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Business Responsibility & Sustainability Report 2023-24

SECTION A: GENERAL DISCLOSURES

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 2023-2024
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11.	Paid-up Capital	INR 70,69,92,38,530 as on March 31, 2024
12.	Name and contact details of the person who may be contacted in case of any queries on the BRSR report	Ms. Shikha Hora Kamdar 1800 10888 esg@idfcfirstbank.com
13.	Reporting boundary	Standalone Basis
14.	Name of assurance provider	TUV India Private Limited
15.	Type of assurance obtained	Reasonable Assurance

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Financial Services	Treasury, Corporate /Wholesale Banking, Retail Banking	100%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	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

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

Location	Number of plants	Number of offices	Total
National	N.A.	55 Offices, Branches – 944	999
International	-	-	-

19. Markets served by the entity:

a. Number of locations

Location	Number
National (No. of States)	27 States and 4 Union Territories
International (No. of Countries)	NIL

b. 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.

c. 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**20. Details as at the end of Financial Year:****a. Employees (including differently abled):**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
1.	Permanent (D)	41,141	33,768	82%	7,373	18%
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total employees (D + E)	41,141	33,768	82%	7,373	18%

Note: "Employee" defined under Sec 2(l) of the Industrial Relations Code, 2020, means any person employed to do any skilled, semi-skilled or unskilled, manual, operational, supervisory, managerial, administrative, technical or clerical work. To avoid duplication, the Bank has not reported anyone under workers, though some may qualify under the definition of worker.

Also, a core tenet of the Bank's people policy is the equal treatment of its employees, and zero discrimination based on gender, religion or social background. This is also extended to employee compensation, rewards and benefits.

Over the past two years, the Bank has progressively increased women participation in its workforce, and this metric is stronger for the younger workforce and for new hires. The Bank has stringent policies, processes and initiatives that it has rolled out, to ensure a truly diverse and inclusive workplace.

b. Differently abled Employees:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
1.	Permanent (D)	13	12	92%	1	8%
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees (D + E)	13	12	92%	1	8%

21. Participation/Inclusion/Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	2	20%
Key Management Personnel	3	NIL	NIL

Note: 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 both categories.

22. Turnover rate for permanent employees:

The Bank took many initiatives during the year, including technical training, managerial effectiveness improvement training, better onboarding of new joiners, skill building, cross functional mobility, feedback mechanism from employees, recognition programs, working on collaborative aspects of culture and calendarized employee connect programs for engagement. The Bank provided career progression, growth opportunities, compensation correction and recognition to employees. The Bank also delivered over 20 lakh learning hours during the year.

Considering the breakup of our staff composition, 29% of the Bank staff are in rural locations. The Bank does not outsource business, collections, operations or servicing in rural locations, so that better control is ensured. The Bank was short in Priority Sector Lending and had to expand Rural Banking to meet its PSL franchise.

28% of the Bank's staff are in Branch Banking and are largely focused on servicing customers, relationship management and in building the deposit franchise.

6% of the staff are engaged in providing service to customers like contact centers. 5% of our staff is in underwriting, 5% in collections and 4% in operations. This constitutes 77% of the overall headcount in the Bank.

These divisions largely have people in Account Opening and basic servicing roles and the median age is 28.7 years. These age groups usually have higher attrition because of fungibility of skills across industries such as sales roles in retail chains, telecom, platform companies, BPOs in the booming Indian service industries.

Attrition reduces with seniority and has meaningfully reduced over the last year FY 24 because of dedicated action at the Bank's end. The attrition in Junior Management roles reduced from 30.6% in FY 23 to 22.2% in FY 24. In Middle Management it has reduced from 18.6% in FY 23 to 12% in FY 24. In Senior Management attrition reduced from 10.7% in FY 23 to 9% in FY 24.

In new age skills, such as engineering, data science, data analytics and technology, attrition is low at 10% as the Bank is becoming a preferred place for working with new technologies. Attrition is also low in Corporate Functions and Risk Management Divisions.

Particulars	FY 2021-22 (Turnover rate in the year prior to the previous FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2023-24 (Turnover rate in current FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Senior Management	11.9%	8.2%	11.6%	9.9%	17.5%	10.7%	8.6%	12.2%	9.0%
Middle Management	18.7%	15.7%	18.4%	18.5%	19.7%	18.6%	11.3%	16.5%	12.0%
Junior Management	31.9%	37.8%	32.8%	30.4%	31.6%	30.6%	22.5%	21.1%	22.2%
Account Opening & Junior Sales Staff	50.0%	58.2%	51.3%	38.2%	45.7%	39.5%	38.6%	41.6%	39.2%
Permanent Employees (Overall)	43.3%	51.5%	44.5%	34.6%	40.8%	35.6%	31.8%	34.5%	32.2%
Permanent Employees (excluding Account Opening & Junior Sales Staff)	26.9%	29.8%	27.3%	25.5%	27.4%	25.7%	19.88%	20.24%	19.94%

V. Holding, Subsidiary and Associate Companies

23. Names of holding/ subsidiary/ associate companies/ joint ventures:

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ subsidiary/ associate/ joint venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity?
1	IDFC FIRST Bharat Limited	Subsidiary	100.00%	No
2	Millennium City Expressways Private Limited	Associate	29.31%	No

VI. CSR Details

- 24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013:** Yes
- (ii) Turnover (in ₹)** 36,324.50 Cr.
- (iii) Net worth (in ₹)** 31,035.49 Cr.

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	-	-	-	-	-	-	-
Investors	Yes Investors' Grievances Redressal Policy	138	6	-	553	6	-
Shareholders	Yes Investors' Grievances Redressal Policy	6	1	-	8	0	-
Employees	Yes Links of applicable policies are available on the internal portal of the Bank (iConnect)	13	0	-	2	0	-
Customers	Yes Customer Grievance Redressal Policy	26,998	469	Refer note	20,755	395	Refer note
	Complaints per 1000 customers	0.075			0.046		
Value Chain Partners	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-

Note: 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. The Bank also has a grievance redressal mechanism, where customers can raise their complaints and feedback across platforms such as website, phone and others.

26. Overview of the entity's material responsible business conduct issues:

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Please refer section on 'Materiality' of the Integrated Report for FY 2023-24.					

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b.	Has the policy been approved by the Board?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c.	Web Link of the Policies, if available	Links of applicable policies, if available, are provided on the website of the Bank and 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 (iConnect).							
2.		Whether the entity has translated the policy into procedures.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.		Do the enlisted policies extend to your value chain partners?	No	No	No	No	No	No	No	No
4.		Name of the national and international codes/ certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 26000	-	ISO 26000	-	-	ISO 14001 and 45001 IGBC & LEED*	-	-
			*IGBC & LEED certification for some of large offices							
5.		Specific commitments, goals and targets set by the entity with defined timelines, if any.	Completed <ul style="list-style-type: none">Covering minimum three Scope 3 categories by FY 2024, apart from financed emissionsMaintain employee engagement at healthy levels and aim for 100% coverageIncrease learning hours by 10% year on year In progress <ul style="list-style-type: none">20% renewable energy in energy mix by 2025 for large offices10% of finance towards wholesale responsible lending by 2027*Estimate % of offices located in water stress areas by 2025Implement water conservation initiatives for all large offices by 202520% reduction of waste intensity from FY 2023 baseline by 2030*Cover 25% of value chain partners under Human Rights Assessment by 2025 <p>*Revised goal basis internal baselining, benchmarking and strategy</p>							
6.		Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Please refer section on 'ESG Targets and Progress' of the Integrated Report for FY 2023-24.							
Note: The commitments, goals and targets set by the Bank predominantly aligns with P3 and P6 of NGRBC Principles.										
Governance, leadership and oversight										
7.		Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements.	The message from the MD & CEO of the Bank covers aspects of ESG and 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. The Stakeholders' Relationship, ESG and Customer Service Committee.							

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? If yes, provide name of the agency.

P1	P2	P3	P4	P5	P6	P7	P8	P9
Code of Conduct and Privacy Policy of the Bank are externally assured by TUV India Private Limited. All other Policies of the Bank are evaluated internally.								

12. If answer to question (11) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business	N.A.								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles	N.A.								
The entity does not have the financial or/human and technical resources available for the task	N.A.								
It is planned to be done in the next financial year	N.A.								

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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	2	Leadership and Governance in Banks: Driving Sustainable Growth and Stability, ESG Training for the Board	85%
Key Managerial Personnel	4	Prohibition of Insider Trading_2023-24, Online Program in IT & Cyber Security for Senior Management, Cyber Security Refresher, Vigilance	50%
Employees other than BoD and KMPs	Classroom – 1491 E Learning – 4738	AML and KYC, Cyber Security Course, Mobile Banking, NRI Product & KYC Documentation, POSH – Employee Awareness Module, Prohibition of Insider Trading, Whistle-blower Policy Module	98.93%

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:

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred?
Penalty/Fine	-	RBI	1,00,00,000/-	The RBI imposed penalty of INR 1 Crore on April 5, 2024 with regard to a loan granted to Krishna Bhagya Jal Nigam Ltd in FY 2016-17 and FY 2017-18.	Yes
	-	RBI	10,000/-	The penalty was levied by the RBI basis the incognito visit done in September 2023 at Dhamtari branch, Chhattisgarh wherein they had observed that exchange note facility for non-customer was not provided.	Yes
Settlement	NIL	NIL	NIL	NIL	NIL
Compounding fee	NIL	NIL	NIL	NIL	NIL

Non- Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred?
Imprisonment	NIL	NIL	NIL	NIL
Punishment	NIL	NIL	NIL	NIL

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
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 majorly in four policies of the Bank which are Whistle Blower Policy, Code of Conduct for Board of Directors & Senior Management Personnel, Code of Conduct for Employees and Vigilance Policy as outlined below:

- Whistle Blower Policy**

The Bank believes in conducting the affairs of its constituents in a fair and transparent manner by adopting the highest standards of professionalism, honesty, integrity and ethical behaviour. The purpose of the Whistle Blower 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/Whistle-Blower-Policy-V1-6.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>

- **Code of Conduct for Employees**

In line with the principles of the UN Global Compact and IDFC FIRST Bank's values, the Bank aims to imbibe, assist and implement a set of core values in the areas of human rights, labour standards, environment and anti-corruption. The Bank's Code of Conduct reflects the standards of behaviour it looks for from all its stakeholders in the above areas.

It strives to find affordances for all its stakeholders to live by the Bank's values on an ongoing basis.

Through this Policy, the Bank aims to lay down guidelines for appropriate business conduct and ethical behaviour to establish a fair and respectful work environment in IDFC FIRST Bank. The Policy applies to all permanent employees of IDFC FIRST Bank and covers the framework and practices that guide our business conduct.

- **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 against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:**

Particulars	(₹ in crore)	
	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL

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

	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NIL	NIL	NIL
Number of complaints received in relation to issues of Conflict of Interest of the 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.**

NIL

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

Particulars	(₹ in crore)	
	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payables	1.13	0.70

Note: An independent assurance has been carried out by TUV India Private Limited on Question 8 for FY 2023-24.

9. Open-ness of business

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

Particulars	Particulars	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	N.A.	N.A.
	b. Number of trading houses where purchases are made from	N.A.	N.A.
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	N.A.	N.A.
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	N.A.	N.A.
	b. Number of dealers / distributors to whom sales are made	N.A.	N.A.
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	N.A.	N.A.
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	N.A.	N.A.
	b. Sales (Sales to related parties / Total Sales)	N.A.	N.A.
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.01%	0.01%
	d. Investments (Investments in related parties / Total Investments made)	0.28%	0.34%

Note: An independent assurance has been carried out by TUV India Private Limited on Question 9 for FY 2023-24.

Leadership Indicators

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

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

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 a 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 organization.

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/investor-relation/governance/Policy-on-Related-Party-Transactions-new.pdf>

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

Essential Indicators

- 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.

Particulars	March 31, 2024	March 31, 2023	Particulars
R&D	N.A.	N.A.	Since the Bank is not involved in manufacturing or in direct production of goods, this parameter is not directly material for the Bank.
Capex	N.A.	N.A.	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. The Bank has undertaken several initiatives to minimise its environmental impact by getting its large offices green certified (IGBC or LEED). 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.

- Does the entity have procedures in place for sustainable sourcing? – No

The Bank's 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.

- If yes, what percentage of inputs were sourced sustainably? – N.A.

- 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.	These are minimised products with customer name printed on Cheque Book or Debit Cards, so recycling of same is not possible. As per the Bank's 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. 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. Digitisation and automation helped implement paperless processes, reduced consumption of paper through e-statements and e-receipts to customers and reduced paper procurements. The Bank has empanelled certified vendors for managing E-waste.

- 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

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

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
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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
	N.A.	

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
	N.A.	

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

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
E-waste	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Hazardous waste	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Other waste	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
	N.A.

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	33,768	33,768	100%	33,768	100%	-	-	33,768	100%	-	-
Female	7,373	7,373	100%	7,373	100%	7,373	100%	-	-	7,373	100%
Total	41,141	41,141	100%	41,141	100%	7,373	18%	33,768	82%	7,373	18%

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

- c. Spending on measures towards well-being of employees in the following format:

Particulars	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	₹ in crore			
Cost incurred on well-being measures as a % of total revenue of the company	0.56%		0.55%	

Note: An independent assurance has been carried out by TUV India Private Limited on Question 1 (c) for FY 2023-24.

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

Benefits	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	Yes	100%	Yes
Gratuity	100%	N.A.	100%	N.A.
ESI	N.A.	N.A.	N.A.	N.A.
Others – please specify	N.A.	N.A.	N.A.	N.A.

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees, 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 IDFC FIRST Bank Tower (HO) and majority of the branches (wherever it is possible), the Bank has 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 Equal Opportunity and Diversity Guidelines Policy is publicly available at:

<https://www.idfcfirstbank.com/content/dam/idfcfirstbank/pdf/69-Equal-Opportunity-and-Diversity-Guidelines-Policy-V-19-1.pdf>

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

Gender	Permanent employees	
	Return to work rate	Retention rate
Male	99.87%	84.74%
Female	99.24%	87.12%
Total	99.74%	85.22%

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

Indicate product category	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employees	<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>

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

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total employees in respective category (A)	No. of employees in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees in respective category (C)	No. of employees in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees						
- Male						NIL
- Female						

8. Details of training given to employees:

Category	FY 2023-24 (Current Financial Year)						FY 2022-23 (Previous Financial Year)					
	Total (A)	On Health and safety measures		On Skill upgradation			Total (D)	On Health and safety measures		On Skill upgradation		
		No. (B)	% (B / A)	No. (C)	% (C / A)			No. (E)	% (E / D)	No. (F)	% (F / D)	
Employees												
Male	33,768	30,342	89.85%	33,392	98.89%		29,655	24,867	83.85%	29,361	99.01%	
Female	7,373	6,709	90.99%	7,310	99.15%		5,697	4,739	83.18%	5,591	98.14%	
Total	41,141	37,051	90.06%	40,702	98.93%		35,352	29,606	83.75%	34,952	98.87%	

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

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	33,768	30,651	90.77%	29,655	25,050	84.47%
Female	7,373	6,529	88.55%	5,697	4,645	81.53%
Total	41,141	37,180	90.37%	35,352	29,695	84.00%

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?	Yes. All IDFC FIRST Bank employees, consumers, business partners, visitors and consultants who visit or work on IDFC FIRST Bank premises for limited or extended periods of time.
b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	IDFC FIRST Bank Health & Safety Synopsis available at: https://www.idfcfirstbank.com/content/dam/idfcfirstbank/pdf/Health-and-safety-policy.pdf
c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)	N.A.
d. Do the employees of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	Yes

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

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

*Including in the contract workforce

Note: An independent assurance has been carried out by TUV India Private Limited on Question 11 for FY 2023-24.

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, the Bank provides free 24*7 online doctor's consultation, medical emergency services, medical room facility in its larger offices, monthly wellness diaries, monthly wellness webinars, wellness week in December 2023 and Women's Day activities in February 2024 were conducted. The Bank introduced the Reach Out initiative, which is an Employee Assistance Programme (EAP) through 1to1help. As part of its New Reach Out initiative, the Bank conducted EAP awareness sessions for employees, HRBPs, and a roundtable session with senior leaders along with an external mental health expert on the panel. Apart from this the Bank also sent communications regarding mental health articles, self-assessments and video content available on the 1to1help website. The Bank celebrated National Safety Week from March 4-8, 2024 with a slew of contests, workshops, quizzes, pledges and training sessions on safety, carbon footprint disclosure and waste awareness.

13. Number of complaints on the following made by employees:

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

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.

While the Bank takes various measures to ensure safety in its premises, there have been no assessments conducted for identification of significant risks/concerns by third party or statutory entities.

Leadership Indicators**1. Does the entity extend any life insurance or any compensatory package in the event of death of employees (Y/N).**

All permanent employees are covered by 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 the highest level of compliances with respect to statutory legislations applicable. It also expects its value chain partners within the ambit of regulatory norms which is 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 having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been/ are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

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

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

Yes. The Bank recognises that an advance notice helps the employees, the clients and stakeholders to plan better for the next steps of transition. It ensures smooth transition of job responsibilities for the 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	NIL
Working Conditions	NIL

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.

The Bank's stakeholders have a broad range of interests and viewpoints and collaboration with these stakeholders will ensure its continued success. As such, the Bank listens and strives to gain stakeholder's trust, thus leading to a more stable and long-term relationship. The Bank engages with stakeholders to obtain inputs that can be helpful as it executes the strategy. The Bank believes 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 many stakeholder policies in-place to emphasise the importance of collaboration with shareholders, employees, suppliers, customers, business partners, local communities and debt investors, to generate stable and predictable business environment. The Bank has made a two-way engagement channel available for stakeholders to build trust and 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 & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	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 and 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>The Bank's wellness programme encompasses the three broader elements of wellness – Physical Wellness, Mental Wellness & Financial Wellness.</p> <p>Following are sub-programmes of Physical Wellness:</p> <ul style="list-style-type: none"> Fit & Happy, Doctor-On-Call Services, Emergency Assistance Services, Wellness Diaries etc. Mental Wellness – This programme is named "Reach Out". It focuses on employee mental well-being and aims to provide access to free emotional and mental health counselling support to all employees & their dependents. Financial Wellness Programme – This programme focuses on financial soundness of employees. The Bank organises 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 & NGOs	Yes The Bank has identified women, people with disabilities, children, youth, farmers, dairy farmers as its disadvantaged, vulnerable and marginalised stakeholders.	Regular meetings Focus group discussions Regular capacity building programmes Project monitoring and reviews	Continuous Monthly/ Quarterly/ Annual performance review	Training and inclusive growth, financial literacy, Sustainable growth
Customers	Yes	Digital – E-mail, Website, Social Media, Mobile App, SMS Others – Branch, Calls, Advertisement, Notice Board	Ongoing	Customer Needs Customer Experience Product Features & Benefits Net Banking Features Mobile Banking Features 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 training courses.

The Senior Management of the Bank engages with the **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 NGOs** 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 engages 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 channels 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 investors 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 connect with **Suppliers** on need basis.

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 has recently issued a draft disclosure framework on climate-related financial risks. The Bank is setting up a framework for sustainable finance. The Bank is also building a detailed climate action roadmap.

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

The Bank has a strong focus on CSR activities with voluntary spending of INR 25.63 crores. The Bank had 11,158 employee volunteers participate in various programmes who contributed 19,884 hours in FY24. During the same period, the Bank reached out to 29,264 farmers, managed 20 Pashu Vikas Kendras (Animal Welfare Centres); and facilitated human resource support to 800 village-level women representatives known as 'Gram Sakhis' under Shwetdhara Programme in Rajasthan, Madhya Pradesh and Karnataka. The Bank's objective is to reduce per day cattle rearing cost and to improve milk production at beneficiary households.

Additionally, the Bank also has MBA and Engineering Scholarship Programs wherein it gives scholarships to 350 and 50 scholars respectively; an early intervention program for children with intellectual disability; a sports scholarship program for female football players; vocational training program for youth of IT centres. A cancer care support program for children with cancer and a capacity building program for NGOs.

During the year the Bank also supported victims of Odisha train crash and Tamil Nadu floods.

PRINCIPLE 5: Businesses should respect and promote human rights**Essential Indicators****1. Employees who have been provided training on human rights issues and policy(ies) of the entity, in the following format:**

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total (A)	No. of employees covered (B)	% (B / A)	Total (A)	No. of employees covered (B)	% (B / A)
Employees						
Permanent	41,141	41,141	100%	35,352	35,352	100%
Other than Permanent	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Total Employees	41,141	41,141	100%	35,352	35,352	100%

Note: 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, in the following format:

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent										
Male	33,768	NIL	0%	33,768	100%	29,655	NIL	0%	29,655	100%
Female	7,373	NIL	0%	7,373	100%	5,697	NIL	0%	5,697	100%
Other than Permanent										
Male	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Female	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

3. Details of remuneration/salary/wages**a. Median remuneration / wages:**

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	8*	50.14 lakh	2	32.47 lakh
Key Managerial Personnel	3	2.95 crore	0	0
Employees other than BoD and KMP	33768	5.50 lakh	7373	5.10 lakh

Note: 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.

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Gross wages paid to females as % of total wages	15.55%	14.47%

Note: An independent assurance has been carried out by TUV India Private Limited on Question 3 (b) for FY 2023-24.

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes. 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, the employee may lodge a written complaint via e-mail to the mentioned e-mail ID: IHaveaGrievance@idfcbank.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 investigated 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 Bank has put in place a POSH Policy which reflects the Bank's zero-tolerance to any form of prejudice, gender bias and harassment at the workplace.

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

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	NIL	NIL	NIL	01	01	Refer note
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

Note: The Bank received 1 complaint in the month of March 2023. As of the date of this report, the said complaint is resolved within the statutory timelines.

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	NIL	01
Complaints on POSH as a % of female employees	NIL	0.02%
Complaints on POSH upheld	NIL	01

Note: An independent assurance has been carried out by TUV India Private Limited on Question 7 for FY 2023-24.

8. 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. The Bank has set up an Internal Committee ('IC') to receive and redress complaints of sexual harassment. The Bank also undertakes ongoing training 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 stakeholder's right.

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

No

10. Assessments for the year:

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

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 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 FY 2023-24 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 IDFC FIRST Bank Tower (HO) and majority of the branches (wherever possible), the Bank has 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	NIL
Discrimination at workplace	NIL
Child Labour	NIL
Forced Labour/Involuntary Labour	NIL
Wages	NIL
Others – please specify	N.A.

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 Gigajoules) and energy intensity, in the following format:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	5,943.6	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	5,943.6	-
From non-renewable sources		
Total electricity consumption (D)	1,58,654.02	1,10,317.3
Total fuel consumption (E)	7,696.29	3,989.5
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	1,66,350.31	1,14, 306.8
Total energy consumed (A+B+C+D+E+F)	1,72,293.91	1,14, 306.8
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	4.74	4.20
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	9.94	8.69
Energy intensity in terms of physical output	0.58	0.48
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? Yes. An independent assurance has been carried out by TUV India Private Limited on Question 1 for FY 2023-24.

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.

N.A.

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water (in kilolitres)	7,16,851.32	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	7,16,851.32	-
Total volume of water consumption (in kilolitres)	7,16,851.32	-
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	19.73	-
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	41.36	-
Water intensity in terms of physical output	2.42	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? Yes. An independent assurance has been carried out by TUV India Private Limited on Question 3 for FY 2023-24.

4. Provide the following details related to water discharged:

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

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? Yes. An independent assurance has been carried out by TUV India Private Limited on Question 4 for FY 2023-24.

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

Yes. Water consumption is not directly material to the Bank's operations. However, in specific large offices, including our Corporate Head Office, the Bank has Sewage Treatment Plants (STPs) that ensure all wastewater is treated and recycled, and no discharge is routed to the sewerage system. Further, the Bank is exploring the installation of STPs in more large offices.

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

Parameter	Please specify unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
NOx	N.A.	N.A.	N.A.
SOx	N.A.	N.A.	N.A.
Particulate matter (PM)	N.A.	N.A.	N.A.
Persistent organic pollutants (POP)	N.A.	N.A.	N.A.
Volatile organic compounds (VOC)	N.A.	N.A.	N.A.
Hazardous air pollutants (HAP)	N.A.	N.A.	N.A.
Others – please specify	N.A.	N.A.	N.A.

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

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

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	566.65	291.1
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	36,270.07	24,821.4
Total Scope 1 and Scope 2 emissions	tCO ₂ e	36,836.72	25,112.5
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO ₂ e/ INR Cr.	1.01	0.92
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	tCO ₂ e/ USD mn. adjusted PPP	2.13	1.91
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO ₂ e/ INR Cr.	0.1244	0.1047
Total Scope 1 and Scope 2 emission intensity (optional)– the relevant metric may be selected by the entity	-	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? Yes.
An independent assurance has been carried out by TUV India Private Limited on Question 7 for FY 2023-24.

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

No.

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B) (in metric tonnes)	42.76	8.67
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E) (in metric tonnes)	111.98	97.34
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) (in metric tonnes)	154.74	106.01
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.0043	0.0039
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.0089	0.0081
Waste intensity in terms of physical output	0.0005	0.0004
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	11.75*	NIL
(ii) Re-used	NIL	NIL
(iii) Other recovery operations	NIL	NIL
Total	11.75	NIL

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations** (in metric tonnes)	128.72	-
Total	128.72	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? Yes. An independent assurance has been carried out by TUV India Private Limited on Question 9 for FY 2023-24.

*Paper waste recycled from three large offices in BKC, Mumbai.

**Waste disposed consists of E-waste & Battery waste.

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

Being a financial services 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 branches is separated (dry and wet waste). The waste is then handed over to an authorised waste processor. Digitisation and automation have helped implement paperless processes, reduced consumption of paper through e-statements and e-receipts to customers and reduced paper procurements. The Bank has empaneled certified vendors for managing its e-waste. The Bank has also adopted a strategy to radically reduce plastic consumables across its offices by eliminating plastic consumables and switching to reusable or sustainably sourced alternatives wherever possible.

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

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

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

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

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

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

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

Leadership Indicators

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

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

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No.

The Bank is currently undertaking an exercise to estimate offices located in water stressed areas (if any).

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

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 3 emissions[^] (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	39,404.2*	2,332**
[^] The Bank has voluntarily chosen to disclose additional categories under Scope 3 for FY 24.		*Cat.1 - Purchased Goods and Services = 2,080.6 Cat. 6 - Business Travel = 35,871.3 Cat. 7 - Employee commuting = 1,452.4	**Air Travel
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO ₂ equivalent per crore rupee of turnover	1.09	0.09
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	Metric tonnes of CO ₂ equivalent/ Revenue from operations adjusted for PPP	2.27	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No.

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

N.A.

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

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

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

Yes. Web link at:

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

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

NIL

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

NIL

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.

S. 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 FY2023-24, hence, no corrective actions were undertaken.		

Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
1	Suggestions to RBI: The Bank has submitted responses to below mentioned e-mails received from the RBI during FY 2023-24: (i) ESG recommendations by IDFC FIRST Bank (ii) Comments on Draft Circular on Digital Lending – Transparency in Aggregation of Loan Products from Multiple Lenders	The draft directions/ guidelines of the RBI are circulated to all the stakeholders. The suggestions received are submitted to the RBI on e-mail. In certain cases, the Bank submits the suggestions/ representation on guidelines based on challenges faced by the RBI.	No	N.A.	N.A.
2	Suggestions to IBA: The Bank has submitted responses to below mentioned e-mails received from IBA during FY 2023-24: (i) Views/ suggestions on the Corporate Social Responsibility (CSR) framework (ii) RBI requirement: Review and Suggestions for improvements of DBUs (iii) Feedback: Bank Financing of Fertilizer Subsidy Receivables – Discontinuation thereof	IBA seeks suggestions from all banks in various areas. IDFC FIRST Bank disseminates these mails to the concerned stakeholders internally. The responses received from the stakeholders are submitted to IBA.	No	N.A.	N.A.

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development**Essential Indicators**

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

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

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

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

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

The Bank's field team 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 suppliers:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	2%	3%
Directly from within India	96%	97%

Note: An independent assurance has been carried out by TUV India Private Limited on Question 4 for FY 2023-24.

The denominator for the above indicator represents 'purchases' made from vendors forming part of Schedule 16 and additions to fixed assets as per Schedule 10 of the Audited Standalone Financial Statements of the Bank.

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

Location	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Rural	1.42%	1.38%
Semi-urban	8.26%	8.52%
Urban	14.28%	13.44%
Metropolitan	76.04%	76.66%

(Place categorized as per the RBI Classification System - rural / semi-urban / urban / metropolitan)

Note: An independent assurance has been carried out by TUV India Private Limited on Question 5 for FY 2023-24.

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
N.A.	

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

S. No.	State	Aspirational District	Amount spent (In INR)
NIL			

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

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

The Bank has used the financial inclusion model for reaching out to rural and urban India. The Bank has presence in various states in India. Branches select 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. Therefore, most branches source goods from local suppliers.

- b. From which marginalized /vulnerable groups do you procure? – N.A.

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

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

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

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

Name of authority	Brief of the case	Corrective action taken

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
Details provided in the CSR section of the Integrated Report. Total beneficiaries in FY 2023-24 are 2,18,501.			

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

Essential Indicators

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

Customer queries are addressed by the Bank's 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. The Bank aspires to create a Zero Contact Resolution architecture and various efforts have been initiated in this direction. Efforts are directed at creating pleasant customer experiences and enhanced digital-first interventions for all 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 about:

	As a percentage to total turnover
Environmental and social parameters relevant to the product	N.A.
Safe and responsible usage	N.A.
Recycling and/or safe disposal	N.A.

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

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	NIL	NIL	-	1	0	-
Advertising	NIL	NIL	-	NIL	NIL	-
Cyber-security	NIL	NIL	-	NIL	NIL	-
Delivery of essential services	NIL	NIL	-	NIL	NIL	-
Restrictive Trade Practices	NIL	NIL	-	NIL	NIL	-
Unfair Trade Practices	NIL	NIL	-	NIL	NIL	-
Other	26,998	469	Refer note	20,755	395	Refer note

Note: 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. 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	Reasons for recall
Voluntary recalls	N.A.	N.A.
Forced recalls	N.A.	N.A.

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. The URL to the Privacy Policy published on the Bank portal is:

<https://www.idfcfirstbank.com/privacy-policy>

The Bank has an Information Security Management System Policy (ISMS) that is certified with ISO 27001 and a Cyber Security Policy available on the 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

7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches – NIL**
- b. Percentage of data breaches involving personally identifiable information of customers – NIL**
- c. Impact, if any, of the data breaches – NIL**

Note: An independent assurance has been carried out by TUV India Private Limited on Question 7 (b) for FY 2023-24.

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 and 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:

<https://www.idfcfirstbank.com/terms-and-conditions/fair-practice-code-for-credit-card-operations>

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

The 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) Protecting staff 2) Maintaining continuity of critical operations 3) Protecting Bank's assets and brand value. The Bank has developed and implemented recovery strategies and 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 also exists to complement the overall readiness of the Bank. The BCM programme is aligned to the guidelines prescribed by the RBI as well as to global and industry best BCM practices.

The Bank values its customer's needs and 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, Mobile banking, Phone banking, access to IDFC FIRST Bank branches anywhere etc.

The Bank's in-house state-of-the-art customer service centre ensures that the customer needs are addressed immediately and efficiently. In case customer issues are not resolved, there is a link to 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 the Bank's 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 and explained to customers. The Bank understands the importance of providing the product-related information that help 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.

Annexure - Reasonable Assurance Statement on BRSR Core

Independent Reasonable Assurance Statement on identified sustainability information ("BRSR Core") in IDFC FIRST Bank Limited's Business Responsibility & Sustainability Report (BRSR) 2023-24.



Independent Assurance Statement

To,
The Board of Directors,
IDFC FIRST Bank Limited,
IDFC FIRST Bank Tower, (The Square),
C-61, G Block, Bandra-Kurla Complex,
Bandra (East), Mumbai - 400 051

IDFC FIRST Bank Limited (IDFC) (hereafter 'IDFC') commissioned TUV India Private Limited (TUVI) to conduct independent external assurance of BRSR Core disclosures ([09 attributes as per Annexure I - Format of BRSR Core](#)) following the ([BRSR Core - Framework for assurance and ESG disclosures for value chain](#) stipulated in SEBI [circular SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122, dated 12/07/2023](#)). IDFC developed Business Responsibility and Sustainability Report (hereinafter 'the BRSR') for the period April 01, 2023 to March 31, 2024. The BRSR is based on the National Guidelines on Responsible Business Conduct (NGRBC), [SEBI circular SEBI/HO/CFD/CMD-2/P/CIR/2021/562, dated 10/05/2021](#) followed by the [notification number SEBI/LAD-NRO/GN/2023/131, dated 14/06/2023](#) pertaining to Business Responsibility and Sustainability Report (BRSR) requirement. This assurance engagement was conducted in reference with BRSR, the terms of our engagement and ISAE 3000 (Revised) requirement.

Management's Responsibility

IDFC developed the BRSR's content pertaining to the Core disclosures (09 attributes as per Annexure I - Format of BRSR Core). IDFC management is responsible for carrying out the collection, analysis, and disclosure of the information presented in the BRSR (web-based and print), including website maintenance, integrity, and for ensuring its quality and accuracy in reference with the applied criteria stated in the BRSR, such that it's free of intended or unintended material misstatements. IDFC will be responsible for archiving and reproducing the disclosed data to the stakeholders and regulators upon request.

Scope and Boundary

The scope of work includes the assurance of the following [09 attributes as per Annexure I - Format of BRSR Core](#) disclosed in the BRSR report. The BRSR core requirements encompass essential disclosures pertaining to organization's Environmental, Social and Governance (ESG). In particular, the assurance engagement included the following:

- Review of [09 attributes as per Annexure I - Format of BRSR Core](#) submitted by IDFC
- Review of the quality of information
- Review of evidence (on a random samples) for all 9 attributes and its KPI

TUVI has verified the below [09 attributes as per Annexure I - Format of BRSR Core](#) disclosed in the BRSR

Attributes	KPI
Green-house gas (GHG) footprint Boundary Covers Corporate Office, Zonal Offices and branch locations across India except the standalone bank ATM	Total Scope 1 emissions (with breakup by type) - GHG (CO ₂ e) Emission in MT - Direct emissions from organization's owned- or controlled sources - Reported and estimated Total Scope 2 emissions in MT - Indirect emissions from the generation of energy that is purchased from a utility provider- Reported and estimated GHG Emission Intensity (Scope 1+2), Total Scope 1 and Scope 2 emissions (MT) / Total Revenue from Operations adjusted for PPP - calculated based on reported and estimated values GHG Emission Intensity (Scope 1+2), Total Scope 1 and Scope 2 emissions (MT) / Total Output of Product or Services- calculated based on reported and estimated values
Water footprint Boundary Covers Corporate Office, Zonal Offices and branch locations across India	Total water consumption (in kL) - Reported and estimated Water consumption intensity - kL / Total Revenue from Operations adjusted for PPP - Calculated based on estimation Water consumption intensity - kL / Product or Service - calculated based on estimated values Water Discharge by destination and levels of Treatment (kL) - Not applicable
Energy footprint Boundary Covers Corporate Office, Zonal Offices and branch locations across India except the standalone bank ATM	Total energy consumed in GJ - Reported and estimated % of energy consumed from renewable sources - In % terms- Reported and estimated Energy intensity -GJ/ Rupee adjusted for PPP - calculated based on reported and estimated values Energy intensity - Joules or multiples / Product or Service - calculated based on reported and estimated values
Embracing circularity - details related to waste management by the entity Boundary Covers Corporate Office, Zonal Offices and branch locations across India	Battery waste (MT) (A) E waste (MT) (B) Total waste generated (A + B) (MT) - Partially reported Waste intensity • MT / Rupee adjusted for PPP - calculated based on partially reported values Waste intensity • MT / Unit of Product or Service - calculated based on partially reported values Each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (MT) - Partially reported

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	Each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (Intensity) ✓ kg of Waste Recycled Recovered / Total Waste generated – Partially reported
	For each category of waste generated, total waste disposed by nature of disposal method (MT) – Partially reported
	For each category of waste generated, total waste disposed by nature of disposal method (Intensity) ✓ kg of Waste Recycled Recovered / Total Waste generated – Partially reported
Enhancing Employee Wellbeing and Safety Boundary Covers Corporate Office, Zonal Offices and branch locations across India	Spending on measures towards well-being of employees and workers – cost incurred as a % of total revenue of the co - In % terms - Calculated and reported Details of safety related incidents for employees and workers (including contract-workforce e.g. workers in the company's construction sites) 1) Number of Permanent Disabilities - Nil 2) Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) - Nil 3) No. of fatalities - Nil
Enabling Gender Diversity in Business Boundary Covers Corporate Office, Zonal Offices and branch locations across India	Gross wages paid to females as % of wages paid - In % terms Complaints on POSH 1) Total Complaints on Sexual Harassment (POSH) reported- Nil 2) Complaints on POSH as a % of female employees / workers - Not applicable 3) Complaints on POSH upheld- Not applicable
Enabling Inclusive Development Boundary Covers Corporate Office, Zonal Offices and branch locations across India	Input material sourced from following sources as % of total purchases – Directly sourced from MSMEs/ small producers and from within India - In % terms – As % of total purchases by value - Reported Job creation in smaller towns – Wages paid to persons employed in smaller towns (permanent or non-permanent /on contract) as % of total wage cost - In % terms – As % of total wage cost- Calculated and reported
Fairness in Engaging with Customers and Suppliers Boundary Covers Corporate Office, Zonal Offices and branch locations across India	Instances involving loss / breach of data of customers as a percentage of total data breaches or cyber security events - In % terms - Reported Number of days of accounts payable - (Accounts payable *365) / Cost of goods/services procured - Calculated and reported
Open-ness of business Boundary Covers Corporate Office, Zonal Offices and branch locations across India	Concentration of purchases & sales done with trading houses, dealers, and related parties Loans and advances & investments with related parties 1) Purchases from trading houses as % of total purchases - Not Applicable 2) Number of trading houses where purchases are made from - Not Applicable 3) Purchases from top 10 trading houses as % of total purchases from trading houses - Not Applicable 1) Sales to dealers / distributors as % of total sales - Not Applicable 2) Number of dealers / distributors to whom sales are made - Not Applicable 3) Sales to top 10 dealers / distributors as % of total sales to dealers / distributors - Not Applicable Share of RPTs (as respective %age) in - • Purchases – Not reported • Sales – Not reported • Loans & advances - Reported • Investments - Reported

Notes:**Green-house gas (GHG) footprint and Energy footprint**

- The emissions on account of Refrigerant charging and the fire extinguisher charging are not accounted as credible data was not available with the reporting organization.
- The quantity of HSD is not directly monitored, it is back calculated from the expenses. This limitation is overcome by application of the lowest pricing of HSD by taking average of prices along the 4 metros.
- The electricity data is reported based on the Bank's actual electricity consumption from 10 large offices. For the remaining, it was estimated basis 439 billed locations that 62% of charges from the total billed amount is towards electricity (the remaining 38% may be towards water, CAM charges, etc.). The price per unit of electricity was calculated based on historical data. Finally, the total Scope 2 emissions was derived from the total units of electricity consumed (actual from 10 offices + units estimated from the remaining locations).

Water footprint

- The raw water consumption at the is estimated based on the studies provided by the per day per employee water consumption as per CWGA studies (except 02 locations for Juinagar and Airoli).
- Actual water consumption is reported for 02 locations. For the remaining offices, the per seat water consumption is estimated from 07 locations. The per seat water consumption is then applied to total seating capacity in the IDFC for the working days to arrive at water consumption.

Embracing circularity – details related to waste management by the entity

- Only the "E-waste" and "battery waste" data is reported. The waste data of other categories is not reported in absence of backup monitoring data.

The reporting boundaries includes all the branches and offices in India. An on-site verification was conducted on date 20-21 March 2024 and 10 April 2024. Remote assessment was also performed on dates 24-25 June 2024.

Onsite Verification: IDFC First Bank Ltd, The Square, C-61, G Block Bandra Kurla Complex, Bandra East, Mumbai 400051-20-21 March 2024.

Remote Verification conducted on 24-25 June 2024. The assurance activities were carried out together with a desk review of entire plants and offices as per reporting boundary.

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Limitations

TUVI did not perform any assurance procedures on the prospective information disclosed in the Report, including targets, expectations, and ambitions. Consequently, TUVI draws no conclusion on the prospective information. During the assurance process, TUVI did not come across any limitation to the agreed scope of the assurance engagement. TUVI did not verify any ESG goals and claim through this assignment. TUVI verified data on a sample basis; the responsibility for the authenticity of data entirely lies with IDFC. Any dependence of person or third party may place on the BRSR Report is entirely at its own risk. TUVI has taken reference of the financial figures from the audited financial reports. IDFC will be responsible for the appropriate application of the financial data. The application of this assurance statement is limited w.r.t [SEBI circular SEBI/HO/CFD/CED-SEC-2/P/CIR/2023/122, dated Jul 12, 2023](#).

Our Responsibility

TUVI's responsibility in relation to this engagement is to perform a reasonable level of assurance and to express a conclusion based on the work performed. Our engagement did not include an assessment of the adequacy or the effectiveness of IDFC's strategy, management of ESG-related issues or the sufficiency of the Report against BRSR reporting principles, other than those mentioned in the scope of the assurance. TUVI's responsibility regarding this verification is in reference to the agreed scope of work, which includes assurance of non-financial quantitative and qualitative information ([09 attributes as per Annexure I - Format of BRSR Core](#)) disclosed by 'IDFC'. Reporting Organization is responsible for archiving the related data for a reasonable time period. TUVI is responsible for

- i. Planning to obtain the limited assurance for BRSR attributes so that it is free from material misstatement,
- ii. Forming an independent opinion, based on the sampled evidence,
- iii. Reporting the opinion to The Board of Directors of 'IDFC'.

This assurance statement is prepared by considering that the data and information presented by 'IDFC' are free from material misstatement.

Verification Methodology

During the assurance engagement, TUVI adopted a risk-based approach, focusing on verification efforts with respect to disclosures. TUVI has verified the disclosures and assessed the robustness of the underlying data management system, information flows, and controls. In doing so:

- a) TUVI examined and reviewed the documents, data, and other information made available by IDFC for non-financial [09 attributes as per Annexure I - Format of BRSR Core](#) (non-financial disclosures),
- b) TUVI conducted interviews with key representatives, including data owners and decision-makers from different functions of IDFC,
- c) TUVI performed sample-based reviews of the mechanisms for implementing the sustainability-related policies and data management (qualitative and quantitative),
- d) TUVI reviewed the adherence to reporting requirements of BRSR Core framework.

Opportunities for Improvement

The following are the opportunities for improvement reported to IDFC. However, they are generally consistent with IDFC management's objectives and programs. IDFC already identified below topics and Assurance team endorse the same to achieve the Sustainable Goals of organization.

- i. The Reporting organization can develop the SOP for reporting the 09 CORE attributes;
- ii. IDFC may strengthen the data capturing by opting periodic could base system for internal data monitoring and performance reviews;
- iii. IDFC may implement dedicated and robust mechanism for capturing the electricity and waste data;
- iv. The reporting organization can perform the water audits and evaluate the baseline water consumption across sampled locations to calculate the specific the raw water consumption;
- v. The reporting organization can develop the traceable method for diversion of its non-hazardous from the landfill.

Conflict of Interest

In the context of BRSR requirements set by SEBI, addressing conflict of interest is crucial to maintain high integrity and independence of assurance engagements. As per SEBI guidelines, assurance providers need to disclose any potential conflict of interest that could compromise the independence or neutrality of their assessments. TUVI diligently identifies any relationships, affiliations, or financial interests that could potentially cause conflict of interest. We proactively implement measures to mitigate or manage these conflicts, ensuring independence and impartiality in our assurance engagements. We provide clear and transparent disclosures about any identified conflicts of interest in our assurance statement. We recognize that failure to address conflict of interest adequately could undermine the credibility of the assurance process and the reliability of the reported information. Therefore, we strictly adhere to SEBI guidelines and take necessary measures to avoid, disclose, or mitigate conflicts of interest effectively.

Our Conclusion

In our opinion, based on the scope of this assurance engagement, the disclosures on BRSR Core KPI described in the BRSR report along with the referenced information provides a fair representation of the 9 attributes, and meets the general content and quality requirements of the BRSR. TUVI confirms its competency to conduct the assurance engagement for the BRSR as per SEBI guidelines. Our team possesses expertise in ESG verification, assurance methodologies, and regulatory frameworks. We ensure independence, employ robust methodologies, and maintain continuous improvement to

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deliver reliable assessments.

Disclosures: TUVI is of the opinion that the reported disclosures generally meet the BRSR requirements. IDFC refers to general disclosure to report contextual information about IDFC, while the Management & Process disclosures the management approach for each indicator ([09 attributes as per Annexure I - Format of BRSR Core](#)).

Reasonable Assurance: As per SEBI reasonable assurance requirements including scope of Assurance, Assurance methodologies (risk-based approach and data validation techniques), mitigating conflicts of interests, documentation on evidence and communication on findings, TUVI can effectively validate the accuracy and reliability of the information presented in the BRSR, instilling confidence in stakeholders and promoting transparency and credibility in ESG reporting practices.

BRSR complies with the below requirements

- a) Governance, leadership and oversight: The messages of top management, the business model to promote inclusive growth and equitable development, action and strategies, focus on services, risk management, protection and restoration of environment, and priorities are disclosed appropriately.
- b) Connectivity of information: IDFC discloses [09 attributes as per Annexure I - Format of BRSR Core](#) and their inter-relatedness and dependencies with factors that affect the organization's ability to create value over time.
- c) Stakeholder responsiveness: The Report covers mechanisms of communication with key stakeholders to identify major concerns to derive and prioritize the short, medium and long-term strategies. The Report provides insights into the organization's relationships (nature and quality) with its key stakeholders. In addition, the Report provides a fair representation of the extent to which the organization understands, takes into account and responds to the legitimate needs and interests of key stakeholders.
- d) Materiality: The material issues within 9 attributes and corresponding KPI as per BRSR requirement are reported properly.
- e) Conciseness: The Report reproduces the requisite information and communicates clear information in as few words as possible. The disclosures are expressed briefly and to the point sentences, graphs, pictorial, tabular representation is applied. At the same time, due care is taken to maintain continuity of information flow in the BRSR.
- f) Reliability and completeness: IDFC has established internal data aggregation and evaluation systems to derive the performance. IDFC confirms that, all data provided to TUVI, has been passed through QA/QC function. The majority of the data and information was verified by TUVI's assurance team (on sample basis) during the BRSR verification and found to be fairly accurate. All data, is reported transparently, in a neutral tone and without material error.
- g) Consistency and comparability: The information presented in the BRSR is on yearly basis. and founds reliable and complete manner. Thus, the principle of consistency and comparability is established.

Independence and Code of Conduct: TUVI follows IESBA (International Ethics Standards Board for Accountants) Code which, adopts a threats and safeguards approach to independence. We recognize the importance of maintaining independence in our engagements and actively manage threats such as self-interest, self-review, advocacy, and familiarity. The assessment team was safeguarded from any type of intimidation. By adhering to these principles, we uphold the trust and confidence of our clients and stakeholders. In line with the requirements of the SEBI [circular SEBI/HO/CED/SEC-2/P/CIR/2023/122, dated 12/07/2023](#), TUVI confirms that there is no conflict of interest with IDFC. TUVI solely focuses on delivering verification and assurance services and does not engage in the sale of service or the provision of any non-audit/non-assurance services, including consulting.

Quality control: The assurance team complies with quality control standards, ensuring that the engagement partner possesses requisite expertise and the assigned team collectively has the necessary competence to perform engagements in reference with standards and regulations. Assurance team follows the fundamental principles of integrity, objectivity, professional competence, due care, confidentiality and professional behaviour. In accordance with International Standard on Quality Control, TUVI maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our Assurance Team and Independence

TUVI is an independent, neutral third-party providing ESG Assurance services with qualified environmental and social specialists. TUVI states its independence and impartiality and confirms that there is "no conflict of interest" with regard to this assurance engagement. In the reporting year, TUVI did not work with IDFC on any engagement that could compromise the independence or impartiality of our findings, conclusions, and observations. TUVI was not involved in the preparation of any content or data included in the BRSR, with the exception of this assurance statement. TUVI maintains complete impartiality towards any individuals interviewed during the assurance engagement.

For and on behalf of TUV India Private Limited



Manojkumar Borekar
Product Head – Sustainability Assurance Service
TUV India Private Limited



Date: 27/06/2024
Place: Mumbai, India
Project Reference No: 8122501001

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