



TRUSTED FINANCIAL PARTNER SOCIAL GOOD CUSTOMER FRIENDLY CORPORATE GOVERNANCE
MISSION CSR IDFC FIRST BANK SUSTAINABILITY
RESPONSIBLE BANKING SOCIAL GOOD
EMPOWER STRONG TECHNOLOGY
INNOVATIVE GET MORE FROM YOUR BANK MISSION ZERO FEE BANKING
DIGITAL RESPONSIBLE BANKING IDFC FIRST BANK FUTURE THINKING LAUNCH
SOLUTIONS CULTURE CSR GREEN ENERGY SOCIAL GOOD
ALWAYS YOU EMPLOYEE BENEFITS ESG ISO 27001 ETHICAL BANKING
FIRST MISSION BETTER YOU CAMPAIGN CERTIFIED BANKING



GROWTH MISSION ALWAYS YOU FIRST
NEW AGE TECHNOLOGY
WORLD CLASS BANK GREEN ENERGY DIGITAL INNOVATION
SUSTAINABILITY SOCIAL GOOD SUSTAINABILITY
VISION BANKING VISION
ESG CSR CULTURE
NEW AGE TECHNOLOGY
VISION DYNAMIC BANKING



LEADERS OF TOMORROW
OPPORTUNITY BELONGS TO ALL
YOUNG & FRIENDLY BANK PARTNER
ENSURE MILLENNIAL FIRST IMPACT YOU CAN EMPLOYEE ENGAGEMENT
VIGILANT BANK ESG
SELECT WEALTH BANKING PARTNERS SELECT WEALTH
SOCIAL GOOD

**Robust Foundation,
Responsible Progress.**

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BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURE

I. Details of the Listed Entity

1	Corporate Identity Number (CIN) of the Listed Entity	L65110TN2014PLC097792
2	Name of the Listed Entity	IDFC FIRST Bank Limited
3	Year of incorporation	2014
4	Registered office address	KRM Tower, 7 th Floor, No. 1, Harrington Road, Chetpet, Chennai-600 031, Tamil Nadu, India.
5	Corporate address	IDFC FIRST Bank Tower, The Square, C-61, G-Block, Bandra-Kurla Complex, Bandra (East), Mumbai - 400 051, Maharashtra, India.
6	E-mail	esg@idfcfirstbank.com
7	Telephone	+91 22 7132 5500
8	Website	www.idfcfirstbank.com
9	Financial year for which reporting is being done	FY 2022-2023
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11	Paid-up Capital	₹ 66,18,12,18,160 as on March 31, 2023
12	Name and contact details (telephone, E-mail address) of the person who may be contacted in case of any queries on the BRSR report	
	Name	Ms. Shikha Hora Kamdar
	Telephone	1800 10888
	E-mail	esg@idfcfirstbank.com
13	Reporting Boundary	
	Type of Reporting	Standalone Basis

II. Product/Services

14 Details of business activities (accounting for 90% of the turnover)

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
1	Financial Service	Treasury, Corporate /Wholesale Banking, Retail Banking	100%

15 Products/Services sold by the entity (accounting for 90% of the turnover)

Sr. No.	Product/Service	NIC Code	% of Total Turnover contributed
1	IDFC FIRST Bank is engaged in providing a wide range of Banking and Financial services including retail banking, corporate banking and treasury operations	64191	100%

III. Operations

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

Location	Number of plants	No. of Offices	Total
National	NA	54 Offices, Branches – 809 (487 Urban, 322 Rural)	863
International		-	

17 Market served by the entity

No. of Locations	Locations	Numbers
	National (No. of States)	25 States and 3 Union Territories
	International (No. of Countries)	NIL

What is the contribution of exports as a percentage of the total turnover of the entity? Since the Bank does not export any products/services, this question is Not Applicable.

A brief on types of customers The Bank caters to various customers including Retail customers (Urban & Rural), Professionals, large corporates, Private companies, MSMEs, NBFCs etc.

IV. Employees

As per the BRSR guidelines and industry nature, the Bank does not have any workers. All the people working at the Bank are considered Employees and accordingly the information is provided.

18 Details as at the end of Financial Year:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
a) Employees (including differently abled)						
1	Permanent Employees (D)	35,352	29,655	84%	5,697	16%
2	Other than Permanent Employees (E)	-	-	-	-	-
3	Total Employees (D+E)	35,352	29,655	84%	5,697	16%
b) Differently abled Employees						
4	Permanent Employees (F)	10	9	90%	1	10%
5	Other than Permanent Employees (G)	-	-	-	-	-
6	Total Differently abled Employees (F+G)	10	9	90%	1	10%

19 Participation/ Inclusion/ Representation of women (As on March 31, 2023)

Sr. No.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1	Board of Directors	10	1	10%
2	Key Management Personnel	3	-	-

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

Category	FY 2020-21			FY 2021-22			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Senior Management	12.20%	16.90%	12.60%	11.90%	8.20%	11.60%	9.90%	17.50%	10.70%
Middle Management	12.20%	19.50%	13.00%	18.70%	15.70%	18.40%	18.50%	19.70%	18.60%
Junior Management	16.90%	22.30%	17.70%	31.90%	37.80%	32.80%	30.40%	31.60%	30.60%
Account Opening & Junior Sales Staff	40.30%	42.40%	40.60%	50.00%	58.20%	51.30%	38.20%	45.70%	39.50%
Permanent Employees – Overall	32.80%	36.90%	33.40%	43.30%	51.50%	44.50%	34.60%	40.80%	35.60%

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

21 Names of holding/ subsidiary/ associate companies/ joint ventures (A)

Sr. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures	Indicate whether holding/ Subsidiary/ Associate/ or Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	IDFC FIRST Bharat Limited	Wholly-owned Subsidiary	100.00%	No
2.	Millennium City Expressways Private Limited	Associate	29.98%	No

VI. CSR Details – As on March 31, 2023

22 a) Whether CSR is applicable as per Section 135 of Companies Act, 2013: Yes

Turnover (in ₹)	2,71,94,51,21,729
Net worth (in ₹)	2,42,99,72,74,307

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	If Yes, then provide web-link for grievance redress policy	FY 2022-23 - Current Financial Year		FY 2021-22 - Previous Financial Year	
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Number of complaints filed during the year	Number of complaints pending resolution at close of the year
Communities	-	-	-	-	-	-
Investors (other than Shareholders)	Yes	https://www.idfcfirstbank.com/content/dam/idfcfirstbank/pdf/corporate-governance/107-Investor-Grievance-Redressal-Policy-V-1-0-29042023.pdf	553	6	754	7
Shareholders	Yes	https://www.idfcfirstbank.com/content/dam/idfcfirstbank/pdf/corporate-governance/107-Investor-Grievance-Redressal-Policy-V-1-0-29042023.pdf	8	0	3	0
Employees and workers	Yes	Links of applicable policies available on the internal portal of the Bank (i-Connect)	2	0	NIL	0
Customers	Yes	https://www.idfcfirstbank.com/content/dam/idfcfirstbank/pdf/grievance-redressal/64-Grievance-Redressal-Policy-V-2-1-21012023.pdf	20,755	395	21,945	298
			37.95		21.57	
		Customer Base (in million) ¹	0.046		0.085	
Value Chain Partners	-	Complaints per 1,000 customers ²	-	-	-	-
Other (please specify)	-		-	-	-	-

24 Overview of the entity's material responsible business conduct issues

Material Issue Identified	Indicate whether risk or opportunity	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)
Please refer section on 'Materiality' of the Integrated Report for FY23.				

¹Overall customer base inclusive of Fastag and PPI

²Calculated on average monthly complaints

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)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b) Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c) Web-link of the Policies, if available	Links of applicable policies, if available on the website of the Bank, are provided in Section C – Principle-wise performance disclosure. In addition to this, there are certain policies for employees which are available on the internal portal of the Bank (i-Connect).								
2 Whether the entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
3 Do the enlisted policies extend to your value chain partners? (Yes/No)	No								
4 Name of the national and international codes/ certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.						IGBC & LEED certification for some of our large offices			ISO 27001
5 Specific commitments, goals and targets set by the entity with defined timelines, if any.	<ol style="list-style-type: none"> 20% of renewable energy in energy mix by 2025 for large offices Cover a minimum of 3 categories out of 15 Scope 3 category emissions by 2025 10% of finance for green energy projects by 2027 Estimate % of offices located in water stress areas by 2025 Implement water conservation initiatives for all large offices by 2025 20% reduction of waste from FY 2023 baseline Cover 25% of value chain partners under Human Rights Assessment by 2025 Maintain employee engagement at healthy levels and aim for 100% coverage Increase Training hours for employees by 10% on average every year. These goals are also enumerated in the ESG Sections of our Integrated Report.								
6 Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The Bank has taken ESG targets in FY 2023 and will report on this parameter from FY 2024 onwards.								
Governance, Leadership and Oversight									
7 Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements: The message on ESG from MD & CEO of	the Bank has been placed in the Integrated Report.								
8 Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	Periodic review and implementation of policies, strategies, programmes, initiatives, reporting, disclosures and such other matters related to ESG is a part of Terms of Reference of Stakeholders Relationship, ESG and Customer Service Committee of the Board.								
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.	The composition, attendance details and other details of Stakeholders Relationship, ESG and Customer Service Committee are mentioned in 'Corporate Governance Report'								

10 Details of Review of NGRBCs by the Company:

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

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
	All policies of the Bank are evaluated internally.								

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

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

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	3	Online Programme on Corporate Governance for Commercial Banks, Virtual Workshop on Emerging Compliance Landscape, Seminar on Corporate Governance for the Directors on the Board of Banks	30%
Key Management Personnel	7	Cash Management System, Cyber Security Course, POSH - Awareness Module, Know your Performance Management Process, Programme on Corporate Governance for Commercial Banks, Fraud Risk Management	33%
Employees other than BODs and KMPs	Classroom – 1,156 & e-Learning – 4,399	AML and KYC, Cyber Security Course, Mobile Banking, NRI Product & KYC Documentation, POSH – Employee Awareness Module, Prohibition of Insider Trading, Whistle-blower Policy Module	98.87%
Workers	NA	NA	NA

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.

a) Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	-	RBI	10,000/-	The penalty was imposed on the Bank by RBI on July19, 2022, with respect to unavailability of cash at one of the ATMs.	Yes
			10,000/-	The penalty was imposed on the Bank by RBI March 1, 2023, with respect to deficiencies observed on exchange of notes during the incognito visit by RBI at one branch.	Yes
Settlement	-	-	-	-	-
Compounding fee	-	-	-	-	-
b) 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		
Punishment			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
Appeals rejected	RBI

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 principles of anti-corruption and bribery are captured in three policies of the bank which are Whistle-blower, Vigilance policy and Code of Conduct as outlined below:

- Whistle-blower Policy**

The Bank believes in conduct of the affairs of its constituents in a fair and transparent manner by adopting highest standards of professionalism, honesty, integrity and ethical behaviour. The purpose of the Whistle-Blower policy ('Policy') is to provide a framework to promote responsible and secure whistle blowing with a view to establish a vigil mechanism whereby all the stakeholders, directors and employees, are encouraged to report illegal, unethical or improper activities through established channels, enabling an ethical and corruption free work environment and at the same time safeguarding stakeholders, directors and employees against victimisation.

The Whistle-blower Policy is available on Bank's website at <https://www.idfcfirstbank.com/content/dam/idfcfirstbank/pdf/corporate-governance/IDFC-FIRST-Bank-Whistle-Blower-Policy.pdf>

- Code of Conduct for Board of Directors & Senior Management Personnel ("SMP")**

The Bank values the ethical business standards very highly and intends that the Board of Directors and SMP uphold these standards in day-to-day activities in compliance with applicable laws, rules, regulations and procedures adopted by the Bank.

The Code of Conduct for Board of Directors & SMP intends to ensure transparency and adherence to highest business and ethical standards in managing the affairs of the Bank. The purpose of this Code is to adopt and set the standards to be followed which can enhance the value of the organisation.

According to Code of Conduct for Board of Directors & SMP, all the Directors and SMP are expected to act in accordance with the highest standards of personal and professional integrity, honesty and ethical conduct while working at the Bank's premises, at offsite locations where the Bank's business is being conducted, at Bank's sponsored business and social events, and/or at any other place where the Directors and SMP represent the Bank.

The Code of Conduct for Board of Directors & SMP is available on Bank's website at <https://www.idfcfirstbank.com/content/dam/idfcfirstbank/pdf/corporate-governance/Code-of-Conduct-for-Directors-Senior-Management--Personnel.pdf>

- **Vigilance Policy:**

The Vigilance mechanism promotes clean business transactions, professionalism, productivity, promptness and transparent practices and ensures putting in place systems and procedures to curb opportunities for corruption which would help result in improving efficiency and effectiveness of the personnel as well as the Bank. The Vigilance Policy outlines a framework for identification and evaluation of the significant risks arising on account of corruption, in order to assess how these risks might affect the safety and soundness of the Bank and the steps to be taken to manage the same.

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 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NA	NA

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

	FY 2022-23 (Current Financial Year)		FY 2021-22 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NIL	NIL	NIL
Number of complaints received in relation to issues of Conflict of Interest of KMPs	NIL	NIL	NIL	NIL

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

Not Applicable

Leadership Indicators

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

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

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

The Bank has framed Code of Conduct for Board of Directors & Senior Management Personnel ("SMP") which is applicable to all the Board of Directors and SMP of the Bank. Each Director and SMP shall be duty-bound to follow the provisions of this Code.

This Code intends to ensure transparency and adherence to highest business and ethical standards in managing the affairs of the Bank. The purpose of this Code is to adopt and set the standards to be followed which can enhance the value of the organisation.

As per the Code, the Board Members and SMP of the Bank shall avoid conflicts of interest with the Bank and, in case there is or may be such a conflict, it shall be promptly disclosed. A conflict of interest exists where the self-interests of a person conflicts with the interests of the Bank.

The Code of Conduct for Board of Directors & SMP is available on Bank’s website at <https://www.idfcfirstbank.com/content/dam/idfcfirstbank/pdf/corporate-governance/Code-of-Conduct-for-Directors-Senior-Management--Personnel.pdf>

Further, the Bank has also framed the Policy on Related Party Transactions which is intended to ensure due and timely identification, approval, disclosure and reporting of transactions between the Bank and/ or its subsidiaries and the Related Parties in compliance with the applicable laws and regulations as may be amended from time to time.

The objective of this Policy is to ensure that the Related Party Transactions are based on principles of transparency and arm’s length pricing. Likewise, this Policy aims at preventing and providing guidance in situations of potential conflict of interests in the implementation of Related Party Transactions, including where the Bank is not a party. This Policy outlines the basis on which the materiality of Related Party Transactions will be determined and the manner of dealing with the Related Party Transactions by the Bank.

The Policy on Related Party Transactions is available on Bank’s website at <https://www.idfcfirstbank.com/content/dam/idfcfirstbank/pdf/corporate-governance/Policy-on-Related--Party-Transactions.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.

	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)	Details of improvement in social and environmental aspects
Research & Development (R&D)/ Capital Expenditure (CAPEX)	NA	NA	<p>Since the Bank is not involved in manufacturing or in direct production of goods, this parameter is not directly material for the Bank.</p> <p>However, the Bank has embarked upon Digital journey for its various business processes and products. The Bank has also encouraged the use of mobile and internet banking by its customers which in turn minimises the paper consumption and reduces environmental impact.</p> <p>The Bank has undertaken several initiatives to minimise its environmental impact by getting its large offices green certified (IGBC or LEED).</p> <p>The Bank aims to reduce contribution to global climate change, protect and restore water resources, protect the biodiversity and ecosystem services and enhance community quality of life.</p>

2. a) Does the entity have procedures in place for sustainable sourcing? No
Our major material requirements are office, communications and IT related equipment. The Bank has various vendor agreements for major suppliers, which are in line with labour standards, environment and ethical business practices.
- b) If yes, what percentage of inputs were sourced sustainably? – NA
3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) Other waste.

Product	Process to safely reclaim the product
Undelivered debit cards, cheque books and welcome kit:	<p>These are personalised products with customer name printed on Cheque Book or Debit Cards, so recycling of same is not possible. As per our destruction policy after the cooling period all the RTO/undelivered Welcome kits, Debit cards and Cheque books are handed over to destruction vendor appointed by procurement for physical destruction.</p> <p>The Bank, being a financial services provider, has very limited waste generation. The Bank has taken adequate steps to minimise the waste generation through its operations.</p> <p>Digitisation and automation helped implement paperless processes, reduced consumption of paper through e-statements and e-receipts to customers and reduced paper procurements.</p> <p>The Bank has empanelled certified vendors for managing E-waste.</p>

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. EPR is not applicable to the Bank.

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?

No. Product life cycle assessment is not applicable to the Bank.

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 2022-23 (Current Financial Year)	FY 2021-22 (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:

Not Applicable

	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)	NA	NA	NA	NA	NA	NA
E-waste	NA	NA	NA	NA	NA	NA
Hazardous waste	NA	NA	NA	NA	NA	NA
Other waste	NA	NA	NA	NA	NA	NA

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

Not Applicable

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No.(D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
Permanent Employees											
Male	29,655	29,655	100%	29,655	100%	-	-	29,655	100%	NIL	NIL
Female	5,697	5,697	100%	5,697	100%	5,697	100%	-	-	NIL	NIL
Total	35,352	35,352	100%	35,352	100%	5,697	100%	29,655	100%	NIL	NIL
Other than Permanent Employees											
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

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

Not Applicable

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No.(D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
Permanent Employees											
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 Employees											
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

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

Sr. No.	Benefits	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/ N/ NA)	No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/ N/ NA)
1	PF	100%	NA	Yes	100%	NA	Yes
2	Gratuity	100%	NA	NA	100%	NA	NA
3	ESI	NA	NA	NA	NA	NA	NA
4	Others – please specify	NA	NA	NA	NA	NA	NA

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

Yes. At our Head Office (HO) and majority of the branches (wherever it is possible), we have enabled wheelchair ramps for elderly and disabled employees. The Bank is also seeking to integrate best-in-class accessibility for employees and customers across its locations.

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

Yes. The Bank has an Equal Opportunity and Diversity Guidelines Policy. The Bank is committed to the principles of equal opportunity in all areas of the employee life cycle. The Bank strives to create an innovative and integrated work environment where employees can develop to their full potential, irrespective of disability, race, gender, marital status, sexual orientation, political opinion, religion, belief ethnic or national origin. The link to the policy is - <https://www.idfcfirstbank.com/content/dam/idfcfirstbank/pdf/Equal-Opportunity-and-Diversity-Guidelines-Policy-V-1-7-29012022.pdf>

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%	64.7%	NA	NA
Female	99.3%	38.8%	NA	NA
Others	-	-	NA	NA
Total	99.9%	61.8%	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.

Category	Yes/No	If Yes, details of the mechanism in brief
Permanent Workers	NA	NA
Other than Permanent Workers	NA	NA
Permanent Employees	Yes	<p>Grievances or disputes must be resolved as near to the point of origin as possible and appropriate. The Reporting Manager should be the first point of contact.</p> <p>If the grievance is related to the Reporting Manager, employee must reach out to the Skip level Manager.</p> <p>If the employee is not comfortable or does not deem it appropriate to speak to his business managers, he should reach out to his Location HR Managers.</p> <p>For matters of a potentially serious nature or otherwise also, employee may lodge a written complaint via e-mail to the mentioned e-mail ID: IHaveaGrievance@idfcfirstbank.com. Confidentiality as appropriate will be maintained.</p> <p>If the employee is not satisfied with the resolution, the matter may be referred to Head-Employee Relations.</p>
Other than Permanent Employees	No	

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

Not Applicable: As there is no independent trade union or employees covered by collective bargaining agreement.

8. Details of training given to number of employees and workers:

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total (A)	On Skill upgradation (B)	% (B/A)	Total (C)	On Skill upgradation (D)	% (D/C)
Employees						
Male	29,655	29,361	99.01%	25,179	25,047	99%
Female	5,697	5,591	98.14%	4,534	4,504	99%
Total	35,352	34,952	98.87%	29,713	29,551	99%
Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total (A)	On Health and Safety measures (B)	% (B/A)	Total (C)	On Health and Safety (D)	% (D/C)
Employees						
Male	29,655	24,867	84%	NA	NA	NA
Female	5,697	4,739	83%	NA	NA	NA
Total	35,352	29,606	84%	NA	NA	NA
Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

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

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous FY)		
	Total (A)	Number (B)	% (B/A)	Total (C)	Number(D)	% (D/C)
Employees						
Male	29,655	25,050	84%	23,624	19,068	81%
Female	5,697	4,645	82%	4,180	3,275	78%
Total	35,352	29,695	84%	27,804	22,343	80%
Workers						
Male	NA	NA	NA	NA	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?	Not Applicable
b) What is the coverage of such system?	
c) What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	
d) Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Yes/No)	
e) Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	

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

Safety Incident/Number	Category	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NA	NA
	Workers	NA	NA
Total recordable work-related injuries	Employees	NA	NA
	Workers	NA	NA
No. of fatalities	Employees	NA	NA
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	NA	NA
	Workers	NA	NA

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

The Bank provides the benefit of Group insurances to its employees and conducts wellness activities for them. To cover employee well-being in times of illness, we provide free 24*7 online Doctor's Consultation, Medical Emergency Services, medical room facility in our larger offices, Monthly Wellness Diaries, Monthly Wellness Webinars, Wellness Week in December 2022 and Women's Day activities were conducted. Introduced the Reach Out initiative which is our Employee Assistance Programme through 1to1help. As part of our New Reach Out (EAP) Initiative, we conducted EAP Awareness Sessions for employees, HRBPs & Senior Leadership & also a Roundtable session with our senior leaders and an external Mental Health expert and counsellor on the panel called as "Elephant in the Room". Apart from this we also sent communications regarding Mental Health articles, self-assessments & video content available on 1to1help website. The Bank celebrated National Safety Week from March 6-11, 2023 with a slew of contests, workshops, quizzes, pledges and training sessions on women safety.

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

	FY 2022-23 (Current Financial Year)			FY 2021-22 (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
Working Conditions	NIL	NIL	NIL	NIL	NIL	NIL
Health & Safety	NIL	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	40%
Working Conditions	40%

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.

Third Party Fire Safety Audits conducted in 22 Locations for FY 2022-23. Pre-Occupancy Audits completed in 6 Locations for FY 2022-23.

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).

All Permanent Employees are covered for Life Insurance

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 believes and strives to have highest level of the Compliances with respect to the statutory legislations applicable and it also expects its value chain partners within the ambit of regulatory norms to be maintained by them. The compliances of the applicable Man-Power Service (MPS) value chain partners are further reviewed by means of audit so that the relevant regulations are adhered.

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:

Not Applicable

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

Yes. The Bank recognises an advance notice helps the employees, the Company and its clients to plan better for the next steps of transition. It ensures smooth transition of job responsibilities and of client and other business relationships. At IDFC FIRST Bank there is a notice period for all 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	NA
Working Conditions	NA

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.

NIL

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:

Our stakeholders have a broad range of interests and viewpoints. We believe that collaboration with them is key to our success. As such, we listen and do our best to gain stakeholders' trust, thus leading to a more stable and long-term relationship. Across the Bank, we engage with our stakeholders to obtain input that can be helpful as we execute on our strategy. We believe that systematic stakeholder engagement, executed properly, is likely to result in ongoing learning within the Bank, as well as increased accountability to a range of stakeholders. The Bank has Stakeholder Policies in-place to emphasise the importance of collaboration with our shareholders, employees, suppliers, customers, business partners, local communities, and debt investors to generate a stable and predictable business environment. We have made a two-way engagement channel available for our stakeholders to build trusting long-term relationships.

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 (E-mail, 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
Employees	No	<ul style="list-style-type: none"> • E-mails • Intranet portal • HR Helpdesk • Induction Programmes • Town halls • Reward & Recognition programmes • Leadership meetings • Employee Engagement initiatives • Managerial Effectiveness Surveys 	Ongoing	<p>There are regular communications, interaction with HR Business Partners, Wellness programmes, Town halls, Quarterly Leadership Connect programmes and various trainings further help to imbed every employee in the social infrastructure of the organisation.</p> <p>Our Wellness programme thus encompasses the 3 broader elements of wellness – Physical Wellness, Mental Wellness & Financial Wellness.</p> <ol style="list-style-type: none"> 1. Following are sub-programmes of Physical Wellness: <ul style="list-style-type: none"> Fit & Happy, Doctor-On-Call Services, Emergency Assistance Services, Wellness Diaries etc. 2. Mental Wellness – This programme is named “Reach Out”. It focuses on our employees mental well-being and aims to provide access to free emotional and mental health counselling support to all employees & their dependents. 3. Financial Wellness Programme – This programme focuses on financial soundness of our employees. We organise quarterly awareness sessions through internal/ external vendors.
Regulators	No	E-mail/ Letter/ telecom/ meetings/ reporting through designated portal	Ongoing	Submission of requisite data/ information/ returns, seeking approvals/ clarifications, inspection, etc.
Communities & NGO's	Yes The Bank has identified women, people with disabilities, children, youth, farmers, dairy farmers as its disadvantaged, vulnerable and marginalised stakeholders.	<p>Regular meetings</p> <ul style="list-style-type: none"> • Focus group discussions, Regular capacity building programmes • Project monitoring and reviews 	Continuous Monthly/ Quarterly/ Annual performance review	<ol style="list-style-type: none"> 1. Training and inclusive growth 2. Financial literacy, Sustainable growth
Customers	Yes	Digital – E-mail, Website, Social Media, Mobile App, SMS, Others – Branch, Calls, Advertisement, Notice Board	Ongoing	<ol style="list-style-type: none"> 1. Customer Needs 2. Customer Experience 3. Product Features & Benefits 4. Net Banking Features 5. Mobile Banking Features 6. WhatsApp Features
Investors (Shareholders & Bondholders)	No	E-mails/ Letters/ Media/ Meetings/ Website/ Stock exchange announcements/ Earnings call/ Newspaper announcements and Annual Reports	Ongoing	Regulatory announcements and disclosures, press releases, update on corporate actions
Value Chain Partners	No	E-mail/ Letter/ Telecom/ Meetings	Ongoing	Supplier Payments, reviews, inspection, Clarification etc.

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 has ongoing interactions with the Employees through Business Partners, Wellness programmes, Town halls, Quarterly Leadership Connect programmes and various trainings.

The Senior Management of the Bank engages with **RBI** on various banking matters through meetings and consultations. An update on key interactions is presented to the Board on a quarterly basis.

The Senior Management of the Bank engages with **Communities and NGO's** on various project plans, reviews and ideation through meetings and consultations on a periodic basis. An update on key interactions is presented to the Board on a quarterly basis.

The Bank has a continuous ongoing interaction with **Customers** through digital channels such as video conferencing, customer care, satisfaction and loyalty survey, and social media platforms to understand their requirements and create better solutions, products and services for them.

The Bank get in touch with **Investors and shareholders** during periodic earning calls, Annual General Meeting, quarterly conference calls, key business development, fund raising and other corporate actions. The bank uses various channel of communication with investor viz. e-mail, letters, calls, websites, newspaper advertisement stock exchange announcements, meetings and annual reports, etc. Further, the bank maintains dedicated toll free number, e-mails and social media for investor to reach out for sharing their views, grievance and any suggestion on the bank which in turn are directed to the respective team for their review and necessary action.

Business Units connects with **Suppliers** on need basis – through supplier meets or regular discussion.

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

Yes. The RBI had recently issued a discussion paper on Climate Risk and Sustainable Finance, and guidelines on green deposits. The Bank is currently setting up a framework for sustainable finance and green deposits. Similarly, the Bank is building a detailed climate action roadmap, together with TCFD (Task Force on Climate-Related Financial Disclosures) alignment.

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

The Bank has a strong focus on CSR activities with voluntary spending of over ₹ 51 crores over the last three years. The Bank had ₹ 17.52 crores CSR expenditure in FY23. We had 6,656 employee volunteers participate in various programmes who contributed 8,495 hours in FY23. During the same period, we supported 19,956 households, managed 22 Pashu Vikas Kendras (Animal Welfare Centres), and facilitated human resource support to 368 village-level women representatives known as 'Gram Sakhis' under Shwetdhara Programme in Rajasthan, MP and Karnataka. Our objective is to reduce per day cattle rearing cost and to improve milk production at beneficiary households. We are also working towards waste management at Worli Koliwada community in Mumbai to get segregated waste from community households. More than 11 lakh kg waste was processed in FY23, and 9,690 households were made aware about waste management. Additionally, we also have a Women Rehabilitation Programme, Junoon Programme for driving entrepreneurship, Kamyab Scholarship Programme for students with autism, MBA Scholarship Programme for students with family income < ₹ 6 lakhs and financial literacy campaigns in 11 regional languages.

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,¹ in the following format:

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (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	35,352	35,352	100%	29,713	29,713	100%
Other than Permanent	NA	NA	NA	NA	NA	NA
Total Employees	35,352	35,352	100%	29,713	29,713	100%
Workers						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total Workers	NA	NA	NA	NA	NA	NA

¹ While the Bank does not undertake any direct activity that can threaten human rights within or around its operations, it is aligned to all principles of human rights as required by the law. This includes compliance with minimum wages, prohibition of forced/child labour, ethical business conduct, POSH etc. The Bank endeavours to support the internationally established principles on Human Rights by United Nations Universal Declaration of Human Rights and International Labour Organisation's Declaration on Fundamental Principles and Rights at Work.

The Bank conducts specific training on aspects of human rights, such as POSH, the details of which are provided in the table above.

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

Category	FY 2022-23 (Current Financial Year)					FY 2021-22 (Previous Financial Year)				
	Total Count in Current FY	Number of Employees Paid Minimum wage	% age of Employees Paid Minimum wage	Number of Employees Paid more than Minimum wage	% age of Employees Paid more than Minimum wage	Total Count in Previous FY	Number of Employees Paid Minimum wage	% age of Employees Paid Minimum wage	Number of Employees Paid more than Minimum wage	% age of Employees Paid more than Minimum wage
Permanent Employees										
Male	29,655	0	0	29,655	100%	23,624	0	0	23,624	100%
Female	5,697	0	0	5,697	100%	4,180	0	0	4,180	100%
Total	35,352	0	0	35,352	100%	27,804	0	0	27,804	100%
Other than Permanent Employees										
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

3. Details of remuneration/ salary/ wages, in the following format: As on year March 31, 2023

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	9*	43.75 lakh	1	47.50 lakh
Key Managerial Personnel	2	2.39 crore	0	0
Employees other than BoD and KMP (Permanent Employees)	29,652	5.00 lakh	5,697	4.90 lakh
Workers	NA	NA	NA	NA

*The Salary of Mr. V. Vaidyanathan, Managing Director & CEO of the Bank, who is also a Key Managerial Personnel of the Bank as per the provisions of Companies Act, 2013, has been considered under Board of Directors.

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. HRBP is the focal point to address human rights concerns.

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

Grievances or disputes are taken up with the business manager and if the issue is related to the business manager then it is taken up with the skip manager. If the employee is not comfortable or does not deem it appropriate to speak to his business managers, he can reach out to his Location HR Managers. For matters of a potentially serious nature or otherwise also, employee may lodge a written complaint via e-mail to the mentioned e-mail ID: IHaveaGrievance@idfcfirstbank.com. If the employee is not satisfied with the resolution, the matter is referred to Head – Employee Relations. Confidentiality as appropriate is maintained.

Employees can also directly write to their higher authorities up to the CHRO or CEO on any issue, especially related to unacceptable behaviour or treatment, harassment by seniors, unethical dealings or transactions and so on. The issue at hand is looked into by the concerned department and even the CEO, if the issue is of significant importance.

In order to prohibit, prevent and deter the commission of any act of Sexual Harassment at the Workplace and to provide the procedure for the redressal of complaints pertaining to Sexual Harassment, the Company has put in place this Policy which reflects the Company's zero-tolerance to any form of prejudice, gender bias and Sexual Harassment at the Workplace.

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

	FY 2022-23 (Current Financial Year)			FY 2021-22 (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	01	01	NIL	NIL	NIL	NIL
Discrimination at workplace	NIL	NIL	NIL	NIL	NIL	NIL
Child Labour	NIL	NIL	NIL	NIL	NIL	NIL
Forced Labour/Involuntary Labour	NIL	NIL	NIL	NIL	NIL	NIL
Wages	NIL	NIL	NIL	NIL	NIL	NIL
Other human rights related issues	NIL	NIL	NIL	NIL	NIL	NIL

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

The Bank has an Internal Committee to investigate and inquire into sexual harassment complaints in line with 'The Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013'.

The Bank has in place a policy on Anti-Sexual Harassment, which reflects the Bank's zero-tolerance towards any form of prejudice, gender bias and sexual harassment at the workplace. Our Bank has set up an Internal Committee ('IC') to receive and redress complaints of sexual harassment. Our Bank undertakes ongoing trainings to create awareness on this policy.

The various policies and processes of the Bank have been formulated and implemented for employees indiscriminately, thus upholding every employee, customer and stakeholders' right.

8. Do human rights requirements form part of your business agreements and contracts?

No

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	NA
Forced/involuntary labour	NA
Sexual harassment	None
Discrimination at workplace	None
Wages	NA
Others – please specify	NA

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

NIL

Leadership Indicators

1. Details of a business process being modified/ introduced as a result of addressing human rights grievances/ complaints.
No human rights grievances/complaints received during FY23 and hence no business process have been modified.
2. Details of the scope and coverage of any Human rights due-diligence conducted.
NIL
3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?
Yes. At HO and majority of the branches (wherever it is possible), we have enabled wheelchair ramps for elderly and disabled employees
4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	NA
Discrimination at workplace	NA
Child labour	NA
Forced/involuntary labour	NA
Wages	NA
Others – please specify	NA

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

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,* for Note 1 in the following format:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total electricity consumption (A) (GJ)	1,10,317.3	85,156.2
Total fuel consumption (B) (GJ)	3,989.5	6,234.7
Energy consumption through other sources (C) (GJ)	-	-
Total energy consumption (A+B+C) (GJ)	1,14,306.8	91,390.9
Energy intensity per rupee of turnover (Total energy consumption per ₹ Cr. turnover in rupees) in GJ/₹ Cr.	4.2	4.48
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

*Note 1: GHG emissions baselining is currently in progress for FY 2023 and the energy consumption reported is subject to change.

Note 2: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? No

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

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)²		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater/desalinated water	-	-
(v) Others (Rainwater storage)	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed/turnover) (kl per crore INR of revenue)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

*Note 1: Water consumption is not significantly material for the Bank since it is into the service business. However, the Bank is currently baselining its water consumption across operations.

Note 2: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? No

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

Not Applicable

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

Being a financial service organisation, there are no significant air emissions from our operations.

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
NOx	Kg	NA	NA
Sox	Kg	NA	NA
Particulate Matter (PM)		NA	NA
Persistent Organic Pollutants (POP)		NA	NA
Volatile Organic Compounds (VOC)		NA	NA
Hazardous Air Pollutants (HAP)		NA	NA
Others – please specify		NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? No

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

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (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)	tCO ₂ e	291.1*	454.8 (Diesel)
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)	tCO ₂ e	24,821.4** (Electricity)	19,198.5*** (Electricity)
Total Scope 1 and Scope 2 Emissions	tCO ₂ e	25,112.5	19,653.3
Total Scope 1 and Scope 2 emissions per rupee of turnover (in tCO ₂ e/₹ Cr)	tCO ₂ e	0.92	0.96
Total Scope 1 and Scope 2 emission intensity (optional)– the relevant metric may be selected by the entity	tCO ₂ e/INR	-	-

*Note 1: Diesel consumption reduced due to replacement of DG sets with UPS at few of our branches.

**Note 2: For Scope 2 Emissions for FY 2022-23, 3 large offices with highest expenditure on electricity are identified. Electricity units consumed recorded on monthly electricity bills available for FY 22-23 is used to calculate emissions for these 3 offices. For rest of the locations, expenditure method is used based on detailed analysis of electricity bills across multiple locations in India.

***Note 3: Expenditure method is used to estimate Scope 2 Emissions for FY 2021-22 based on pan-India analysis of electricity bills.

Note 4: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? No

7. Does the entity have any project related to reducing Green House Gas emission?

No

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Waste generated (in metric tonnes)***		
Plastic waste (A)	-	-
E-waste (B)	8.671*	10.432**
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	97.335	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	-	-
Total (A+B + C + D + E + F + G+ H)	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
E-Waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Battery 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)		
Other Hazardous Waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total	-	-

*Note 1: E-waste disposed off in an environment friendly manner as on 27-04-2023.

**Note 2: E-waste disposed off in an environment friendly manner as on 14-02-2022.

***Note 3: Waste is not significantly material for the Bank since it is into the service business. However, the Bank is currently baselining its domestic waste footprint across large offices.

Note 4: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? No.

9. 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.

Being a Banking company, waste generation is very limited. The Bank has taken adequate steps to minimise the disposal waste quantum through its operations.

All recyclable waste collected at our branches is separated (dry and wet waste). The waste is then handed over to an authorised waste processor.

Digitisation and automation has helped implement paperless processes, reduced consumption of paper through e-statements and e-receipts to customers and reduced paper procurements.

We have empanelled certified vendors for managing E-waste.

We've adopted a strategy to radically reduce plastic consumables across our offices. We have eliminated plastic consumables and switched to reusable or sustainably sourced alternatives wherever possible.

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

We do not have any operations or offices in or around ecologically sensitive areas.

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

Not Applicable

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

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

Yes, the Bank is compliant with all applicable environmental law/ regulations/ guidelines in India. Specifically on noise pollution control, the Bank deploys DG Sets with CPCB Certified for lower emission and protected by soundproof canopies to sustain lower sound levels up to 75 dBA for sustainable work environment. The Bank also uses UPS with Energy Transfer Efficiency > 95%.

Sr. No.	Specify the law/ regulation/ guidelines which was not complied with	Provide details of the non-compliance	Any fines/ penalties/ action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
NA	NA	NA	NA	NA

Leadership Indicators

1. Provide break-up of the total energy consumed* for Note 1 (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	NA	NA
Total fuel consumption (B)	NA	NA
Energy consumption through other sources (C)	NA	NA
Total energy consumed from renewable sources (A+B+C)	NA	NA
From non-renewable sources		
Total electricity consumption (D) (GJ)	1,10,317.3	85,156.2
Total fuel consumption (E) (GJ)	3,989.5	6,234.7
Energy consumption through other sources (F)		
Total energy consumed from non-renewable sources (D+E+F)	1,14,306.8	91,390.9

*Note 1: GHG emissions baselining is currently in progress for FY 2023 and the energy consumption reported is subject to change.

Note 2: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? No

2. Provide the following details related to water discharged:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of Treatment	NA	NA

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
(ii) To Groundwater	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of Treatment	NA	NA
(iii) To Seawater	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of Treatment	NA	NA
(iv) Sent to third-parties	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of Treatment	NA	NA
(v) Others	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of Treatment	NA	NA
Total water discharged (in kilolitres)	NA	NA

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? No

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

For each facility/plant located in areas of water stress, provide the following information:

- (i) Name of the area – NA
- (ii) Nature of operations – NA
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	NA	NA
(ii) Groundwater	NA	NA
(iii) Third party water	NA	NA
(iv) Seawater/desalinated water	NA	NA
(v) Others	NA	NA
Total volume of water withdrawal (in kilolitres)	NA	NA
Total volume of water consumption (in kilolitres)	NA	NA
Water intensity per rupee of turnover (Water consumed/turnover)	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(ii) Into Groundwater	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(iii) Into Seawater	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(iv) Sent to third-parties	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(v) Others	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
Total water discharged (in kilolitres)	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? No

4. Please provide details of total Scope 3 emissions & its intensity,* for Note 1 in the following format:

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (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)	tCO ₂ equivalent	2332 (Air Travel)	791.2 (Air Travel)
Total Scope 3 emissions per rupee of turnover	tCO ₂ equivalent per crore rupee of turnover	0.09	0.04
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

*Note 1: GHG emissions baselining is currently in progress for FY 2023 and the emissions reported are subject to change.

Note 2: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? No

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

Not Applicable

6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions/ effluent discharge/ waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format: Not Applicable

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	NA	NA	NA

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

Yes

<https://www.idfcfirstbank.com/content/dam/idfcfirstbank/pdf/regulatory-disclosures/IDFC-FIRST-Bank-Limited-Business-Continuity-Management-Disclosure-Statement.pdf>

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

Not applicable

9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impact:

Not applicable

PRINCIPLE 7: Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicators

1. a) Number of affiliations with trade and industry chambers/ associations. - 4
- 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.

Sr. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1	Indian Banks' Association	National
2	Confederation of Indian Industry	National
3	Fixed Income Money Market and Derivatives Association of India	National
4	Foreign Exchange Dealers Association of India	National

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

Name of Authority	Brief of the case	Corrective action taken
No issues related to anti-competitive conduct were identified during FY2022-23, hence, no corrective action undertaken		

Leadership Indicators

Details of public policy positions advocated by the entity -

Sr. No.	Public policy advocated	Method resort for such advocacy	Whether the information is available in public domain? (Yes/No)	Frequency of review by board (Annually/ Half yearly/ Quarterly/ Other-please specify)	Web-link, if available
1	<p>Suggestions to RBI:</p> <p>We have submitted responses to below mentioned e-mails received from RBI during the FY. 2021-22.</p> <ol style="list-style-type: none"> 1. Suggestion on Discussion Paper on Prudential Norms for Classification, Valuation and Operations of Investment Portfolio of Commercial Banks. 2. Guidelines for Appointment of SCAa Statutory Auditors SAs of Commercial Banks. 3. Data of Uploading Downloading of KYC record on Central KYC Registry. 4. Certain suggestions were shared with RBI on Fintech during an interaction arranged by RBI. 	The draft directions/ guidelines of RBI are circulated to all the stakeholders. The suggestions received are submitted to RBI on e-mail. In certain cases, the Bank submits the suggestions/ representation on guidelines based on challenges faced by them.	No	NA	NA
2	<p>Suggestions to IBA:</p> <p>We have submitted responses to below mentioned e-mails received from IBA during the FY. 2021-22.</p> <ol style="list-style-type: none"> 1. COVID Related Issues – Death Claim Settlement 2. PM-SVANidhi – Suggestions for increasing the disbursements 3. Comments on the Draft Amendments to the Consumer Protection (e-Commerce) Rules, 2020 4. Representation for modification in MSME definition 5. Clarification in respect of linking of Aadhaar with Permanent Account Number (PAN) 6. Reforms in the law on mortgages to prevent frauds in loans on the security of immovable property. 7. Discussion Paper: DIGITAL BANKS: A Proposal for Licensing & Regulatory 8. Availability of Mobile Number Revocation List (MNRL) on the website of Telecom Regulatory Authority of India (TRAI) 9. Uploading of Data on Central KYC Registry (CKYCR) – Review 	IBA seeks suggestions from all banks in various areas. We disseminate these mails to the concerned stakeholders in the Bank. The responses received from the stakeholders are submitted to IBA.	No	NA	NA

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.

Not Applicable

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

Sr. No.	Name of project for which R&R is ongoing	State	District	No. of Project Affected Families	% of PAF covered by RAR	Amount Paid to PAFs in the FY (in INR)
Not Applicable						

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

Field Team supported by the bank identifies the concerns of the community when community members approach them. This is then resolved by NGO / CSR team independently/ mutually.

4. Percentage of input material (inputs to total inputs by value) sourced from local or small-scale suppliers:

	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directly sourced from MSMEs/Small producers	33.61%	41.11%
Sourced directly from within the district and neighbouring districts	-	-

Note: The percentage of input materials sourced from the MSME suppliers have been computed considering total input material cost incurred in assets clearing (tangible goods), canteen expenses, computer consumables, etc.

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Not Applicable	

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

Sr. No.	State	Aspirational District	Amount spent (INR)
1	Karnataka	Gadag	9,06,960

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

No. However, from time to time, the Bank's CSR team makes an attempt to procure it from marginalised beneficiaries of our programme for CSR events /activities.

The Bank has used the financial inclusion model for reaching out to rural and urban India. IDFC First Bank Limited Bank has presence in various states in India. Branches use most vendors as per procurement standards. The Bank has taken several initiatives for the development of decentralising the vendors/ local suppliers of goods and services such as empanelment of courier agencies, regularising skills for housekeeping and security staff etc. Most branches source goods from local suppliers.

- (b) From which marginalised/vulnerable groups do you procure? – NIL

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

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

Sr. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating of benefits shared
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 case	Corrective action taken
Not Applicable		

6. Details of beneficiaries of CSR Projects.

Details provided in the CSR section of the Integrated Report. Cumulative beneficiaries: 93,93,515

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

Essential Indicators

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

Customers' queries are addressed by our customer service executives available round the clock. The contact centre team consistently strives to delight customers and is powered with high-end technology and infrastructure to seamlessly deliver elevated service levels. Customers can also send in their queries via web portal, mobile app to have their queries answered. Our Bank aspires to create a Zero Contact Resolution architecture and various efforts have been initiated in this direction. Our efforts are directed in creating pleasant customer experiences and enhanced digital- first interventions for all our customers.

The Customer Grievance Redressal policy emphasises equal and fair treatment to customers without any bias. Grievances are resolved within the turnaround time ('TAT'). Customers are made aware of alternative remedial channels if they are not satisfied, and an endeavour is made to enable customers to make informed choices.

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

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

3. Number of consumer complaint

	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	1	0		1	0	-
Advertising	-	NIL		0	NIL	-
Cyber-security	-	NIL		0	NIL	-
Delivery of essential services	-	NIL		0	NIL	-
Restrictive Trade Practices	-	NIL		0	NIL	-
Unfair Trade Practices	-	NIL		0	NIL	-
Other	20,755	395		21,945	298	Maintaining the 'Always You First' philosophy, IDFC FIRST Bank always designs products, services and processes that maximise value for the customer and minimise customer complaints. The Bank continuously monitors its complaints received per million customers and takes corrective action accordingly. However the Bank also has a grievance redressal mechanism, where customers can raise their complaints and feedback across platforms such as website, phone and others.

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

	Number	Reason 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.

Yes. We have a data privacy policy. The URL to the privacy policy published on the bank portal – <https://www.idfcfirstbank.com/privacy-policy>

The Bank has an Information Security Management System Policy (ISMS) and Cyber Security Policy which is available on Intranet of the bank which covers the framework of Information and cyber security including data security/ privacy requirements.

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/ action taken by regulatory authorities on safety of products/ services.

NIL

Leadership Indicators

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

The Bank provides information on its products through its website including details on product features, service charges, applicable fees, interest rates, deposit schemes etc. – <https://www.idfcfirstbank.com>

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

Awareness & Education campaigns on various Fraud Modus Operandi such as Skimming, Vishing, Phishing, Mobile SIM swap, Social Engineering, UPI, ID Theft & Social Media/Networking etc. are carried out regularly via E-mails, SMS and Social Media for customers of the Bank. The awareness related content also forms part of transaction E-mail alerts sent to the customers.” Consumers are communicated through PUSH notifications about safe usage of their OTP and passwords.

The Fair Practice Code for Credit Card Operations is available on the bank’s website.

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

IDFC FIRST Bank understands the environment it operates in, and the associated risks therein and hence has put in place a comprehensive **Business Continuity Management (BCM) Programme** that commits to 1) Protect staff 2) Maintain continuity of critical operations 3) Protect IDFC FIRST Bank assets and brand value. The bank has developed and implemented recovery strategies & infrastructure to ensure recovery and continuity of critical operations per agreed timelines and acceptable service levels. The same is tested periodically to address any gaps. A Crisis Management Plan (CMP) is in place to ensure timely communications and structured response during a crisis. Further, a Pandemic Plan and Disaster Recovery plan exists to compliment the overall readiness of the bank. IDFC FIRST Bank BCM programme is aligned to the guidelines prescribed by RBI as well as to global & industry best BCM practices.

IDFC FIRST Bank values its customer’s needs & expectations, particularly in times of a crisis and thus strives to deliver banking services using its multiple channels/ products/ services viz. Net banking, IDFC FIRST Bank ATMs, other bank ATMs (free, no charge applicable), Mobile banking, Phone banking, access to IDFC FIRST Bank branches anywhere etc.

Our in-house state-of-the-art customer service centre ensure that the customer needs are addressed immediately and efficiently. **Always You First!** In case customer issues are not resolved we have provided link to our corporate website – www.idfcfirstbank.com – contacts section, where they can access details such as

GET IN TOUCH – Escalation Levels, Registered & Corporate office address, Personal, Bharat and Corporate banking contact numbers

MEET US – branch locations address

ATM/Micro ATM – locations across India

Planned and unplanned disruptions are notified to customers via various banking channels and through E-mails and SMS's. Alternately customers can reach our contact centre to gain more understanding of the issue.

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

Yes. All the information relating to products are transparently displayed & explained to our customers. We understand the importance of providing the product-related information that helps customers make informed decisions. The Bank has this information housed on the corporate website that provides adequate, clear and transparent information to the customers. The employees on customer-facing roles are provided with enhanced training on the products.

Yes. The bank is conducting surveys across onboarding and transaction journeys to measure customer satisfaction. The feedback is used to improve systems, processes and enable better focus on training and development of staff.

5. Provide the following information relating to data breaches:

- a) Number of instances of data breaches along-with impact. – NIL
- b) Percentage of data breaches involving personally identifiable information of customers. – NIL

GLOBAL REPORTING INITIATIVE (GRI) INDEX

GRI INDEX WITH REFERENCE

Statement of use IDFC FIRST Bank Limited has reported the information cited in this GRI content index for the period FY 2022-23 with reference to the GRI Standards.

GRI 1 used GRI 1: Foundation 2021

GRI Standard	Disclosure	Description	BRSR and Integrated Report 2022-23 Page Number(s)
GRI 2: GENERAL DISCLOSURES			
GRI 2: General Disclosures 2021	2-1	Organizational details	1
GRI 2: General Disclosures 2021	2-2	Entities included in the organization's sustainability reporting	Integrated Report 2022-23 page no. 75
GRI 2: General Disclosures 2021	2-3	Reporting period, frequency and contact point	1
GRI 2: General Disclosures 2021	2-6	Activities, value chain and other business relationships	1, 2
GRI 2: General Disclosures 2021	2-7	Employees	2
GRI 2: General Disclosures 2021	2-8	Workers who are not employees	2
GRI 2: General Disclosures 2021	2-9	Governance structure and composition	Integrated Report 2022-23 page no. 106, 158-159
GRI 2: General Disclosures 2021	2-10	Nomination and selection of the highest governance body	Integrated Report 2022-23 page no. 113-114, 152-154
GRI 2: General Disclosures 2021	2-11	Chair of the highest governance body	Integrated Report 2022-23 page no. 6, 106
GRI 2: General Disclosures 2021	2-12	Role of the highest governance body in overseeing the management of impacts	Integrated Report 2022-23 page no. 6
GRI 2: General Disclosures 2021	2-13	Delegation of responsibility for managing impacts	4
GRI 2: General Disclosures 2021	2-14	Role of the highest governance body in sustainability reporting	4
GRI 2: General Disclosures 2021	2-18	Evaluation of the performance of the highest governance body	Integrated Report 2022-23 page no. 154-155
GRI 2: General Disclosures 2021	2-19	Remuneration policies	Integrated Report 2022-23 page no. 115, 155
GRI 2: General Disclosures 2021	2-20	Process to determine remuneration	Integrated Report 2022-23 page no. 155-156
GRI 2: General Disclosures 2021	2-21	Annual total compensation ratio	Integrated Report 2022-23 page no. 127
GRI 2: General Disclosures 2021	2-22	Statement on sustainable development strategy	Integrated Report 2022-23 page no. 72-76
GRI 2: General Disclosures 2021	2-23	Policy commitments	Integrated Report 2022-23 page no. 63-65
GRI 2: General Disclosures 2021	2-24	Embedding policy commitments	Integrated Report 2022-23 page no. 72-76, 80
GRI 2: General Disclosures 2021	2-25	Processes to remediate negative impacts	3
GRI 2: General Disclosures 2021	2-27	Compliance with laws and regulations	Integrated Report 2022-23 page no. 129-131, 171
GRI 2: General Disclosures 2021	2-28	Membership associations	11
GRI 2: General Disclosures 2021	2-29	Approach to stakeholder engagement	14
GRI 2: General Disclosures 2021	2-30	Collective bargaining agreements	11
GRI 3: MATERIAL TOPICS			
GRI 3: Material Topics 2021	3-1	Process to determine material topics	1
GRI 3: Material Topics 2021	3-2	List of material topics	Integrated Report 2022-23 page no. 63
GRI 3: Material Topics 2021	3-3	Management of material topics	Integrated Report 2022-23 page no. 64-65
GRI 200: ECONOMIC			
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	16
GRI 201: Economic Performance 2016	201-2	Financial implications and other risks and opportunities due to climate change	Integrated Report 2022-23 page no. 65

GRI INDEX WITH REFERENCE

GRI Standard	Disclosure	Description	BRSR and Integrated Report 2022-23 Page Number(s)
GRI 202: Market Presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	16
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	8
GRI 205: Anti-corruption 2016	205-2	Communication and training about anti-corruption policies and procedures	6
GRI 205: Anti-corruption 2016	205-3	Confirmed incidents of corruption and actions taken	7
GRI 206: Anti-competitive Behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	24
GRI 300: ENVIRONMENT			
GRI 301: Materials 2016	301-2	Recycled input materials used	9
GRI 301: Materials 2016	301-3	Reclaimed products and their packaging materials	9
GRI 302: Energy 2016	302-1	Energy consumption within the organization	18
GRI 302: Energy 2016	302-2	Energy consumption outside of the organization	18, 21
GRI 302: Energy 2016	302-3	Energy intensity	18
GRI 302: Energy 2016	302-4	Reduction of energy consumption	18
GRI 302: Energy 2016	302-5	Reductions in energy requirements of products and services	18
GRI 304: Biodiversity 2016	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	21, 23
GRI 304: Biodiversity 2016	304-2	Significant impacts of activities, products and services on biodiversity	21
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	19
GRI 305: Emissions 2016	305-2	Energy indirect (Scope 2) GHG emissions	19
GRI 305: Emissions 2016	305-3	Other indirect (Scope 3) GHG emissions	23
GRI 305: Emissions 2016	305-4	GHG emissions intensity	19, 23
GRI 305: Emissions 2016	305-5	Reduction of GHG emissions	19
GRI 305: Emissions 2016	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	19
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	20
GRI 306: Waste 2020	306-2	Management of significant waste-related impacts	20
GRI 306: Waste 2020	306-3	Waste generated	20
GRI 306: Waste 2020	306-4	Waste diverted from disposal	20
GRI 306: Waste 2020	306-5	Waste directed to disposal	20
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	23
GRI 308: Supplier Environmental Assessment 2016	308-2	Negative environmental impacts in the supply chain and actions taken	23
GRI 400: SOCIAL			
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	2
GRI 401: Employment 2016	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	10, 11
GRI 401: Employment 2016	401-3	Parental leave	10, 11
GRI 402: Labor/Management Relations 2016	402-1	Minimum notice periods regarding operational changes	13
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	12

GRI INDEX WITH REFERENCE

GRI Standard	Disclosure	Description	BRSR and Integrated Report 2022-23 Page Number(s)
GRI 403: Occupational Health and Safety 2018	403-2	Hazard identification, risk assessment, and incident investigation	12
GRI 403: Occupational Health and Safety 2018	403-3	Occupational health services	12
GRI 403: Occupational Health and Safety 2018	403-4	Worker participation, consultation, and communication on occupational health and safety	12, 13
GRI 403: Occupational Health and Safety 2018	403-5	Worker training on occupational health and safety	11
GRI 403: Occupational Health and Safety 2018	403-6	Promotion of worker health	11
GRI 403: Occupational Health and Safety 2018	403-9	Work-related injuries	12
GRI 403: Occupational Health and Safety 2018	403-10	Work-related ill health	12
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	11, 16
GRI 404: Training and Education 2016	404-2	Programs for upgrading employee skills and transition assistance programs	11, 13
GRI 404: Training and Education 2016	404-3	Percentage of employees receiving regular performance and career development reviews	12
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	2
GRI 405: Diversity and Equal Opportunity 2016	405-2	Ratio of basic salary and remuneration of women to men	17
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	18
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	11
GRI 408: Child Labor 2016	408-1	Operations and suppliers at significant risk for incidents of child labor	18
GRI 409: Forced or Compulsory Labor 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	18
GRI 410: Security Practices 2016	410-1	Security personnel trained in human rights policies or procedures	16
GRI 411: Rights of Indigenous Peoples 2016	411-1	Incidents of violations involving rights of indigenous peoples	16
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	25
GRI 413: Local Communities 2016	413-2	Operations with significant actual and potential negative impacts on local communities	26
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	26
GRI 414: Supplier Social Assessment 2016	414-2	Negative social impacts in the supply chain and actions taken	26
GRI 415: Public Policy 2016	415-1	Political contributions	Integrated Report 2022-23 page no. 81
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	9
GRI 417: Marketing and Labeling 2016	417-1	Requirements for product and service information and labeling	28
GRI 417: Marketing and Labeling 2016	417-2	Incidents of non-compliance concerning product and service information and labeling	28
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	28

SUSTAINABILITY ACCOUNTING STANDARDS BOARD (SASB) INDEX

INDUSTRY - COMMERCIAL BANKS

Topic	Accounting Metric	Code	Summary of bank's response
Data Security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected	FN-CB-230a.1.	Refer to our Business Responsibility & Sustainability Report 2022-23
	Commercial and industrial credit exposure, by industry	FN-CB-230a.2.	Refer to our Integrated Report 2022-23
Financial Inclusion & Capacity Building	(1) Number and (2) amount of loans outstanding qualified to programs designed to promote small business and community development	FN-CB-240a.1.	Refer to our Integrated Report 2022-23
	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	FN-CB-240a.4.	Refer to our Integrated Report 2022-23
Incorporation of Environmental, Social, and Governance Factors in Credit Analysis	Commercial and industrial credit exposure, by industry	FN-CB-410a.1	Refer to our Environmental and Social Policy Framework
	Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	FN-CB-410a.2	Refer to our Environmental and Social Policy Framework
Business Ethics	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	FN-CB-510a.1	IDFC FIRST Bank businesses did not have any significant monetary losses as a result of legal proceedings
	Description of whistleblower policies and procedures	FN-CB-510a.2	Refer to our Integrated Report 2022-23 and Whistle Blower Policy
Systematic Risk Management	Global Systemically Important Bank (G-SIB) score, by category	FN-CB-550a.1	IDFC FIRST Bank is not a Global Systemically Important Bank (G-SIB)
	Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	FN-CB-550a.2	Refer to our Integrated Report 2022-23