FIRST Compass at IDFC FIRST Bank

2022 Highlights

Social

- ✓ **Financial Inclusion** - Serving + 6 million customers across 70,000 villages/towns across the country and 75% of borrowers are women
- ✓ **Micro-loans** to borrowers through the Joint Liability Groups (JLGs) framework
- ✓ **Sustainable livelihood -** Affordable housing, Health & sanitation loans (Suvidha Shakti Loans) for 'transforming lives' initiative across rural banking
- ✓ **Financial Literacy campaign -** Created awareness about our financial products and services in 11 regional languages with an aim to provide good financial practices
- ✓ **Strong voluntary focus on CSR activities (Last 3 years: INR 41.27 Cr. CSR voluntary spent)**
- ✓ **MSME Lending** - MSME loans with no collateral requirement and a doorstep collection policy
- ✓ **Digital Payment solutions** and access to credit for rural customers
- ✓ **Employee Development, welfare initiatives & learning & rewards:** Best in class covid welfare scheme launched for employees during pandemic, Employee wellness programs for mental & physical wellbeing, etc.
- ✓ **Awarded as Social Impact Bank of the Year 2022 –** Received from the European

Environmental

- ✓ **Green buildings & LEED building** - IGBC certification & LEED Certified Gold Standard for some of our offices
- ✓ **EV Financing** - Lending to environment-friendly sectors
- ✓ **Digitisation and automation** to adopt paperless journey
- ✓ **Tree planting** – Total 25,000 saplings planted for new accounts opened during (FY 2021-22)
- ✓ Adopted **motion sensors** for lights and lamps **and** introduced **Internet of Things (IoT)** in our air conditioning systems
- ✓ **Waste segregation methods** for dry and wet waste
- ✓ **Best *Sustainable* Banking Strategy Award** – *Received from CFI*
- ✓ **Received Water.org & Sa-Dhan Awards, 2021**
- ✓ **Best Consumer Digital Bank in India, 2021** - *Received from Global Finance Magazine*

Governance

- ✓ **Strong Board Structure**:
  - Non-Executive Directors (NED): 90%
  - Diverse skill sets: 40% specialized in IT/cyber security
  - Board Committees: majority members are independent
  - Each of the management committee is mapped to Board Committee
  - Independent Board Chair
  - Quarterly Board Committee engagement
  - Dynamic & engaged board: Average board age 61 years
  - 100% average board attendance (FY2021-22)
- ✓ **ISO 270001**
- ✓ **Strong focus on Fraud risk management**
- ✓ **Stringent credit policy and provisioning policy**
- ✓ **Strong Capital adequacy, LCR, PCR, credit rating**
- ✓ **Rigor on transparency**
- ✓ **No political contributions**
- ✓ **Strong risk management framework**
- ✓ **Strong Vigilance Mechanism**
- ✓ Best Corporate Governance, India 2022 - *Received from World Finance Organisation*