

Section 10: Progress on ESG



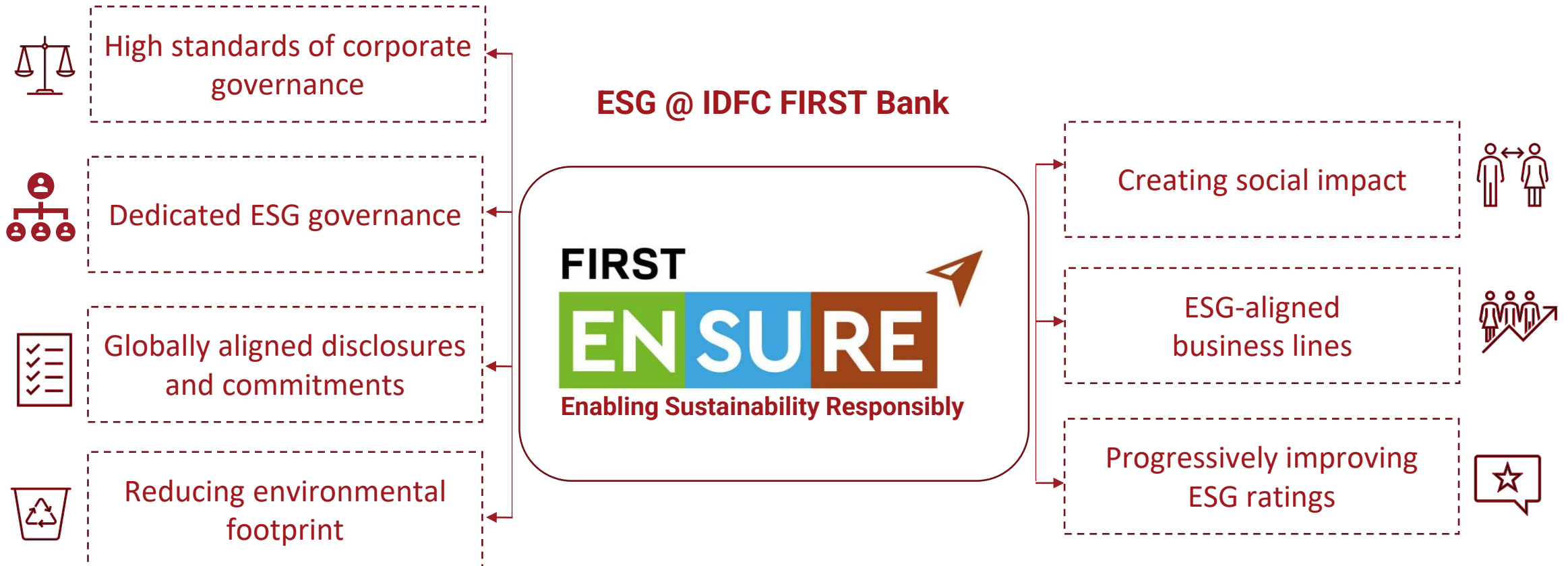
Our ESG Priorities Align with Our Corporate Vision

Our Vision: To Build A World-Class Bank in India

Guided by **Ethics**

powered by **Technology**

and be a force for **Social Good**



ESG Highlights – Q1 FY25

21%

office and branch
area is **green certified**



**Women
Directors***
on Board

*Both Independent Directors

ESG course

made mandatory
for all employees



~55%

rural borrowers are women



55%

Independent
Directors on Board

Environmental and Awareness Initiatives



Green infrastructure



EV charging infra for employees



Customer awareness



EV financing

Green buildings

- Five Large offices, including the Head Office successfully certified under **ISO 14001 and 45001 certifications** for safety, facilities and environment.
- **IGBC & LEED certification for six of our large offices** across Mumbai, Delhi and Hyderabad.
- **IDFC FIRST Bank Tower HO** (The Square, BKC) has been recertified with highest rating of **IGBC Platinum**.
- **EV charging infrastructure for employees** in three offices; encouraging EV adoption among employees.
- IDFC FIRST HO (The Square, BKC) is fully powered by **Green Energy**.

Water efficiency

- Optimization of water usage in facilities in key offices.

EV financing

- **Over 2.10 lakh EV two wheelers financed** (live portfolio).
- **5,500+ EV 3 wheelers financed** in Rural areas for last mile connectivity.
- Launched bicycle financing.
- Leading financier with maximum finance tie ups; introduced industry first end-to-end digital journeys.

Customer awareness

- Fully digitized customer journeys for multiple products to save paper.

Building a culture of sustainability

- **Employees** actively involved in the Bank's journey towards sustainability, driving awareness.
- Awareness sessions and workshops for employees on carbon, waste and other environmental and social aspects.

Social and Governance initiatives

Diversity

- Accelerating employee diversity through **iBelong** initiative.

Learning & Development

- Over **4.87 lakh learning hours** for employees in Q1 FY25.
- Mandatory ESG course launched for all employees.

Responsible lending

- Consciously increasing lending to **socially inclusive and environmentally responsible** sectors.

Customer access

- Universal bank with **1,008 branches**.

CSR and community programmes (Q1 FY25)

- Programmes spanning **entrepreneurship, sports, health, education and disaster management initiatives**.
- **4,158 dairy farmers** covered under Shwetdhara Program.
- **2,655 individuals** impacted via Lend A Shoulder employee volunteering.
- **146 children** with intellectual disability supported via early intervention program.
- **60 youth** supported with vocational training program and skilling.
- **10 female football players** supported for sports scholarships under FIRST Foot Forward program.

Strong and experienced Board

- **11 Board Committees**; majorly chaired and constituted by Independent Directors.
- Highly competent Board with over 30 years of average experience.
- Dynamic and engaged Board, with high frequency of Board meetings.
- **100% average Board attendance**.

Being customer first

- Unique customer-friendly services, including fee-free services for savings account customers; FIRST Money, a Smart Personal Loan variant, launched with zero foreclosure charges.

Quality of portfolio

- Stringent Credit and Provisioning Policy.
- Strong Capital Adequacy, LCR, PCR, Credit Rating.

Information security

- Certified with **ISO 27001** (Information Security Management System).

Governance around social responsibility

- Information on social parameters **ISO 26000** certified in accordance with ISAE 3000 (revised).

ESG Commitments, Ratings and Governance

ESG Commitments

- Annual disclosures published through the Bank’s **Integrated Report**, aligned with **Int’l IR framework, GRI and SASB**
- Official Participant of **United Nations Global Compact (UNGC)**
- One of the initial official supporters of **Task Force on Climate-Related Financial Disclosures (TCFD)** (now under IFRS Sustainability) in the Indian Banking sector

ESG Ratings

★		Sustainalytics ESG Risk Ratings			★	S&P ESG Score (DJSI)		
2024		20.1 <small>Lower is better</small>		↑	2023	48		↑
2023	2022	26.6	38.8		2022	44		

★	MSCI ESG Ratings		★	CRISIL ESG Score		★	LSEG (Refinitiv) ESG Score		
2023	A		↑	2023	67 (Strong)	↑	2023	63	↑
2021	BBB			2022	62 (Strong)		2022	60	



ESG Governance Structure

Board Level Committee

- Board Committee: Stakeholders’ Relationship, ESG and Customer Service Committee - Chaired by an Independent Board member

Management Level Committee

- Chaired by MD & CEO
- Drives the strategic integration of sustainability within the Bank
- Constitutes executive members including heads of Group functions

Steering Committee and Working Group

- Specific working groups with cross-functional composition and expertise responsible for delivering on the ESG agenda
- Facilitated by a dedicated ESG team



Recognitions for ESG Efforts



Dun & Bradstreet India

Leading Listed ESG Entity
Mar 2024



The European

Most ESG Responsible Banking
Service – India Dec 2023



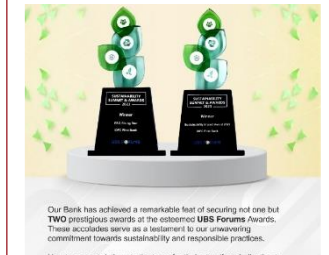
Institute of Directors India

Golden Peacock Award in ESG
Sep 2023 (National)



Capital Finance International

Outstanding Commitment to
ESG Performance India Sep 2023



UBS Forums

ESG Rising Star & Sustainability
Impact Award May 2023



Transformance Forums

Best Bank Leading the Way in
ESG Apr 2023



ET BFSI Excellence Awards

Best CSR Sustainability Award
Feb 2023



Navabharat BFSI Award

Best Sustainable Bank Strategy
Oct 2022



The European

Social Impact Bank of the Year
Sep 2022



World Finance Organisation

Best Corporate Governance,
India Jun 2022