholder engagement, recognising that its operations significantly influence a wide range of individuals and entities. The Bank identifies its key stakeholder groups through continuous interaction, and alignment with its strategic objectives. The primary stakeholder groups identified include:

- Employees: Regarded as the cornerstone of the Bank's success, their dedication and performance are critical to achieving organisational goals.
- Customers: Central to all business activities, their satisfaction, trust, and feedback guide the Bank's service delivery and innovation.
- Investors/Shareholders: As providers of capital, they play a pivotal role in the Bank's growth and sustainability, sharing in both opportunities and risks.
- Regulatory Bodies: These entities ensure compliance with legal and ethical standards, and the Bank maintains proactive engagement to uphold transparency and accountability.

Business Responsibility and Sustainability Reporting (Contd.)

- Communities: The Bank acknowledges its broader societal responsibilities and engages with communities through various CSR initiatives to promote inclusive development.
- Vendors: Strategic partners in service delivery, with whom the Bank fosters collaborative and ethical relationships.

KVB ensures open, transparent, and continuous communication with all stakeholder groups. This engagement is rooted in mutual trust and is essential for long-term value creation, risk management, and the fulfilment of the Bank's corporate responsibilities.

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

	Stakeholder Group	Whether identified as Vulnerable & Marginalised 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
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 KVB'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 in meeting their basic needs, such as education, sanitation, hygiene and livelihood.
6	Vendors	No	Multiple channels through physical and digital means	Ongoing basis	Fair and accountable supply chain practices, Supplier financial health, reputation, and service quality, Access to knowledge on sustainable supply chain practices

Business Responsibility and Sustainability Reporting (Contd.)

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 adopts a structured and consistent approach to stakeholder engagement and feedback collection, ensuring that insights from stakeholders are meaningfully considered in strategic decisions. Inputs gathered, such as through annual customer satisfaction surveys, are used to assess service quality and guide improvements. These insights are also regularly reviewed by the Board of Directors to support informed decision-making and the development of new or enhanced products and services.

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 is committed to fostering inclusion, promoting economic development, and ensuring long-term growth for all its stakeholders. To achieve this, we continually strive to enhance our relationships with both external and internal stakeholders, ensuring that we maintain responsible business practices. Engaging with these stakeholders is crucial for aligning our strategies and growth plans with their expectations and the evolving behaviours of our customers. We believe that maintaining consistent communication with stakeholders keeps us informed about their changing needs and presents opportunities for value creation in a rapidly shifting macroeconomic landscape. Additionally, this engagement helps us identify potential risks in our operations and understand their impacts.

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

The Bank is committed to the Government's initiative to make financial services more accessible and affordable. Through the Bank's financial inclusion initiatives, we support communities—particularly in rural and semi-urban areas—by expanding access to banking services and promoting financial literacy.

In the fiscal year 2024-25, the bank organised 302 Financial Literacy campaigns, which resulted in 4000 plus beneficiaries. We extended credit to 5,36,268 accounts under the Weaker Sections category and to 5,16,311 accounts belonging to Small and Marginal Farmers.

As a responsible corporate citizen, the Bank contributes to the social and economic development of the community through its Corporate Social Responsibility (CSR) initiatives. With defined core focus areas for implementing its projects, the bank actively supports initiatives in the areas of sanitation, healthcare, education, and the environment. The Bank is now actively taking forward projects to conserve nature. The Bank is providing support for the restoration of water bodies and increasing green cover through tree plantation and multi-use community forests in multiple locations. With the increasing importance of promoting livelihoods, the bank supports skill development courses in the areas of hospitality and geriatric care, particularly for women and youth, focusing on economically deprived sections and working towards a better future for them. The bank has supported sustainable energy solutions at villages through solar water pumping at village panchayats. Additionally, access to clean drinking water is a matter that is engaging the attention of the Bank. In the area of education, the focus is on reaching out to children in rural and tribal areas and providing necessary infrastructure support, including classrooms, furniture, and toilets, to government schools to enhance the quality of education for students. The bank consistently extends support to government hospitals by providing the necessary medical equipment to strengthen and address emerging medical needs. The Bank looks forward to establishing integrated, sustainable villages and developing a model that involves the local community, so that the infrastructure provided by the Bank under CSR will be maintained by the locals and thus made sustainable.

Business Responsibility and Sustainability Reporting (Contd.)

PRINCIPLE 5 Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2024-25(Current Financial Year)			FY 2023-24(Previous Financial Year)		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	9,765	8,887	91.01%	8,889	15	0.17%
Other than Permanent	101	83	82.18%	196	0	0.00%
Total Employees	9,866	8,970	90.92%	9,085	15	0.17%
Workers						
Permanent	NA	NA	NA	2174	NIL	NIL
Other than Permanent	NA	NA	NA	NA	NA	NA
Total Workers	NA	NA	NA	NA	NA	NA

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

Category	FY 2024-25(Current Financial Year)				FY 2023-24(Previous Financial Year)			
	Total (A)	Equal to Minimum Wage		More than Minimum Wage	Total (D)	Equal to Minimum Wage		More than Minimum Wage
		No. (B)	% (B/A)			No. (E)	% (E/D)	
Employees								
Permanent	At KVB, 58% of the total employees are compensated under the IBA (Indian Banks' Association) pay structure, while the remaining 42% are on a CTC (Cost to Company) pay structure. It's noteworthy that both compensation schemes significantly exceed the minimum wage levels established by the respective state governments, in accordance with the Shops and Establishments Act and the regulations governing scheduled employment within those states. This approach not only ensures compliance with legal standards but also reflects our commitment to providing fair and competitive wages to all our employees.							
Male								
Female								
Other than permanent								
Male								
Female								
Workers								
Permanent								
Male								
Female								
Other than permanent								
Male								
Female								

Not Applicable

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)*	6	20,00,000.00	2	22,92,465.50
Key Managerial Personnel#	7	88,12,438.65	-	-
Employees other than BoD and KMP	8,145	9,47,188.52	3,083	11,53,449.01
Workers	NA	NA	NA	NA

Note : *Fixed Remuneration paid to Non-Executive Directors for the FY 2024-25 is considered for Median Remuneration. Sitting fees paid to Non-Executive Directors for attending Board/Committee meetings is not considered for this calculation

#Managing Director & CEO, 2 Executive Directors, Chief Financial Officer, Company Secretary and 2 Chief General Managers are included in the definition of Key Managerial Personnel (KMP)

Business Responsibility and Sustainability Reporting (Contd.)

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

	FY 2024-25(Current Financial Year)	FY 2023-24(Previous Financial Year)
Gross wages paid to females as % of total wages	25%	25.13%

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)

All the grievances / issue relating to Human Rights are redressed by Staff Grievance Redressal Officer. The issue related to sexual harassment are dealt by Internal Complaints Committee (ICC).

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

Yes, the bank has Grievance redressal mechanism – KVB SAMADHAN. On submission of grievance, a complaint number will be generated by the system and acknowledged by Human Resources Department. The concerned Staff Grievance Redressal Officer at Central Office ensures to resolve the matter within 10 days.

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

	FY 2024-25(Current Financial Year)			FY 2023-24(Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	1	Nil	ICC investigation completed. Disciplinary proceedings initiated.	Nil	Nil	NA
Discrimination at workplace	Nil	Nil	NA	Nil	Nil	NA
Child Labour	Nil	Nil	NA	Nil	Nil	NA
Forced Labour/ Involuntary Labour	Nil	Nil	NA	Nil	Nil	NA
Wages	Nil	Nil	NA	Nil	Nil	NA
Other Human rights related issues	Nil	Nil	NA	Nil	Nil	NA

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	Nil
Complaints on POSH as a % of female employees / workers	0.04	Nil
Complaints on POSH upheld	1	Nil

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

The bank has Internal Complaints Committee (ICC) to address the issues related to the discrimination and harassment cases, we keep the compliant with high confidentiality.

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

Yes

Business Responsibility and Sustainability Reporting (Contd.)

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

Leadership Indicators

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

Aggrieved employee may raise a complaint with regard to Human rights in KVB Samadhan portal. On submission of grievance, a complaint number will be generated by the system and acknowledged by HRD. The concerned Staff Grievance Redressal Officer at Central Office ensures to resolve the matter within 10 days.

All grievances related to sexual harassment at workplace will be covered under Sexual Harassment Policy.

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

The Bank has several policies such as Human Rights Policy, Code of Ethics, Anti-Harassment Policy, Diversity-Equity- Inclusive Policy, Vendor Code of Conduct etc to uphold the values and principles of Human Rights. The Bank strives to adhere the relevant policies and regulations pertaining to human rights. The policy and its elements are universally applicable across the Bank, for all the employees, customers, and stakeholders.

The Bank envisages to create a working environment based on trust and transparency, where everyone can contribute at work without fear of discrimination or inequality. This also reflects the Banks ethos of customer focus, ethics, transparency, teamwork, and ownership.

The Bank has also an inbuilt mechanism for raising complaint regarding Human rights and its mitigating processes.

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

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

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	Nil
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

5 Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

NA

Business Responsibility and Sustainability Reporting (Contd.)

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 2024-25 (Current Financial Year) (GJ)	FY 2023-24 (Previous Financial Year) (GJ)
From renewable sources		
Total electricity consumption (A)	4,194.95	4,972.64
Total fuel consumption (B)	-	0
Energy consumption through other sources (C)	-	0
Total energy consumed from renewable sources (A+B+C)	4,194.95	4,972.64
From non-renewable sources		
Total electricity consumption (D) (GJ)	1,04,481.15	1,03,537
Total fuel consumption (E) (GJ)	7,340.40	6,940.85
Energy consumption through other sources (F)	-	0
Total energy consumed from non-renewable sources (D+E+F)	1,11,821.55	1,10,478
Total energy consumed (A+B+C+D+E+F)	1,16,016.51	1,15,450.49
Energy intensity per rupee of turnover (Total energy consumed/ revenue from operations)	10.08	11.70
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	-	-
Energy intensity in terms of physical output (Full Time Employees)	11.88	12.99
Energy intensity (optional)	-	-
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

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

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water (tanker)	-	-
(iv) Seawater / desalinated water	-	-
(v) Water from municipal corporation	-	-
(vi) Water Bottles / Aquaguard (Ltr X number of bottle) (KL)	4,807.31	4,466.15
(Vii) Others*	1,17,652.05	1,08,747.45
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1,22,459.36	1,13,213.60
Total volume of water consumption (in kilolitres)	24,491.87	22,642.72

Business Responsibility and Sustainability Reporting (Contd.)

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	2.13	2.30
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	-	-
Water intensity in terms of physical output(Full Time Employees)	2.48	2.49
Water intensity (optional)	-	-

*Note: The assessment of water consumption was conducted in accordance with the methodology outlined in a document provided by the Central Ground Water Authority (CGWA). This document indicates that the average office employee consumes approximately 45 litres of water each day. Furthermore, a comprehensive report from the Central Pollution Control Board (CPCB), dated December 24, 2009, reveals that approximately 80% of the water sourced is ultimately returned to the sewage system. Consequently, only 20% of the total water withdrawn is utilised for actual consumption purposes.

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 2024-25 (Current Financial Year)	FY 2023-24 (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		
No treatment*	97,967.48	90,570.88
With treatment – please specify level of treatment	NA	NA
Total water discharged (in kilolitres)	97,967.48	90,570.88

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

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 Bank has not implemented a mechanism for Zero Liquid Discharge

Business Responsibility and Sustainability Reporting (Contd.)

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

Parameter	Please specify unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
NOx			
Sox			
Particulate matter (PM)			
Persistent organic pollutants (POP)		Not Applicable	
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 2024-25 (Current Financial Year)	FY 2023-24 (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	543.92	514.32
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	21,099.39	20,419.87
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO ₂ e/₹ Crore	1.88	2.12
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)	-	-	-
Total Scope 1 and Scope 2 emission intensity in terms of physical output (Full Time Employees)	tCO ₂ e/FTE	2.22	2.36
Total Scope 1 and Scope 2 emission intensity (optional)	-	-	-

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

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

The Bank operates an 850 kW Wind Turbine Generator located in Govindanagaram, Theni District, Tamil Nadu. The power generated by this wind turbine is utilised for the Bank's Registered and Central Office in Karur, as well as for the Divisional Office in Chennai.

Additionally, the Bank has installed a 38 kWp grid-connected rooftop solar power system at the Hyderabad Divisional Office. In FY 2024-25, we are also introducing rooftop solar installations at the following locations: the Namakkal Branch will feature a solar power system with a capacity of 15 kWp, while the Trichy Divisional Office will benefit from a larger installation with a capacity of 38 kWp. For more details, please refer to our FY 2024-25 Integrated Report, Pg No. 40 & 41.

Business Responsibility and Sustainability Reporting (Contd.)

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

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	62.97	115.67
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	111.84	-
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		
Total (A+B + C + D + E + F + G + H)	174.81	115.67
Waste intensity per rupee of turnover	0.02	0.01
(Total waste generated / Revenue from operations)		
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	-	-
(Total waste generated / Revenue from operations adjusted for PPP)		
Waste intensity in terms of physical output (Full Time Employees)	0.02	0.01
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		-
(ii) Re-used		-
(iii) Other recovery operations		-
Total		-
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration		-
(ii) Landfilling		-
(iii) Other disposal operations (through recyclers)		174.81
Total		174.81

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

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 follows a rigorous policy for managing e-waste generated from the upgrading or replacement of IT equipment, including computers, modems, printers, and UPS systems. All obsolete IT hardware is sold to vendors certified in e-waste management by the Government of India. Furthermore, the bank employs a buy-back model, collaborating with reputable original equipment manufacturers (OEMs) to collect and recycle the replaced items, ensuring environmentally responsible disposal methods. This strategy underscores the bank's commitment to sustainable environmental practices and the responsible use of resources.

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			

Business Responsibility and Sustainability Reporting (Contd.)

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. The bank had no projects falling under the purview of impact assessment in the reporting financial year.					

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 Battery Waste Management Rules 2022, Plastic Waste Management Rules 2016, and the E- Waste (Management) Rules. KVB 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.				

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

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

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	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	Not Applicable	Not Applicable
Total volume of water withdrawal (in kilolitres)	Not Applicable	Not Applicable
Total volume of water consumption (in kilolitres)	Not Applicable	Not Applicable
Water intensity per rupee of turnover (Water consumed / turnover)	Not Applicable	Not Applicable
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

Business Responsibility and Sustainability Reporting (Contd.)

(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

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

Parameter	Unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Scope 3 emissions* (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	-	-
Total Scope 3 emissions per rupee of turnover	tCO ₂ e/₹ Crore	-	-
Total Scope 3 emission intensity (optional)	-	-	-
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:

Please refer to the Environment Section on Page No.: 40 & 41 of the Integrated Annual Report FY 2024-25, which forms part of this document.

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

The disaster recovery and business continuity plan has been officially approved by the Board. Key systems and applications have been identified, and we conduct quarterly disaster recovery tests and drills. The challenges and observations that arise during these drill activities are documented and utilised to enhance 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

8 How many Green Credits have been generated or procured:

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

Business Responsibility and Sustainability Reporting (Contd.)

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 ten 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
10	International Chamber of Commerce (ICC)	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 conveys a variety of recommendations regarding the overall economy and the financial sector specifically through trade organisations and associations.				

Business Responsibility and Sustainability Reporting (Contd.)

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 ₹)
Not Applicable						

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

The Bank has put in place a structured grievance redressal mechanism to address concerns from various stakeholder groups, including communities. Concerns or feedback can be submitted through the Bank's website, designated feedback forms, or by contacting branch officials. The Bank is committed to ensuring that all grievances are addressed.

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

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	-	-
Directly sourced within India	100	100

- 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 2024-25 (Current Financial Year) %	FY 2023-24 (Previous Financial Year) %
Rural	7.23%	6.88%
Semi-urban	33.47%	34.07%
Urban	20.38%	21.29%
Metropolitan	38.92%	37.76%

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	

Business Responsibility and Sustainability Reporting (Contd.)

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 ₹)
1	Tamil Nadu	Virudhunagar	1,42,61,840.00
2	Tamil Nadu	Ramanathapuram	53,26,650.00
Total			1,95,88,490.00

- 3 (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised /vulnerable groups? (Yes/No) - No.
- (b) From which marginalised /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	Number of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	Karur Texcity CASI monthly medical camp Activity	5,954	100%
2	Maintenance of Walk N Jog, Karur	25,000	NA
3	KVB Scholarship Program	86	NA
4	Early Childhood Care and Education for children of migrant labourers	45	100%
5	Fostering Abilities through Special Education and Therapy for Cerebral Palsy	65	100%
6	Support to Asha Kiran Dialysis Centre – Free Dialysis Unit	32	70%
7	Support for the treatment of Spine & Limb deformities	4	70%
8	Changing Lives through Reconstructive Surgery	9	70%
9	Treatment of Cancer Patients	4	70%
10	Reconstructive Surgery for Burn Survivors	24	100%
11	Renovation of 5 Primary Healthcare Centres in the flood-affected areas and dire need in rural areas	1,06,300	70%
12	Promoting Sanitation Facilities in the Government Schools	1,142	45%
13	Provision of Medical Equipment to the Government Primary Health Centre, Singalandapuram, Namakkal (Acme Bio Care)	1,286	35%
14	Establishing Urban Mini-Forest in NGGO Colony, Karur	1,900	NA
15	Provision of Ophthalmic Equipment to Vision Centres of Sankara Eye Hospital, Pammal, Chennai	3,250	50%
16	Support for Speech & Language Therapy, Vocational Tools, and equipment for training students with Special needs	250	100%

Business Responsibility and Sustainability Reporting (Contd.)

S. No.	CSR Project	Number of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
17	Provision of Ophthalmic Operating Microscope to Government hospital, Madurantakam, Chengalpattu Dist	2,250	55%
18	Provision of rooftop-based Solar water heating system to three student hostels at Mother Teresa Women's University, Kodaikanal, Dindigul Dist	150	100%
19	Support for Weightlifting Sports Person	1	100%
20	Promoting Quality Education through Provision of School Bus to G.H. Foundation, Rajaji Nagar, Bangalore	347	0%
21	Promoting Good Health and Well-being of the Elderly through Ambulance support for Old Age Home	22	100%
22	Provision of a Battery-operated vehicle to MD University, Rohtak, Haryana	3,500	50%
23	Provision of Medical equipment to the Government Medical College Hospital, Karur	3,500	70%
24	Providing midday meals to Govt school children for the complete Academic year	5,500	75%
Total Number of Beneficiaries		1,60,621	

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 2024-25 (Current Financial Year)			FY 2023-24 (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	0	0	NIL	1	0	NA
Other (Customer Complaints and Complaints received from Individuals whose customer IDs are not disclosed / traceable (Example: BNPL customers, FASTAG customers, NON KVB Customers) were grouped under the other category).	6,377	237	NA	5,556	176	NA

Business Responsibility and Sustainability Reporting (Contd.)

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		Not Applicable

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 has established a comprehensive information security and cybersecurity policy, which has been approved by the Board of Directors. This policy is managed by the dedicated Information Security Group, which oversees its implementation and ensures adherence to best practices. The policy is intended for internal use and is readily accessible to all employees through the internal employee portal, where they can review its guidelines and protocols to understand how to safeguard sensitive information effectively.

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

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).

Links available on the website provided below

https://www.kvb.co.in/personal/?utm_source=karurvysyabank

https://www.kvb.co.in/business/?utm_source=personal

https://www.kvb.co.in/nri/?utm_source=business

https://www.kvb.co.in/agriculture/?utm_source=nri

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

Links available in website provided below

https://www.kvb.co.in/utility-links/secure-banking-tips/?utm_source=karurvysyabank

https://www.kvb.co.in/cyber-security-awareness/?utm_source=securebankingtips

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

All branches and offices display service disruption notifications to keep consumers informed. Additionally, in the case of any planned service interruptions, prior intimation is proactively communicated to consumers through SMS and email, ensuring transparency and minimising inconvenience. This practice reflects our commitment to maintaining high standards of customer service and effective stakeholder communication.

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 emphasises the importance of transparency and clear communication about the bank's products, acknowledging how crucial these values are in our customer-focused industry. In accordance with the regulations set by the Reserve Bank of India, we offer comprehensive and transparent details about our products on our website and in our branches. This includes thorough explanations of product features, service charges, and any applicable additional fees. We ensure that interest rates for various deposit and loan schemes are updated promptly on our website whenever changes occur. The bank guarantees that customers are fully informed about their eligibility, interest rates, and service charges concerning consumer credit products. Furthermore, customers receive SMS notifications regarding any fees or charges that have been applied to their accounts. To assess customer satisfaction, the bank has also conducted surveys aimed at continually improving our service quality.