

Corporate Social Responsibility Quarter 3 Update

Highlights Focus of the Quarter

Shwetdhara Program

Program Overview

About Shwetdhara	Shwetdhara is IDFC FIRST Bank's flagship rural program. It focuses on the improvement of incomes of small and marginal farmers through cattle breed improvement. This is done by recruiting, mentoring, and training women from these villages, whom we call Gram Sakhis, who work as village-level dairy entrepreneurs and sell high quality cattle inputs and medical services at the doorstep of the community through intensive training.
Our support	Our support is utilized to set up and cover cost of our 21 Pashu Vikas Kendras
Number of families	23,699 Rural households enrolled
Pashu Vikas Kendras	21 (9-Madhya Pradesh, 7-Rajasthan, 5-Karnataka)
Number of Gram Sakhis	456 Gram Sakhis serving in 484 villages
FPCs incorporated	2 Farmer Producer Companies in Rajasthan and 1 in Madhya Pradesh

Quarterly Progress

Artificial Insemination	54,360 Artificial Insemination provided till date, 7,362 AI in Q3 against the target of 9,300 AIs. 80% achievement based on seasonality.
Household covered	23,699 Households with 23,699 women members in Shwetdhara groups at village level against the target of 19,500
Cattle treatment	3,443 cattle treatment in Q3, against the target of 3,150 with an increase of 22% YOY Total 25,112 treatments till date
Shwetdhara group trainings	613 Shwetdhara trainings in Q3 against the target of 630 , Total 4,034 trainings till date
Gram Sakhis enrolled	456 Gram Sakhis
Villages covered	484 Villages
Community meetings	717 community meetings held in Q3 against the target of 630 and total 3,798 till date
Revenue generated	Revenue earned Rs. 83.89 Lakh till date, Revenues started offsetting cost of AITs, Gram Sakhis, PVK rent and maintenance at 4 PVKs formed in beginning
Program monitoring	24 Weekly, 6 Monthly, and 3 Quarterly reviews till date, and 16 field visits in Q3 conducted
Call center	Functional in MP, supporting PVKs in customer acquisition, feedback on services and products, timely treatment and AI in cattle, average 800 inbound/outbound calls every month

Farmer Producer Companies: Progress

Incorporation	3 Farmer producer companies incorporated
States covered	2 in Rajasthan and 1 in Madhya Pradesh
PVKs covered	Boraj and Renwal in Rajasthan and Pipariya and Bankhedi in Madhya Pradesh covered
AGM	First AGM organized at all Farmer Producer Companies in Rajasthan and Madhya Pradesh
Compliance monitoring	The CSR team provides technical support on compliance reporting and documentation
Business plan for Silage business	<ul style="list-style-type: none"> Boraj FPC- Market research, competitor analysis, baseline and vendor identification completed Business plans for other two FPCs are under progress
Program monitoring	Fortnightly, monthly and quarterly reviews are ongoing with FPCs and implementing partners

Monitoring and Evaluation Visits

Purpose of the visit

- To monitor reporting, documentation, and implementation on the ground
- 15 Pashu Vikas Kendras across MP, Rajasthan, and Karnataka were visited, and physical assets and documentation were checked, staff orientation was conducted along with reviewing work plans

Outcomes of the visit

- Physical documents related to Pashu Vikas Kendras were checked which includes cashbook, asset registers, and stock service data
- Beneficiary meetings were conducted in villages and orientation of Shwethdhara staff over SOPs was organized
- Feedback and observations of the visits were shared with implementing partners



Member of CSR Team at village of Davangere PVK, Karnataka



Meeting with FPC members and PVK staff at Bankhedi, Madhya Pradesh

School Mental Health Program

Program Overview

About School Mental Health Program	School Mental Health Program focuses on building social and emotional competencies in children.
Grade	4 to 7
School Name	Collector Colony- Marathi Medium
Total number of Students	33 students
Modalities	Art, role-play, video, group discussions, stories, and experiential games

Quarterly Progress

No. of sessions conducted	28 in Q3 with 66% average attendance on topics such as Bullying, Communication, Celebrating uniqueness, and Cultural Diversity
Mental health awareness sessions with caregivers	1 session conducted in Q3 with 30% of care givers
Session observed by teachers	Training on Diversity and Inclusion, Coaching for SEL Program, and Curriculum Development
Monthly Campaigns	1 Educators Campaign conducted in November
Home Practice Activities	30% participation

Monitoring and Evaluation Visits

Purpose of the visit

- The CSR team met the founders and staff of Apni Shala to understand their model of Social Emotional Learning intervention for school children
- CSR team along with Apni Shala team visited the government school in the collector colony which is being supported by the bank

Outcome of the visit

- The CSR team attended a two-hour facilitator-led session for students of the Marathi medium section of the school that focused on topics on inclusion
- The teams discussed possibilities of partnership for Karma First Donation Program and Lend-A-Shoulder Program



CSR Team observing a facilitator led a School Mental Health sessions
with the students, Chembur, Mumbai

Aadhar Program

Program Overview

About	This program fosters mentoring and incubation of rural non-profits working in primary education and early intervention for children with autism and intellectual disabilities. As early education is expensive, particularly in rural areas, the Aadhar program aims to bridge this gap for low-income households.
Locations	7 Districts, 2 States, and 2 Partners
Children	98 children enrolled
Teachers	10 teachers
Centres	5 Centres (3 old, and 2 new)

Quarterly Progress

No. of New Enrollments	67 students
No. of Teachers Training sessions	18 sessions
No. of assessments Completed	32 assessments
No. of Parent meetings	17 meetings
Hours of student training	693 hours
No. of staff meetings	38 meetings
Monthly visits by Incubation Manager	10 visits
Community Awareness Sessions	14 sessions

Monitoring and Evaluation Visits

Purpose of the visit

- Visited **Gadag, Ron, and Laxmeshwar** sites in Karnataka and **Tollygunge and Batanagar** in West Bengal of Aadhar Program to monitor program and verify infrastructure requirements
- Met the children enrolled in the program and parents/guardians of children to understand their feedback and experience
- Met with the Staff and Special Educators implementing the program on ground
- Met the leader of the organization to understand their vision and involvement in the program

Outcome of the visit

- Home visit verification were done to verify living conditions of beneficiaries
- **Ron** site inaugurated along with children, staff, parents and leader of BD Tatti
- Due-diligence completed for three sites
- Feedback given to incubation manager and NGO staff on existing M & E



CSR Team with children, parents and founder of BD Tatti NGO in
Gadag, Karnataka



CSR Team meeting with parents of children at Batanagar, Kolkata

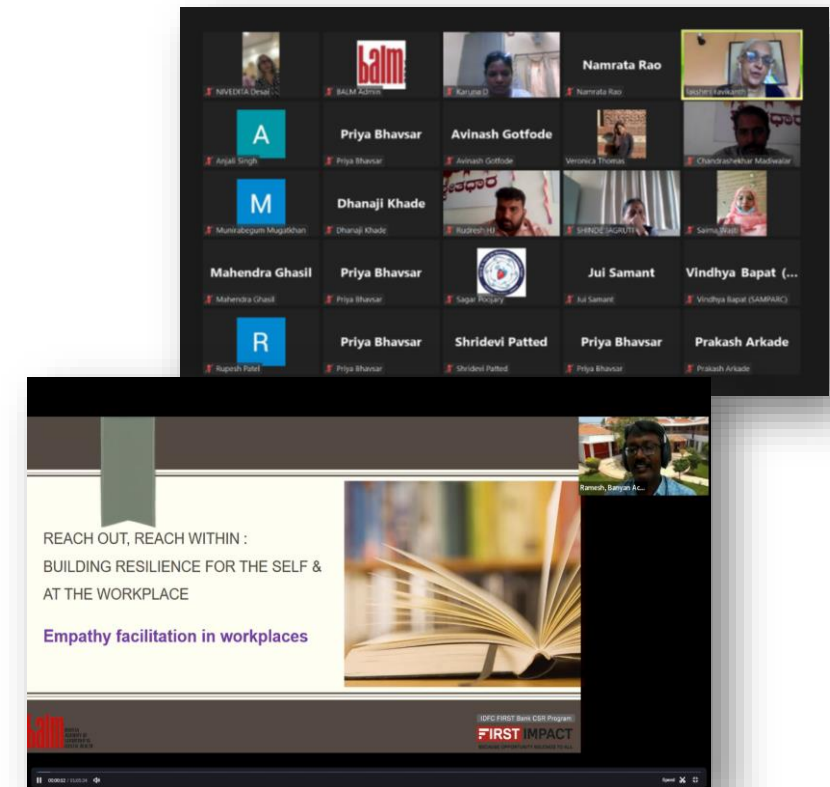
Capacity Building

Trainings and Mentorship for Partner Organisations

Sr.	Topic	Outcome	Hours	Attendees
1	Reach Out Reach Within: Building Resilience at the workplace	<ul style="list-style-type: none">Details in next slide	5	6 Leaders and 43 staff Members
2	Result-Based Management Workshop	<ul style="list-style-type: none">Capacity developmentRealistic project schedulesUseful evaluations	3	2 sessions with 10 participants
3	POSH training sessions for Gram Sakhis at Madhya Pradesh, Rajasthan and Karnataka	<ul style="list-style-type: none">Build AwarenessImproves Quality Work Culture	30	15 sessions with total 212 participants
	Total		38	289 Participants

Reach out, reach within: Building resilience for the self and at the workplace

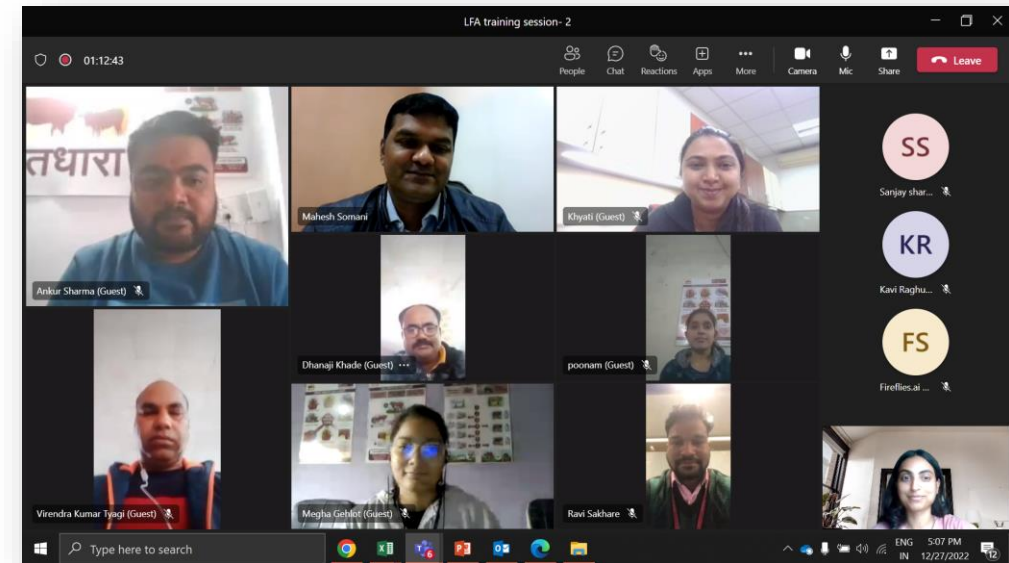
- The CSR team organized a series of mental health capacity building workshops for NGO **leaders** and **staff** to equip them with necessary tools and strategies to build resilience for themselves and in their workplaces.
- This training course curriculum was for all partner organizations after conducting **two rounds of focused group discussions** to understand their needs.
- The curriculum consists of **8 sessions** spread over **3 months**, starting in November 2022 and concluding in February 2023.
- Topics related to mental health at a workplace, common mental health signs, compassion-focused therapy and empathy at a workplace were covered.
- **50 participants** attend the **virtual session** with an average of **70% attendance**.



Reach Out Reach Within session in a workshop with CSR NGO partners

Result-Based Management Workshop

- The CSR team organized a series of workshops on **Result-Based Management** (RBM) for the Shwethdara Program Team
- The aim of the series is to enable them to strategically implement program activities using the necessary tools and techniques
- The workshop covers **5 sessions** spread over **3 months**, starting in November 2022 and concluding in January 2023
- Topics related to **Stakeholder Mapping**, Problem tree, and **Log frame Matrix** are part of the curriculum
- **07 participants** attend the **virtual session** with an average of **90% attendance**



CSR Team members conducting RBM workshop with the staff of Shwethdara Program

Lend-A-Shoulder Volunteering Program

Quarterly Update

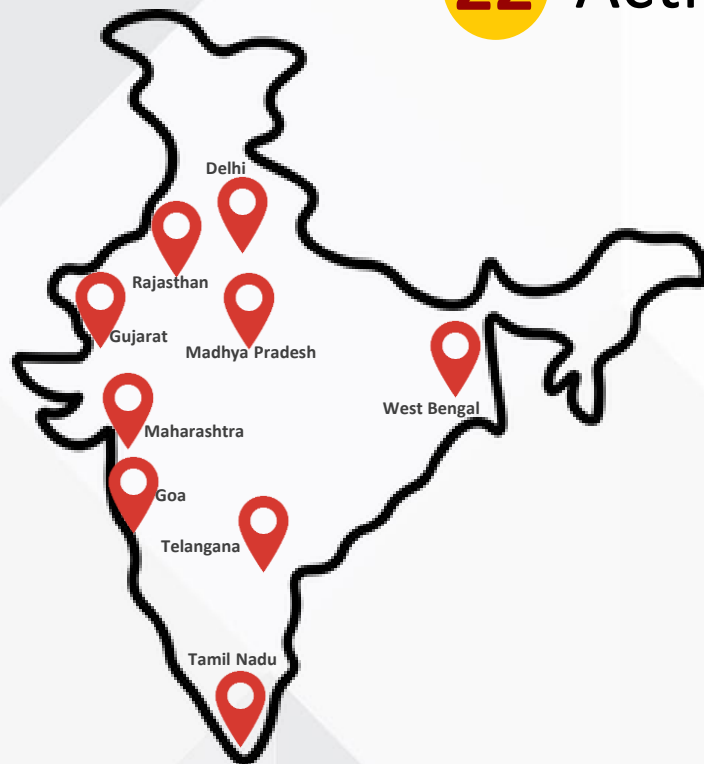


Lend-A-Shoulder
Employee Volunteering
Program

22 Activities

11 Cities

9 States



447	Volunteers in Q3
3788	Volunteers in the current FY



1386	Hours contributed in Q3
8517	Hours contributed the current FY

Social Good Rewards



Lend-A-Shoulder
Employee Volunteering
Program



Donations on behalf of volunteers:

The CSR team donates to causes on behalf of the best performing volunteers



Leaderboard:

For **8** top-performing **teams**, **1 individual** and **2 leader** volunteers



Town-halls:

To spread the word and ensure Volunteering SOPs are followed across **4** town halls conducted, with one led by Sumit Madan

Highlights of the Quarter



SAMPARC Heritage Walk

- A **3.5 Km** hike to Bhaje and Lohgad fort in Malavali, near Lonavala.
- To raise **awareness about heritage monuments** in Maharashtra
- 155 volunteers including our employees and their friends and family participated from **Mumbai, Navi Mumbai, Pune, and Thane** branches



Retail Liabilities Social Good Volunteering

- Volunteering pledge by **Sumit Madan** and **Amit Sinha** to contribute **10 hours** this financial year
- **358 volunteers from 10 cities** participated in different activities

Social Good Challenge Leader Board



Sumit Madan
Head-Retail Liabilities and Branch Banking



Raj Nair
Head-Enterprise Conversational AI



Vilas Naikgaonkar
Branch Manager



Raviteja Namuduri
Branch Manager



Leena Khaneja
Senior HR Technology Manager



Purushottam Mukhedkar
National Operations Manager-Hub Operations



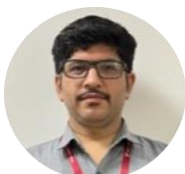
Moksha Dadia
Digital Marketing Manager



Vinay Singh
Branch Manager



Anuj Maheshwari
Zonal Head- Rural Unsecured



Ankush Dhamija
Cluster Manager



Abhinav Jaiswal
State- HR Head



Lend-A-Shoulder
Employee Volunteering
Program



This program was a great opportunity for me to connect with young entrepreneurs. I could see how our CSR team is focused on the nuts and bolts of the business, and not merely theories. Besides the joy of knowing what you give is valued, volunteering can help you make new friends too. I urge my colleagues to go sign up now!

This cause is worth your time.



Raj Nair
Head-Enterprise Conversational AI

Glimpses of employees during volunteering

Hyderabad



Volunteers with children in an orphanage

Kolkata



Volunteers planting fruit seeds

Mumbai



Volunteers during a football tournament

Ahmedabad



Volunteers participating in crafts activity

Indore



Volunteers during a cricket match

Update on other Programs

Swachh Worli Koliwada Program

Program Overview

About SWK	Aims to create a ZERO WASTE NEIGHBORHOOD in Worli, which will be self-sufficient and well-equipped to handle solid waste. 'My Neighborhood, My Responsibility' is the theme of the program, which was launched in 2018 and became operational in September 2020. It involves collecting, separating, composting and selling waste to generate revenue, as well as to create awareness in the community in order to achieve behavioral change towards waste management.
Number of families	9,690 households
Segregated waste given by	6,196 families
Total No. of Lanes	13
Total No. of Workers	44

Quarterly Progress

Sr.	Activity	Update for Q3
1	Wet Waste Collected (Kg)	170875
2	Wet Waste Processed (Kg)	20880
3	Dry Waste Collected (Kg)	11382
4	Dry Waste sold (Kg)	9303
5	Revenue earned on Dry Waste(₹)	1,08,148
6	Compost Created (Kg)	1802
7	Compost Sold (Kg)	151
8	Revenue earned on Compost(₹)	4,410
9	Community Awareness Sessions	4 Sessions
10	Door to Door Sessions	1103 Sessions
11	Street Plays	3 Plays
12	Social Media Posts	23 Posts

Monitoring and Evaluation Visits

Purpose of the visit

- Program Review
- Site visit for compost pits
- Meeting with MCGM Official for exit strategy

Outcome of the visit

- Location for compost pits surveyed
- Intent to exit the program discussed
- Meeting with larger MCGM team to be scheduled

Purpose of the visit

- To discuss program exit strategy
- To discuss compost needs at MCGM office
- To discuss compost pit needed for MCGM offices

Outcome of the visit

- Exit strategy to be discussed by SMS and MCGM teams and closed in Jan 23
- MCGM offices have compost vendors and can not procure it from SMS
- MCGM team to get back with offices where compost pits can be set-up



Member of CSR Team with SWK Team, Worli, Mumbai



CSR Team member with the SWK Program Team and the MCGM official
Lower Parel, Mumbai

Junoon Program

Program Overview

About the program	Entrepreneurship development program for youth and adults from slum communities of Pune, Maharashtra
No. of entrepreneurs	36 entrepreneurs (Cohort I- 17, Cohort II – 19)
Outreach	Out of 83 potential entrepreneurs, 36 were selected
Mentoring Sessions	45 till date
Types of trades	Beauty, Photography , Food Industry, Manufacturing, IT, Florist and Fashion Designing
Training	Business Basics Training completed for 36 entrepreneurs

Monitoring and Evaluation Visits

Purpose of the Visit

- To observe business basics training for the third batch of the Junoon Training program that commenced on 21st December 2022

Outcomes of the visit

- The business basics session highlighted the do's and don'ts of a successful business and encouraged participants to focus on strategies to grow businesses
- It was observed that they have a special focus on Quality, Profit, Product variations, Packaging, Marketing and scaling up among many others



CSR Team with Cohort-II at the Business Basics Training, Aundh, Pune



CSR Team with Cohort-II at the Business Basics Training, Aundh, Pune

Om Creations Trust

Program Overview

About	Women Rehabilitation Program supports stipends for women with intellectual disability working at Om Creations Trust
No. of Beneficiaries	50 under Women Rehabilitation Program
No. of Sessions	13 Occupational Therapy session conducted in Q3
No. of Beneficiaries	Meals supported for 47 women and staff members
No. of Events	20 events held in Q3
Volunteering Activities	2 activities held with 39 employees

Monitoring and Evaluation Visits

Purpose of the visit

- Monitoring visit to discuss program challenges

Outcomes of the visit

- The teams discussed **challenges** regarding **Karma FIRST** account and inconsistency in reporting
- The teams discussed **volunteering** and budgets for the same
- The team discussed on avenues and ways to attain **financial stability**
- The team discussed **revised** KPIs and **reporting formats**
- The teams discussed possibilities of exploring **inclusive hiring** next financial year onwards

SAMPARC

Program Overview

About	IDFC FIRST Bank has partnered with SAMPARC to support rural vocational training program for youth from low income communities in Bhaje, Maharashtra
No. of Beneficiaries	119 (59 – Batch of 2021, 60 – Batch of 2022)
Average Attendance	87%
No. of sessions	405 sessions conducted
No. of students placed	32 out of 58 placed from 2020-22 batch
Volunteering	1 online session held

BALM

Program Overview

About	IDFC FIRST Bank has partnered with BALM Trust to support the livelihoods of people with mental illness working at the Centre for Social Care Needs and Livelihoods
No. of workshops	8 Skill Development workshops conducted for the clients and caregivers
No. of Beneficiaries	89 Clients and caregivers were skilled during skills development workshops
Training	32 Clients and caregivers trained in running the social co-operatives
Employment Opportunity	Facilitated employment opportunities for 34 clients and caregivers
Orders and sales	28 stalls and 45 orders have been completed and the team has earned 5,95,762/- through stalls and orders

Quarterly Progress

About	IDFC FIRST Bank has partnered with BALM Trust to support the Centre for Trauma Studies and Innovation (CTSI)
Highlights	As of December, we have completed 5 sessions of the training workshop titled 'Reach out, reach within: building resilience for the self and at the workplace' for our partner organizations
	CTSI, conducted a ToT on mental health care for 13 service providers of RAHT-RBQ. Religious Against Human Trafficking (RAHT) and Rebirth of a Queen (RBQ) are organizations based out of Kenya who work extensively with victims of sex trafficking and their rehabilitation. This 8-week training programme aims to equip them with basic skills on mental healthcare to assist their clients better.
	2 batches of 25 participants attended a workshop on "Managing Grief" at the Emergency Care and Recovery Centre (ECRC), Kovalam.
Research	Adolescent suicide research project- This research project is a systematic review that aims to explore risk factors that contribute to adolescent suicide in India
	Irular research project- A research project to explore the perceptions of trauma and its symptoms among the Irular and non Irular population in Kancheepuram district of Tamil Nadu.

Monitoring and Evaluation Visits

Purpose of the visit

- The CSR Team met the staff of **Centre for Social Needs and Livelihood** to understand their current practices and level of understanding of entrepreneurship and business management

Outcomes of the visit

- Our CSR team interacted with the beneficiaries working as part of different units under CSNL to understand their **perspective** and **challenges**
- The teams brainstormed on ideas and strategy to **strengthen** governance and **M and E** for CSNL program
- This visit was followed by a baseline assessment done by Dheya Foundation to understand current levels of business knowledge



CSR team with BALM staff at the Centre for Social Needs and Livelihoods, Chennai

Greener Greater Noida

Program Overview

About	IDFC FIRST Bank has partnered with Greater Noida Industrial Development Authority to nurture and maintain a green stretch of 5 km of land in Noida
No. of staff	6 full-time gardeners have been employed by the implementation partner
Visibility	Rotary signages and bank branding installed across the stretch
Details	Graphic Painting and flag pole installation in progress

Monitoring and Evaluation Visits

Purpose of the visit

- The team visited the program site to verify the manpower deployed, the progress made as per the plan submitted and verify the on-ground deliverables along with ensuring brand visibility for the project

Outcomes of the visit

- On-site verification of manpower deployed
- On-site verification of brand visibility
- Verification of progress made as per initial plan submitted



Member of CSR team during a site inspection in Noida

Kamyaab

Program Overview

About	The bank provides scholarships to students with autism to support Special Education and Livelihoods Center being run in partnership with Biswa Gouri Charitable Trust
No. of beneficiaries	Pragati Livelihoods centre: 19 , Kamyab Scholarship Program: 13
No. of hours of training	637 hours in Q3
Attendance	71% of the students have above 70% attendance
Events	3 open houses conducted in Q3
Parent workshop	4 Parent workshops conducted

Thank You