

 <b>IDFC FIRST Bank</b> ALWAYS YOU FIRST	<b>Social Factsheet</b>	<b>FIRST ENSURE</b>
Category	Social Indicator	IDFC FIRST Bank (FY 2023-24)
Workforce Breakdown	% of females in	
	• Total workforce	18%
	• Senior Management	20%
	• Middle Management	22%
	• Junior Management	9%
	• Top Management positions (maximum two levels below CEO)	16%
	• Revenue generating functions	12%
Gender Pay Indicators	Executive level	Base      Base + Incentives
	• Men	INR 56.39 lakhs      INR 58.84 lakhs
	• Women	INR 53.39 lakhs      INR 54.50 lakhs
	Management level	Base      Base + Incentives
	• Men	INR 14.29 lakhs      INR 15.89 lakhs
	• Women	INR 13.90 lakhs      INR 14.72 lakhs
	Non-management level	Base
	• Men	INR 4.30 lakhs
	• Women	INR 4.53 lakhs
Hiring	Total New Hires	18,119
	% open positions filled by internal candidates	2%
	Average hiring cost / FTE	INR 16,596
Employee Engagement Survey	Employees satisfaction (eNPS)	56 (Note: Promoters, i.e. employees giving a score 9 or 10 out of 10, constitute over two-third of the respondents)
	Employees who responded to the survey	67.3%
Absentee Rate	Employees (% total days scheduled)	1.4%
	% coverage of employees	100%
Financial Inclusion	The Bank strives to ensure the following with respect to its financial inclusion commitment to: <ul style="list-style-type: none"> <li>Engage with external parties to expand the reach or develop the inclusive finance market.</li> <li>Training staff for conducive and professional behaviour.</li> <li>Implement mechanisms for easy and effective redressal of grievances by financial inclusion clients.</li> <li>Establish procedures and governance to prevent over indebtedness, and to maintain asset quality.</li> <li>Offer non-financial support and promote the financial well-being of underserved groups through trainings to communities.</li> <li>Tailor delivery methods to the targeted group's needs and preferences, such as through WASH Financing.</li> </ul> Innovate and expand the range of financial services available to underserved groups, based on market research and feedback from clients such as financing for EV two wheelers and three wheelers, and bicycles.	
Third-Party assurances	Equal and Gender Pay indicators + Absentee rate of the Bank is assured by a qualified third party.	
Third-Party audits of Policies	The internal Code of Conduct for all employees and Privacy Policy of the Bank is assured by a qualified third party in alignment with ISO 26000 standards.	