

Section 12: Progress on ESG



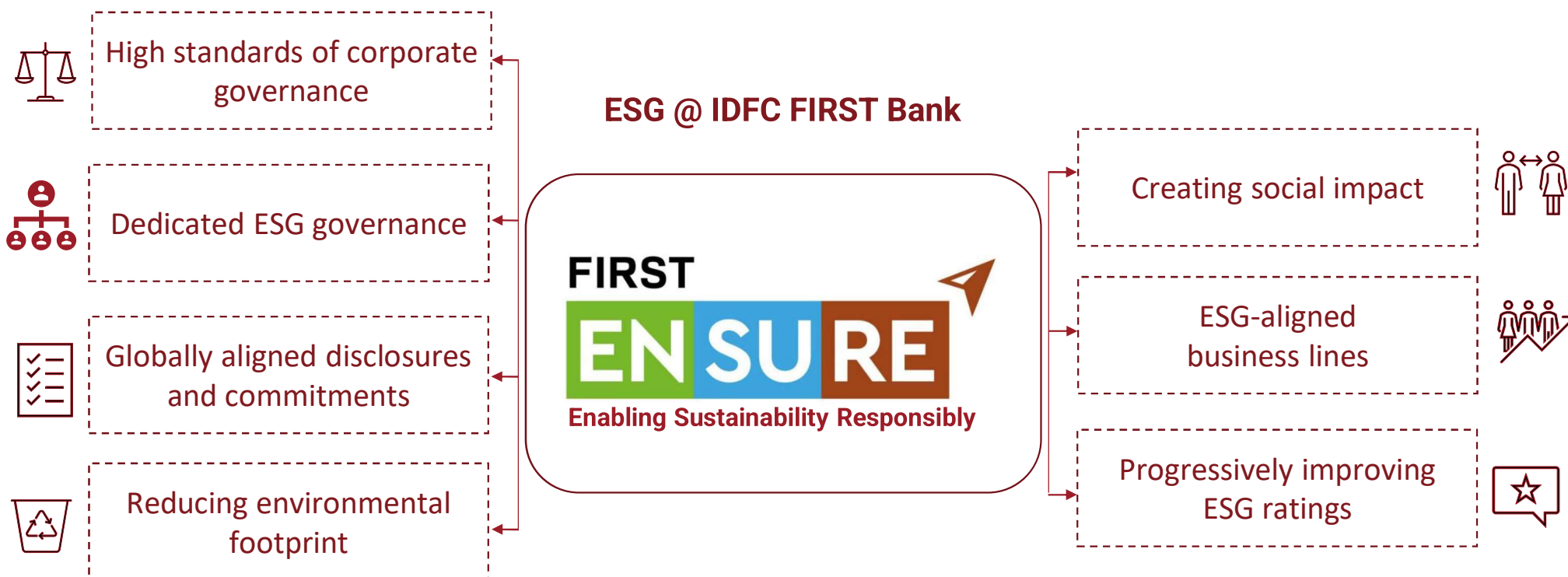
Our ESG Priorities Align with Our Corporate Vision

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

Guided by **Ethics**

powered by **Technology**

and be a force for **Social Good**

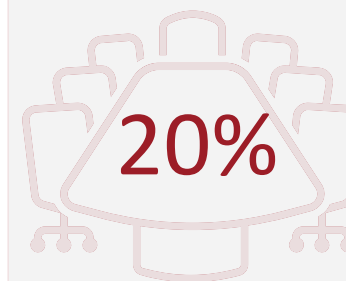


ESG Highlights – Q4 FY24

Employee learning hours
(25% y-o-y growth)



One tree
being
planted for
every new
Home Loan



20%
Women
Directors
on Board

14,000+
active users of
mental wellness
services

~55%
Rural borrowers are
women



60%

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 five 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, saving **4,300+ kL** water every year.

EV financing

- **Over 1.96 lakh EV two wheelers financed** (live portfolio).
- **5,100+ EV 3 wheelers financed** in Rural areas for last mile connectivity.
- 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

Social

Diversity

- Accelerating employee diversity through iBelong initiative.

Responsible lending

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

Customer access

- Universal bank with **944 branches**.

CSR and community programmes (FY24)

- Programmes spanning **entrepreneurship, sports, health, education, disaster management initiatives**.
- **350** scholars awarded with MBA Scholarships for higher education.
- **9,690** households covered under solid waste mgmt. services (Swachh Worli Koliwada Program).
- **20,000** families provided with disaster support kits as part of Sahayam Flood Relief.
- **29,264** dairy farmers supported with Shwetdhara Program.
- **48,536** individuals impacted via Lend A Shoulder employee volunteering.

Governance

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**.
- Board training conducted on ESG and Climate Action.

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

- FY 2023 annual disclosures published through the Bank's first **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

★	CSA ESG Score (DJSI)		★	Sustainalytics	
2023	48	↑	2024	21.2 <small>Lower is better</small>	↑
2022	44		2023	26.6	
			2022	38.8	

★	MSCI		★	CRISIL ESG Score		★	LSEG (Refinitiv)	
2023	A	↑	2022	62 (Strong) <small>Started 2022</small>		2023	64	↑
2021	BBB		2021	-		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

