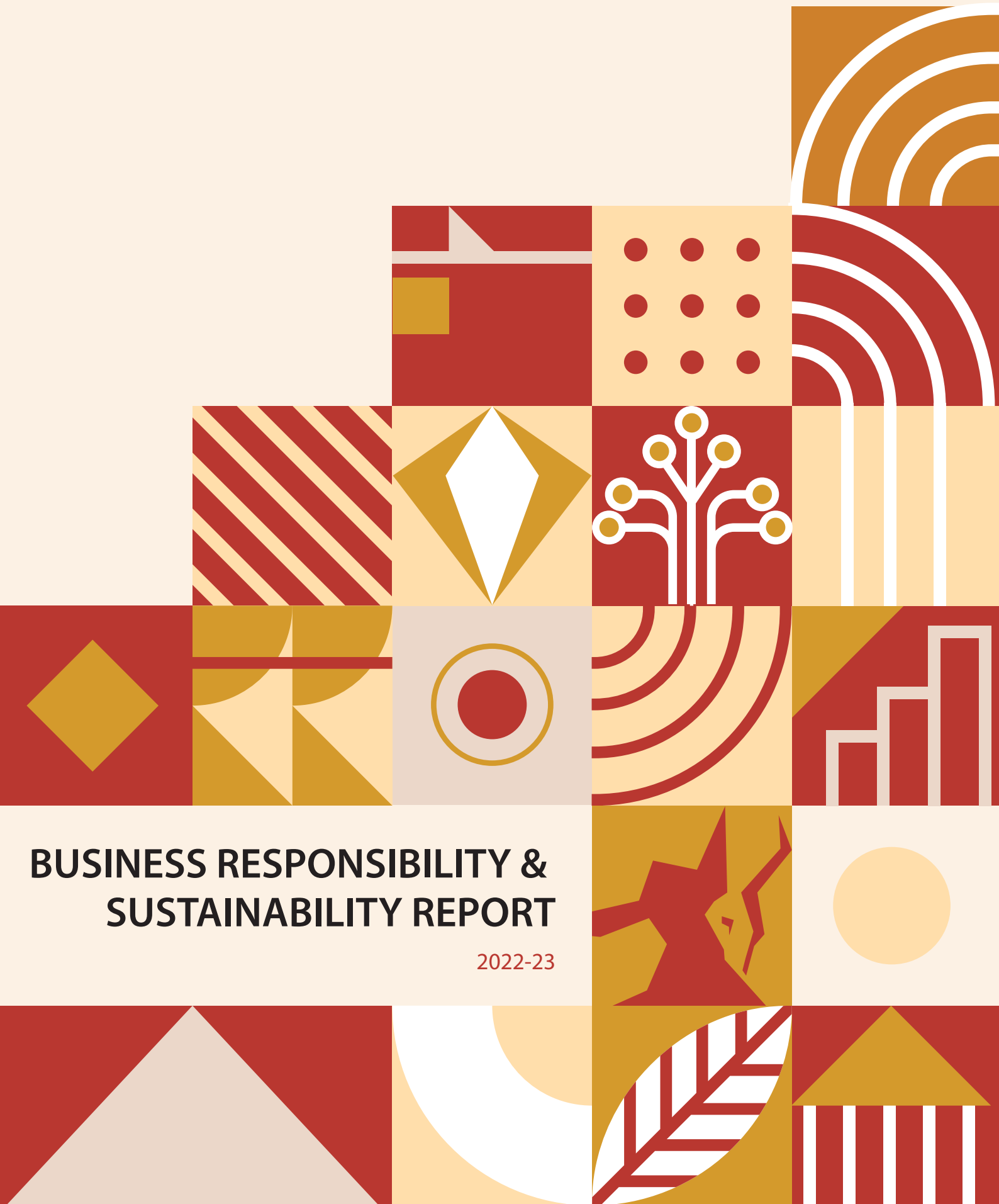


IndusInd Bank

**BUSINESS RESPONSIBILITY &
SUSTAINABILITY REPORT**

2022-23



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L65191PN1994PLC076333	
2	Name of the Listed Entity	IndusInd Bank Limited	
3	Year of incorporation	1994	
4	Registered office address	IndusInd Bank Limited, 2401, Gen Thimmayya Road, (Cantonment), Pune, Maharashtra - 411001, India.	
5	Corporate address	IndusInd Bank Limited, 8th floor, Tower 1, One World Centre, Senapati Bapat Marg, Elphinstone Road (W), Mumbai - 400013	
6	Email	sustainability@indusind.com	
7	Telephone	022 30493999	
8	Website	www.indusind.com	
9	Financial year for which reporting is being done	Start date	End date
	Current Financial Year	01 04 2022	31 03 2023
	Previous Financial Year	01 04 2021	31 03 2022
	Prior to Previous Financial year	01 04 2020	31 03 2021
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Ltd.; BSE Ltd.	
11	Paid-up Capital (In ₹ crores)	775.90	
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report		
	Name	Ms. Roopa Satish	
	Contact	02224231960	
	E mail	roopa.satish@indusind.com	
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone basis	

II. Products/services

14 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 and Insurance Service	Banking activities by Central, Commercial and Saving banks	100%

15 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	Banking Activity by Commercial Banks	64191	100%

III. Operations

16 Number of locations where plants and/or operations/offices of the entity are situated

Location	Number of plants	Number of offices	Total
National	-	2,662	2,662
International	-	3	3

17 Markets served by the entity

A Number of locations

Locations	Number
National (No. of States)	28
International (No. of Countries)	3

B What is the contribution of exports as a percentage of the total turnover of the entity?

Not Applicable

C A brief on types of customers

IndusInd Bank is a universal Bank with a widespread banking footprint with over 3.4 crores customers, over 6,400 distribution points and more than 2,600 branches across the country. The Bank offers a wide array of products and services for individuals and corporates including microfinance, personal loans, personal and commercial vehicles loans, credit cards, SME loans. The Bank is also a preferred banking partner for various Government entities, PSUs and large corporates.

IV. Employees
18 Details as at the end of Financial Year
A. Employees and workers (including differently abled)

S. No.	Particulars	Total (A)	Male		Female		Other	
			No. (B)	% (B/ A)	No. (C)	% (C/ A)	No. (H)	% (H/ A)
EMPLOYEES								
1	Permanent (D)	38,179	31,050	81.33%	7,129	18.67%	-	-
2	Other than permanent (E)	3,403	2,303	67.68%	1,100	32.32%	-	-
3	Total employees (D + E)	41,582	33,353	80.21%	8,229	19.79%	-	-
WORKERS								
4	Permanent (F)	-	-	-	-	-	-	-
5	Other than permanent (G)	-	-	-	-	-	-	-
6	Total workers (F + G)	-	-	-	-	-	-	-

B. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female		Other	
			No. (B)	% (B/ A)	No. (C)	% (C/ A)	No. (H)	% (H/ A)
DIFFERENTLY ABLED EMPLOYEES								
1	Permanent (D)	126	94	74.60%	32	25.40%	-	-
2	Other than Permanent (E)	55	40	72.73%	15	27.27%	-	-
3	Total differently abled employees (D + E)	181	134	74.03%	47	25.97%	-	-
DIFFERENTLY ABLED WORKERS								
4	Permanent (F)	-	-	-	-	-	-	-
5	Other than Permanent (G)	-	-	-	-	-	-	-
6	Total differently abled workers (F + G)	-	-	-	-	-	-	-

19 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	-	-

20 Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	Turnover rate in current FY (2022-23)				Turnover rate in previous FY (2021-22)				Turnover rate in the year prior to the previous FY (2020-21)			
	Male	Female	Other	Total	Male	Female	Other	Total	Male	Female	Other	Total
Permanent Employees	40%	11%	-	51%	29%	8%	-	37%	16%	5%	-	21%
Permanent Workers	-	-	-	-	-	-	-	-	-	-	-	-

V. Holding, Subsidiary and Associate Companies (including joint ventures)
21 (a) 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? (Yes/No)
1	Bharat Financial Inclusion Limited	Subsidiary	100%	No
2	IndusInd Marketing and Financial Services Private Limited	Associate	30%	No

VI. CSR Details

22	(i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	YES
	(ii) Turnover (in ₹ crores)	25,765
	(iii) Net worth (in ₹ crores)	52,848

VII. Transparency and Disclosures Compliances

23 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 (Yes/No)	(If Yes, then provide web-link for grievance redress policy)	FY (2022-23)		Remarks	PY (2021-22)		Remarks
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	
Communities	YES	https://www.indusind.com/in/en/sustainability/policies.html	0	-	-	-	-	-
Investors (other than shareholders)	YES	https://www.indusind.com/in/en/investors/investor-landing/investor-resources.html#policies-and-codes	0	-	-	-	-	-
Shareholders	YES	https://www.indusind.com/in/en/investors/investor-landing/investor-resources.html#policies-and-codes	79	-	-	53	3	-
Employees and workers	YES	https://www.indusind.com/in/en/sustainability/policies.html	0	-	-	-	-	-
Customers	YES	https://www.indusind.com/in/en/sustainability/policies.html	28,657	1,067	-	33,584	1,210	-
Value Chain Partners	YES	https://www.indusind.com/in/en/sustainability/policies.html	0	-	-	-	-	-

24 Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

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)
1	Climate Change - Acute Physical	R	Extreme weather events arising because of climate change pose a physical risk of disruption to the company's operations, and the safety and wellbeing of its employees.	Revision of internal policy for loan disbursement. Having a well diversified portfolio across various industries and segments. Implementation of BCP. Enhancing the Bank's IT operations for employees and customers so as to be future oriented.	Negative Implications

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)
2	Operational Health and Safety	R	Health and safety issues related to air quality, physical commute infrastructure, health issues due to diseases and their spread	Regular checks and audits to ensure indoor air quality and working of physical commute infrastructure Half yearly fire and safety training and regular madatory learning modules for employees. https://www.indusind.com/content/dam/indusind-corporate/Other/sustainability/Workplace-Health-Safety-Policy.pdf	Negative Implications
3	Climate Change - Portfolio	O	Diversifying our portfolio from core banking to new sectors in corporate and retail banking, including renewable energy, social finance, education, livelihood etc.		Positive Implications
4	Digitisation and cybersecurity	O	Due to advances in technology and the digital landscape, remote working has increased, leading to opportunities in the digital and cybersecurity space to prevent cyber related threats, improve technical control, network security and software development controls		Positive Implications

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/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	https://www.indusind.com/in/en/sustainability/policies.html								
2. Whether the entity has translated the policy into procedures. (Yes/ No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
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/ IEC 27001
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	-	-	-	-	-	Carbon Neutral by FY 2032	-	-	-
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	-	-	-	-	-	Strategy being finalised	-	-	-

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)

The Bank understands that the inclusion of sustainable practices is key for surviving and thriving in the long run and therefore, the Bank is diligently looking at adopting business products, practices, processes and operations that reflect its long-standing view - "Good Ecology is Good Economics".

The Bank upholds sustainability in every aspect of its functioning, devising various board committees, councils and teams and the sustainability theme is embedded across our diverse Businesses, Risk and Operations units. At the apex lies the CSR and Sustainability Committee of the Board, followed by the Sustainability Council and the Sustainability Unit. The centralized Sustainability unit works closely with various stakeholders in developing the ESG strategy for each department.

The Bank prepares its strategic objectives in 3-year planning cycles, which are further segmented into yearly and quarterly ambitions. One of the key pillars of the three-year (FY24 to FY26) Planning Cycle-6 (PC6) is 'Imbibing ESG into Business' ESG targets are also being included in the targets of Business Units (BUs) to demonstrate Bank's commitment towards promoting sustainability linked initiatives in its business and banking operations. These business targets are discussed and approved by Bank's board and then integrated with the KPIs of the BUs and KMPs (Key Managerial Persons).

As a responsible lender, the Bank has also integrated ESG considerations into its Credit Appraisal process. Various ESG linked products and solutions have been offered to our retail and corporate clients. This comprehensive approach has resulted in the Bank maintaining its leadership position in the FY 2022 rankings by CDP and S&P Global within the cohort of the top five private sector banks in India as well as maintaining its inclusion in the S&P Dow Jones Sustainability Yearbook 2022 for a third consecutive year.

The Bank was also honoured with the 'Best Bank for ESG - India' award at the AsiaMoney Best Bank Awards 2023, marking its second consecutive win.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

CSR and Sustainability 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/ No).

Yes

The Corporate Social Responsibility and Sustainability Committee comprised of four members of the Board of Directors is responsible for decision making on sustainability related issues.

Name	Designation
Mrs. Akila Krishnakumar	Chairperson
Mr. Rajiv Agarwal	Member
Mr. Sanjay Asher	Member
Mr. Sumant Kathpalia	Member

10. Details of Review of NGRBCs by the Company

Subject for Review	Indicate whether review was undertaken by Director (D)/Committee of the Board (C)/ Any other Committee (A)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	C	C	C	C	C	C	C	C	C
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	C	C	C	C	C	C	C	C	C

Subject for Review	Frequency (Annually/ Half yearly /Quarterly/ Any other-please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Annually	Annually	Annually	Annually	Annually	Annually	Annually	Annually	Annually
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	Annually	Annually	Annually	Annually	Annually	Annually	Annually	Annually	Annually

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	No	No	No	No	No	Yes	No	Yes	Yes

If Yes, Provide name of the agency	-	-	-	-	-	Ernst & Young Associates LLP	-	New Haribhakti Business Services LLP	Royal Charter
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12. If answer to question (1) 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
Performance against above policies and follow up action	-	-	-	-	-	-	-	-	-
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	-	-	-	-	-	-	-	-	-
Subject for Review	Frequency (Annually/ Half yearly /Quarterly/ Any other-please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	No	No	No	No	No	No	No	No	No
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	No	No	No	No	No	No	No	No	No
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	No	No	No	No	No	No	No	No	No
It is planned to be done in the next financial year (Yes/No)	No	No	No	No	No	No	No	No	No
Any other reason (please specify)	-	-	-	-	-	-	-	-	-

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

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	4	Cyber Risk & Resilience: New Frontiers, Masterclass on Leading through Inflation, Program on Governance and Assurance for Directors on Boards of Banks, FIs and NBFCs, IT, Cyber Security, changes in the regulatory environment as applicable to the Bank	100%
Key Managerial Personnel	12	Honesty & Integrity, Branch Opns guidelines, Accepting/ Giving gifts & entertainment, Conflict of Interest, personal finances, personal transactions, insider trading, KYC & Anti bribery, Information sec & confidentiality of information, Sexual harassment, Non-discrimination, seek clarification & more	100%
Employees other than BoD and KMPs	12	Honesty & Integrity, Branch Opns guidelines, Accepting/ Giving gifts & entertainment, Conflict of Interest, personal finances, personal transactions, insider trading, KYC & Anti bribery, Information sec & confidentiality of information, Sexual harassment, Non-discrimination, seek clarification & more	85%
Workers	-	Not Applicable	-

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 (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	-	SEBI	1 crore	SEBI vide its order bearing reference no. TM/AB/CFID/CFID_1/20149/2022-23 dated October 4, 2022 in respect of the alleged violations relating to loans granted by the Bank to group companies of CG Power and Industrial Solutions Limited levying the penalty of ₹1 crore. Bank had filed an Appeal before Securities Appellate Tribunal (SAT) challenging the Order passed by SEBI. SAT vide its order passed on February 27, 2023 had granted a stay on the operation and effect of the SEBI Order until further orders, subject to deposit of ₹50 lakh by the Bank with SEBI within 3 weeks from the date of the Order.	Yes
Settlement	-	-	-	-	-
Compounding fee	-	-	-	-	-
Non- Monetary					
Imprisonment	-	-	-	-	-
Punishment	-	-	-	-	-

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

Sr.	Case Details	Name of the regulatory/ enforcement agencies/judicial institutions
1	SEBI vide its order bearing reference no. TM/AB/CFID/CFID_1/20149/2022-23 dated October 4, 2022 in respect of the alleged violations relating to loans granted by the Bank to group companies of CG Power and Industrial Solutions Limited levying the penalty of ₹1 crores. Bank had filed an Appeal before Securities Appellate Tribunal (SAT) challenging the Order passed by SEBI. SAT vide its order passed on February 27, 2023 had granted a stay on the operation and effect of the SEBI Order until further orders, subject to deposit of ₹50 lakh by the Bank with SEBI within 3 weeks from the date of the Order.	SEBI

4. Does the entity have an anti-corruption or anti-bribery policy?

If yes, provide details in brief Provide a web-link to the policy, if available

IndusInd Bank does not encourage associates or any connected stakeholders to follow unethical means such as Bribery or kickbacks. The Bank has a zero tolerance approach to bribery and corruption and is committed to acting professionally, fairly and with integrity in all its business dealings and relationships, wherever it cooperates, and to implement and enforce effective systems to counter bribery. Strong guidelines have been laid down to avoid malpractices and consequences of such actions are also well defined.

Strong and stringent control measures are in place to stop such activities and associates are encouraged to bring to notice any such malpractice which might have been missed out. The Bank has also made no direct or indirect political contributions.

The Bank's governance practices are laid out on the foundation of honesty and integrity, conducting business in compliance with all regulatory and legal obligations.

The principles of anti-corruption and bribery are captured in the codes of conduct the Bank:

- Code of Conduct for Directors and Senior Management
- Code of Practices and Procedures for Fair Disclosure

Web links of code of conduct:

<https://www.indusind.com/content/dam/indusind-corporate/investor-resource/PoliciesoftheBank/Code-of-Conduct-for-Directors-Senior-Management.pdf>

<https://www.indusind.com/content/dam/indusind-corporate/investor-resource/PoliciesoftheBank/Code%20of%20Practices%20and%20Procedures%20for%20Fair%20Disclosure%20of%20Unpublished%20Price%20Sensitive%20Information.pdf>

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

	FY (2022-23)	PY (2021-22)
Directors	-	-
KMPs	-	-
Employees	-	-
Workers	-	-

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

	FY (2022-23)		PY (2021-22)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	-	0	-
Workers	0	-	0	-

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.

Leadership Indicators

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

Sr.	Total number of awareness programmes held	Topics/ principles covered under the training	Percentage of value chain partners covered (by value of business done with such partners) under the awareness programmes
-	-	-	-

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board?

Yes

Provide details of the entity have processes in place to avoid/ manage conflict of interests involving members of the Board.

Conflict of interest arises when any dealing of the Board members/ Senior Management officials with any of the related parties such as vendors/ customers/ other entities, their relatives and also among themselves may appear to be influenced by virtue of powers/ authority vested in them. Board members and Senior Management officials should avoid any activities that could involve or lead to involvement in any unlawful practice or any risk of harm to the Bank's reputation or image.

Some of the examples of situations where conflict of interest may arise are:

- Accepting outside engagements for personal interest.
- Engaging in trading in shares on personal account based on business information.
- Taking a business decision that may result in personal gain, or benefit to a relative or acquaintance.
- Competing with the Bank for a business opportunity or diverting opportunities.
- Accepting money, favours, gifts, meals, entertainment or other benefits (not in ordinary course of business) that may influence business or commercial decisions of the Bank.
- Serving in a fiduciary capacity or as a director, official, any elected post of a company or political party outside the Bank for non-profit, trade/ industry, government agency without approval by the Bank.
- Using the Bank's facilities, employees, funds, property or resources towards personal activities.
- Employing relatives* or undertaking business with a relative or any entity where relative of a Board member or Senior Management official has a financial interest. If anyone believes that he/ she has a conflict of interest, or may be perceived to have such a conflict, he/ she must disclose this to the Managing Director or any other person authorized by the Board in this regard. *The term "Relative" shall be as defined under Section 2 (77) of the Companies Act, 2013 read with the Companies (Specification of Definitions Details) Rules, 2014.

Link to Policy: <https://www.indusind.com/content/dam/indusind-corporate/investor-resource/PoliciesoftheBank/Code-of-Conduct-for-Directors-Senior-Management.pdf>

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

Essential Indicators

1. 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.

	FY (2022-23)	PY (2021-22)	Details of improvements in environmental and social impacts
R&D	-	-	NA
Capex	-	-	NA

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No) No
3. 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)**
Not Applicable
- (b) **E-waste**
Aligning with government regulations, the Bank is following a sustainable approach to managing waste. Waste generation at the Bank comprises electronic and paper waste. The Bank recycles electronic waste through authorized e-waste vendors.
- (c) **Hazardous waste**
Not Applicable
- (d) **other waste**
The Bank has started consuming recyclable paper and reducing the use of paper in its operations by going digital.
Waste segregation bins have been placed in the pantries of corporate offices and dry waste is sent for recycling while wet waste at a few facilities is converted into compost.
4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/ No).**
No
If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards?
No
If not, provide steps taken to address the same.
EPR is not applicable to the Bank.

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective/ Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)?
No
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.
Not Applicable
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).
Not Applicable
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 (2022-23)			PY (2021-22)		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	-	-	-	-	-	-
E waste	-	39,189	-	-	53,441	-
Hazardous waste	-	-	-	-	-	-

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

Not Applicable

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	Total (A)	% of employees covered by									
		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)
Male	31,050	31,050	100%	31,050	100%	-	-	31,050	100%	-	-
Female	7,129	7,129	100%	7,129	100%	7,129	100%	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-
Total	38,179	38,179	100%	38,179	100%	7,129	18.67%	31,050	81.33%	-	-
Other than permanent employees											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

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

Category	Total (A)	% of workers covered by									
		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)
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-
Other than permanent workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

2. Details of retirement benefits

Benefits	FY (2022-23)			PY (2021-22)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	-	Yes	100%	-	Yes
Gratuity	100%	-	Yes	100%	-	Yes
ESI	-	-	NA	-	-	NA

3. Accessibility of workplaces

Are the premises/ offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016?

Yes

If so, provide a web-link to the policy.

The Bank believes in professing the ideologies and principles of human rights as core values for success and sustainability of business. With this in view, the Bank thrives on adopting and following the doctrines of human rights as espoused by the United Nations (UN) and the employment standards acclaimed by the International Labour Organization (ILO). IndusInd Bank is committed towards prohibition of all forms of child labour, forced labour, compulsory labour, violence, harassment and sexual harassment.

IndusInd Bank strives to empower women, differently abled persons and disadvantaged sections of society by providing equal opportunities for employment, women-friendly policies and ensures to address needs of special infrastructure for seamless integration of differently abled employees. The Bank does not discriminate with regard to marital status, sexual orientation, religion, belief, political opinion, culture, language, ethnic/social origin, age, color, disability, race, or gender. It seeks to foster a culture of diversity and inclusivity through its organizational values, policies and processes. The Bank aspires to be the most preferred employer and create an environment suitable for the talent to thrive without any discrimination. It is committed to be a company with a strong respect for human rights, safe working conditions and environmentally sound business practices for employees and customers

Link: <https://www.indusind.com/content/dam/indusind-corporate/Other/sustainability/SustainabilityPolicy.pdf>

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	-	-	-	-
Female	100	100	-	-
Other	-	-	-	-
Total	100	100	-	-

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker?

Yes

If yes, give details of the mechanism in brief.	Yes/No	(If Yes, then give details of the mechanism in brief)
Permanent Workers	No	
Other than Permanent Workers	No	
Permanent Employees	Yes	<p>As per the internal HR Policy:</p> <p>The Branch Heads/MCSOPS are responsible for the resolution of complaints/ grievances of the employees working in the concerned branches and offices. It is his/her foremost duty to see that the complaints of all the employees are resolved completely and ensure closure of all complaints received at the branches/offices within 15 days. If the Branch Head/ Deputy Branch Manager is unable to solve the problem at his/her level, he/she should refer the matter to his/her reporting manager immediately.</p> <p>Besides escalation to the supervisors, employees can also lodge complaints at the following common help-desks in relation to different grievances, as under:</p> <p>a. Help-Desk for all issues pertaining to HR functions: hrhelpdesk@indusind.com</p> <p>b. Help-Desk for all issues pertaining to joining formalities, documentations etc.: onboardingdesk@indusind.com</p> <p>c. Help-Desk for all issues pertaining to full and final settlement, relieving letters, experience certificate etc.: settlementdesk@indusind.com</p> <p>d. Help-Desk for all issues pertaining to Salaries, Allowances, Compensation, Benefits, etc.: salaryhelp@indusind.com</p>
Other than Permanent Employees	Yes	<p>In case, the complaint needs more time to be examined, the complainant shall be acknowledged by explaining the same. The officers at each level shall endeavor to resolve the issue to the complainant's satisfaction within a week. If the complaint is not resolved within 15 days of the lodging of the complaint or if the complainant is not satisfied with the response, he/she can approach the higher authorities given in the Employee Escalation Matrix.</p>

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

Category	FY (2022-23)			PY (2021-22)		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or Union (B)	% (B/ A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) or Union (D)	% (D/ C)
Total Permanent Employees	-	-	-	-	-	-
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Other	-	-	-	-	-	-
Total Permanent Workers	-	-	-	-	-	-
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Other	-	-	-	-	-	-

8. Details of training given to employees and workers:

Category	FY (2022-23)					PY (2021-22)				
	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)
Male	31,050	5,288	17.03%	16,169	52.07%	19,263	1,099	5.71%	12,530	65.05%
Female	7,129	4,337	60.84%	6,722	94.29%	6,300	725	11.51%	3,281	52.08%
Other	-	-	-	-	-	-	-	-	-	-
Total	38,179	9,625	25.21%	22,891	59.96%	25,563	1,824	7.14%	15,811	61.85%
Workers										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-

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

	FY (2022-23)			PY (2021-22)		
	Total (A)	No. (B)	% (B/ A)	Total (D)	No. (E)	% (E/ D)
Employees						
Male	31,050	31,050	100%	27,453	27,453	100%
Female	7,129	7,129	100%	6,129	6,129	100%
Other	-	-	-	-	-	-
Total	38,179	38,179	100%	33,582	33,582	100%
Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Other	-	-	-	-	-	-
Total	-	-	-	-	-	-

10. Health and safety management system:

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No).

Yes

If yes, the coverage such system?

IndusInd Bank prioritises employee health and safety and has laid out action plans for zonal managers along with a dedicated H&S department. There is documentation of health risks on a regular basis following a bottom up approach and at the strategic level a top down approach where in evaluation of progress in reducing/preventing health issues/risks is monitored through internal inspections, consultations by OHS specialists as well as independent external verification of health, safety and well-being such as OHSAS 18000. Goals regarding H&S are embedded in performance and remuneration of management. The Bank developed effective Health & Safety Management System which integrates safety in day-to-day operations and allows an organisation to consistently identify and control its safety risks, reduce the potential for accidents, help achieve compliance with safety legislations and continually improve its performance.

It has provided a systematic way to identify workplace hazards and risks and to setup a continual safety improvement programme to implement suitable controls to manage risks. The Bank is committed to providing its employees a safe and secure working environment. A Health and Safety Management System helps achieve compliance with safety legislations and the implementation of suitable controls to manage risks against identified workplace hazards. The Bank has a Fire Safety Manual, Security Manual, Facilities and Administration Manual and Workplace Health and Safety Policy in place. Regular drills and trainings in first aid, fire safety and personal safety are conducted together with periodic checks on the physical and mental health of employees. During FY 2022-2023: Fire safety training and evacuation drills were conducted at 42 high-rise buildings and 100% of the bank's branches across all zones. Further, 100% of employees including outsourced staff participated in these fire and evacuation drills /training programmes. Online e-learning modules covering emergency preparedness at ground level have been implemented for further raising the awareness threshold of the environment in this regard. The efficacy of the fire drills and practices carried out is evident from non-occurrence of any major fire incidents since 2014.

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Given the nature of business, this is not directly applicable. However, in light of the pandemic, the Bank recognises the risks of infections that could take place in the office premises. To minimise these risks, the Bank took necessary precautions at the offices, which included sanitisation of all office premises, removal of biometric scanners, installation of thermal scanners, daily communication updates, restricted movements in common areas, closure of recreational facilities and avoidance of large gatherings. The Bank also adhered to all the government directives and issued travel and health advisories to its employees and advised all its employees to work from home as required or on a rotational basis to ensure employee safety and business continuity.

c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks?

Not Applicable

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services?

Yes

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

Safety Incident/Number	Category	FY (2022-23)	PY (2021-22)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	-
	Workers	-	-
Total recordable work-related injuries	Employees	-	-
	Workers	-	-
No. of fatalities	Employees	-	-
	Workers	-	-
High consequence work related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	-	-

12. Describe the measures taken by the entity to ensure a safe and healthy work place.

The Bank emphasises on the importance of maintaining a safe and healthy workplace for all employees and third-party employees who work on its premises. Therefore, the following measures have been taken by the Bank to ensure a safe and healthy work place:

- Fire and burglar alarm for fire detection with fire and smoke sensors. Fire extinguishers for fire fighting
- Auto fire suppressants in data/ server rooms in select offices.
- Earthing pits in all branches and lightening conductors in select branches.
- Display of important contact numbers at branches/ offices for contacting fire brigade, police station, ambulance etc.
- Public Addressal system at premises.
- Display of floor plans, exit paths etc.
- CCTV for detection /recording of all activities including sabotage etc.
- First aid box.
- Periodic maintenance of fire safety equipment and measures.
- Carrying out mock drills covering training, fire drills and physical verification of fire safety equipment, evacuation plans etc.
- Identification and training of fire marshals. Insurance compensation etc.

13. Number of Complaints on the following made by employees and workers:

	FY (2022-23)			PY (2021-22)		
	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	-	-	-	-	-	-
Health & Safety	-	-	-	-	-	-

14. Assessments for the year:

	FY (2022-23)			PY (2021-22)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)			-	-	-
Health and safety practices	100%			-	-	-
Working Conditions	-			-	-	-

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.

Working Conditions: Electrical Health Checkup/ Audit at Bank Branches: (Yearly): Comprehensive electrical health checks are conducted at Bank Branches annually. This activity is conducted for all category A to D branches; thereafter required repair & maintenance work is undertaken based on the ageing of the equipment and issues identified. Electrical Health Checkup includes:

1. Comprehensive electrical health check-up to identify overloading/hotspots
2. Thermal Imaging of electrical panels by use of Infrared Camera
3. Earth pit test to check ground resistance
4. Lux level check to understand illumination level at the workplace.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of

(A) Employees (Y/N)

Yes

(B) Workers (Y/N).

Not Applicable

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 monitors and tracks the compliance of value chain partners locally and centrally. Along with the monthly invoices, the respective user unit uploads the applicable compliance documents for monitoring by operations/admin team. The bank ensures that monthly statutory dues are remitted to respective PF/ ESI/ LWF etc. authority by the contractors and proof of the same is produced.

3. Provide the number of employees/ workers having suffered high consequence workrelated 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/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY (2022-23)	PY (2021-22)	FY (2022-23)	PY (2021-22)
Employees	-	-	-	-
Workers	-	-	-	-

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)

No

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	-
Working Conditions	-

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.

Bank conducts regular ESG assurances for suppliers and any findings during these processes are tracked to closure.

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.
Any individual or group of individuals or institution that adds value to the business chain of the Bank is identified as a core stakeholder.
2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Sr.	Stakeholder Group	Whether identified as Vulnerable & Marginalized Group	Channels of communication	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
1	Investors	No	Email	Quarterly	These are aimed at providing relevant information as well as understanding stakeholders' perspectives on the Bank's performance and strategy.

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 communicates with investors and shareholders during investor meets, through investor grievance channels, at roundtables, quarterly conference calls, face-to-face meetings, annual general meetings and more. These are aimed at providing relevant information as well as understanding stakeholders' perspectives on the Bank's performance and strategy.

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 has ongoing regular communication with its employees using town-hall meetings, appraisal process, newsletters and other channels to understand and support their concerns and ensure they are aligned with the Bank's strategic priorities. IndusInd Bank interacts with its suppliers through supplier meets, techno-commercial discussions and supplier sustainability assessments. The Bank subscribes to responsible procurement practices and invests in building relationships with its suppliers.

The Bank engages with regulators through one-to-one meetings, emails and submission of performance reports. It strives to be a good corporate citizen and complies with applicable regulations. The Bank plays its role in developing and implementing public policies.

The Bank is committed to uplift the communities in which it operates. It engages with the community through its CSR team regularly. Community meetings are held to understand their needs and play an active role in supporting them.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics.

Yes

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.

IndusInd Bank prioritises delivering long-term value to our stakeholders by embedding sustainability principles deeply in our business. The Bank has indeed deepened its impact on the society through responsible lending, mitigating climate change, and promoting social behavioural changes.

The Bank consistently endeavours to build good relationships with its stakeholders and focuses on initiatives with positive social impact, that help enhance the business. The Bank also supports community development by providing new livelihood opportunities, while endeavouring to contribute towards the holistic development of the society.

The launch of 'Green Fixed Deposits' was part of the Bank's larger commitment of creating value for all its stakeholders and remaining focused at driving sustainable economic growth of the country.

The Bank's current PC-5 strategy has embedded sustainability into its core framework. In line with the overall strategy, a centralised Sustainability Unit works closely with various stakeholders in developing the ESG strategy for each department. This rolls up to form the Bank's overall ESG strategy.

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

Kumirmari Island is one of the last inhabited masses in the Sundarban delta with 2,000 hectares. Extreme temperatures, cyclones, unseasonal rains are a characteristic to the geography. The island is currently inhabited by around 24,000 people out of which nearly 94% belonging to scheduled caste and scheduled tribes. The conventional grid lines have recently reached to the island, however it does not seem to serve as a reliable source of electricity in such remote places. Prolonged power-cut, especially during nights defies one of its purpose of providing security. These lines are also susceptible to damage in such cyclone prone areas breaking the supply for long periods of time. The project aims to provide consistent decentralised renewable supply of energy as the catchment is one of the highly remote island having a very less and consistence supply of conventional energy.

Urban lakes and ponds act as a source of water, buffer for times of flooding and recreational spaces. Government & municipality have restoration and maintenance of lakes on their agenda, however due to political dynamics and paucity of space in general, rapid urbanization, encroachment and illegal dumping poses threat to the water bodies and thus to city's water security. The project aims to primarily conserve soil, plant and water resources of a catchment, while benefitting the communities in an around the area. Refurbished water bodies make it a prime water recharging structure by mitigating floods when inlets and outlets are regulated to a proper channel, prevents erosion and also acts as a restorer of groundwater.

The Bank assists 45 para-athletes competing in 10 different sports through the bank's cooperation with the Go Sports Foundation.

The Bank also takes care of all their requirements, including high-performance training, travel, injury management, rehabilitation, strength training and medical care. These extraordinary para-athletes have excelled since the program's inception, winning a total of 892 medals, including 485 Gold, 234 Silver and 173 Bronze medals.

These committed athletes demonstrated their amazing skills by winning a total of 167 medals throughout FY 2023, including 82 Gold, 45 Silver and 40 Bronze medals, via their great achievements in numerous championships and competitions.

In addition, we are proud to announce that three para-athletes from the elite Para Champions Programme received the privilege of representing India in the prestigious Commonwealth Games in Birmingham, England, in 2022. In FY 2023, 2 Para athletes from the bank's program were conferred with the Arjuna Award.

PRINCIPLE 5 Businesses should respect and promote human rights

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY (2022-23)			PY (2021-22)		
	Total (A)	No. of employees/ workers covered (B)	% (B/ A)	Total (C)	No. of employees/ workers covered (D)	% (D/ C)
Employees						
Permanent	38,179	10,012	26.22%	-	-	-
Other than permanent	-	-	-	-	-	-
Total Employees	38,179	10,012	26.22%	-	-	-
Workers						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
Total Workers	-	-	-	-	-	-

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY (2022-23)					PY (2021-22)				
	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	38,179	-	-	38,179	100%	33,582	-	-	33,582	100%
Male	31,050	-	-	31,050	100%	27,453	-	-	27,453	100%
Female	7,129	-	-	7,129	100%	6,129	-	-	6,129	100%
Other	-	-	-	-	-	-	-	-	-	-
Other than Permanent	3,403	-	-	3,403	100%	2,895	-	-	2,895	100%
Male	2,303	-	-	2,303	100%	1,923	-	-	1,923	100%
Female	1,100	-	-	1,100	100%	972	-	-	972	100%
Other	-	-	-	-	-	-	-	-	-	-
Workers										
Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-
Other than Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-

3. Details of remuneration/salary/wages, in the following format:

	Male		Female		Other	
	Number	Median remuneration/salary/ wages of respective category	Number	Median remuneration/salary/ wages of respective category	Number	Median remuneration/salary/ wages of respective category
Board of Directors (BoD)	8	49,98,696	2	56,60,000	-	-
Key Managerial Personnel	3	25,000,000	-	-	-	-
Employees other than BoD and KMP	31,047	4,69,998	7,129	4,28,503	-	-
Workers	-	-	-	-	-	-

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

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

Employees can directly write to their higher authorities up to the CEO on any issue, especially related to unacceptable behaviour or treatment, harassment by seniors, sexual harassment, unethical dealings or transactions and so on. The issue at hand is looked into by the concerned department and even the CEO, if the issue is of significant importance

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

	FY (2022-23)			PY (2021-22)		
	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	21	5	-	10	4	All complaints filed during FY 2021 – 2022 including pending 4 cases have been closed.
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced Labour/Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

As per the Banks Policy on prevention of sexual harassment:

The Internal Committee will maintain a record of the complaints received by it and keep the contents thereof confidential, except in the manner prescribed under this policy and the Act and the Rules.

Complaints made under this policy will be promptly and thoroughly investigated and the information disclosed during the course of the investigation will remain confidential, except as may be necessary to conduct the investigation and take any remedial action, in accordance with the applicable law.

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

Yes

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	-
Forced/involuntary labour	-
Sexual harassment	-
Discrimination at workplace	-
Wages	-

Details of other assessments of plant and office

Sr.	Name of other assessment	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
-	-	-

10. Provide details of any corrective actions taken or underway to address significant risks/ concerns arising from the assessments at Question 9 above.

Not Applicable

Leadership Indicators

1. Details of a business process being modified/ introduced as a result of addressing human rights grievances/complaints.

Not Applicable

2. Details of the scope and coverage of any Human rights due-diligence conducted

Not Applicable

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. Review is performed at quarterly interval by top management.

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	-
Discrimination at workplace	-
Child Labour	-
Forced Labour/Involuntary Labour	-
Wages	-

Details of other assessments of value chain partner

Sr.	Name of other assessment	% of value chain partners (by value of business done with such partners) that were assessed
-	-	-

5. Provide details of any corrective actions taken or underway to address significant risks/ concerns arising from the assessments at Question 4 above.

Not Applicable

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment**Essential Indicators**

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY (2022-23)	PY (2021-22)
Total electricity consumption (A)	2,75,172	2,53,212
Total fuel consumption (B)	31,760	30,292
Energy consumption through other sources (C)	-	-
Total energy consumption (A+B+C)	3,06,932	2,83,504
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	1,191.3	1,100.3
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

If yes, name of the external agency.

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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?

No

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

Parameter	FY (2022-23)	PY (2021-22)
Water withdrawal by source (in kiloliters)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater/ desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	-	-
Total volume of water consumption (in kiloliters)	4,58,720	6,10,511
Water intensity per rupee of turnover (Water consumed/ turnover)	17.8	27.3
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

If yes, name of the external agency.

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4. Has the entity implemented a mechanism for Zero Liquid Discharge?

No

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

Parameter	Please specify unit	FY (2022-23)	PY (2021-22)
NOx	-	-	-
SOx	-	-	-
Particulate matter (PM)	-	-	-
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify	-	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

No

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

Parameter	Unit	FY (2022-23)	PY (2021-22)
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)	MTCO ₂ e	19,074	9,552
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)	MTCO ₂ e	53,348	59,915
Total Scope 1 and Scope 2 emissions per rupee of turnover	-	2.8	3.1
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? (Y/N)

Yes

If yes, name of the external agency.

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7. Does the entity have any project related to reducing Green House Gas emission?

Yes

If Yes, then provide details.

The Bank is committed to preserving the environment through investing in green and alternative choices. The Bank has adopted renewable energy, dedicated to reduce its GHG emissions, and is actively advocating to inculcate sustainability in the core strategic framework of a business.

ENERGY EFFICIENCY INITIATIVES

Particulars	Electricity saved	Emissions saved
Units	kWh	MTCO ₂ e
Thin clients	221.60	0.16
Virtual servers	70,00,000	5,005
Energy Optimisation Project	-	-
Optimisation of AC Power Consumption	-	-
Total	-	-
RENEWABLE ENERGY (SOLAR)		
	Electricity generated	Emissions avoided
Units	kWh	MTCO ₂ e
Solar energy generated at Karapakkam facility, Chennai -	41,179.6	29.4
Solar energy generated at IBL House, Mumbai	9,518.0	6.8

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

Parameter	FY (2022-23)	PY (2021-22)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	38,189	53,441
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
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)	38,189	53,441
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	7.11	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	7.11	-
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	-	-
Total	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

No

9. 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.

The Bank is committed towards supporting and promoting efficient waste management measures to reduce the impact of waste (both of Bank's own operations as well as those of Bank's clients and partners) on the local environment, promoting re-use and recycling of waste and re-engineering production processes for supporting a circular economy.

10. 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:

Sr No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval/ clearance are being complied with?	If no, the reasons thereof and corrective action taken, if any.
-	-	-	-	-

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

Sr No.	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
-	-	-	-	-	-	-

12. 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).

Yes

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY (2022-23)	PY (2021-22)
From renewable sources (in GJ)		
Total electricity consumption (A)	183	188
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-

Details of Energy consumed from renewable

Sr.	Name of other parameter	FY (2022-23)	PY (2021-22)
Total energy consumed from renewable sources (A+B+C)			
		183	188
From non-renewable sources (in GJ)			
Total electricity consumption (D)		2,74,989	2,48,149
Total fuel consumption (E)		31,760	30,292
Energy consumption through other sources (F)		-	-

Details of Energy consumed from non renewable

Sr.	Name of other parameter	FY (2022-23)	PY (2021-22)
Total energy consumed from non-renewable sources (D+E+F)		3,06,750	2,78,441

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.

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2. Provide the following details related to water discharged:

Parameter	FY (2022-23)	PY (2021-22)
Water discharge by destination and level of treatment (in kiloliters)		
(i) To Surface water	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-
(ii) To Groundwater	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-
(iii) To 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 kiloliters)	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

No

3. Water withdrawal, consumption and discharge in areas of water stress (in kiloliters):

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

- 1 Name of the area
- 2 Nature of operations
- 3 Water withdrawal, consumption and discharge in the following format:

Parameter	FY (2022-23)	PY (2021-22)
Water withdrawal by source (in kiloliters)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater/ desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kiloliters)	-	-
Total volume of water consumption (in kiloliters)	-	-
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 kiloliters)		
(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 kiloliters)	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

Yes

If yes, name of the external agency.

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

Parameter	Unit	FY (2022-23)	PY (2021-22)
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)	MTCO ₂ e	6,592	6,696
Total Scope 3 emissions per rupee of turnover	MTCO ₂ e/₹ crore	0.25	0.30
Total Scope 3 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? (Y/N)

If yes, name of the external agency.

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5. With respect to the ecologically sensitive areas reported at Question 10 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.

Not Applicable

6. 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	Corrective action taken, if any
1	Thin Clients	277 additional thin clients have been deployed with their per unit cost being lesser than a standard computer, also reducing the electricity consumption.	The total emission savings through these initiatives have been 221.6 kWh.	-
2	Data centre migration	It has embraced a new-age architecture and transitioned to a multi-cloud environment, aiming to achieve a balanced presence in a hybrid cloud. To enhance the customer experience, the Bank has implemented multiple solutions that focus on providing paperless, presence-less, and cashless options, supported by its new data center. These initiatives align with the Datacenter Evaluation Framework (DEF) and adhere to the latest international guidelines from IEEE.	With this initiative the bank reduced the GHG intensity of 2555 MTCO ₂ e in FY22 to 1588 MTCO ₂ e in FY23, marking a 38% reduction in emission from data centres.	-

7. Does the entity have a business continuity and disaster management plan?

Yes

Details of entity at which business continuity and disaster management plan is placed or weblink.

The Bank is committed for ensuring continuity of its critical services/ products at a minimum acceptable level even during an event while safeguarding its employees' health and safety.

BCP Manual is uploaded on Intranet of the Bank.

8. 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.

Not Applicable

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

Not Applicable

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.

6

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.	Particulars	Reach of trade and industry chambers/ associations (State/National/International)
1	Indian banks association	National
2	Micro finance institutions network	National
3	Institutional investor advisory services India limited	National
4	Bombay chamber of commerce and industry	State
5	Indo-German chamber of commerce	International
6	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.

Sr.	Name of authority	Brief of the case	Corrective action taken
-	-	-	-

Leadership Indicators

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

Sr no.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board	Web Link, if available
-	-	-	-	-	-

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.

Sr. Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency	Results communicated in public domain	Relevant Web link
<p>Name: Indus Oorja Renewable Energy Brief: Kumirmari Island is one of the last inhabited masses in the Sundarban delta with 2000 hectares. Extreme temperatures, cyclones, unseasonal rains are a characteristic to the geography. The island is currently inhabited by around 24000 people out of which nearly 94% belonging to scheduled caste and scheduled tribes. The conventional grid lines have recently reached to the island, however it does not seem to serve as a reliable source of electricity in such remote places. Prolonged power-cut, especially during nights defies one of its purpose of providing security. These lines are also susceptible to damage in such cyclone prone areas breaking the supply for long periods of time. The project aims to provide consistent decentralised renewable supply of energy as the catchment is one of the highly remote island having a very less and consistence supply of conventional energy</p>	Amendment from MCA vide CG-DL-E 22012021 – 224640, GSR 40 €	22nd January 2021	Yes	No	https://www.indusind.com/content/dam/indusind-csr/pdf/Indus-Oorja.pdf
<p>Name: Restoration of water bodies Brief: Urban lakes and ponds act as a source of water, buffer for times of flooding and recreational spaces. Government & municipality have restoration and maintenance of lakes on their agenda, however due to political dynamics and paucity of space in general, rapid urbanization, encroachment and illegal dumping poses threat to the water bodies and thus to city's water security. The project aims to primarily conserve the soil, plant and water resources of a catchment, while benefitting the humanity. Refurbished water bodies makes it a prime water recharging structure by mitigating floods when inlets and outlets are regulated to a proper channel, prevents erosion and also acts as a recharge groundwater</p>	Amendment from MCA vide CG-DL-E 22012021 – 224640, GSR 40 €	22nd January 2021	Yes	No	https://www.indusind.com/content/dam/indusind-csr/pdf/Restoration-of-Waterbodies.pdf

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 ₹)
-	-	-	-	-	-	-

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

Refer to page 3

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY (2022-23)	PY (2021-22)
Directly sourced from MSMEs/ small producers	-	-
Sourced directly from within the district and neighbouring districts	-	-

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):

Sr.	Details of negative social impact identified	Corrective action taken
1	<p>Indus Oorja Renewable Energy:</p> <ul style="list-style-type: none"> For 55% of households, fishing and crab collection are the primary occupations, while 38% are involved in small farming, 4% in animal husbandry, and 3% in private jobs 93% of the population has a monthly family income of less than ₹7,000. Before the installation of the solar plant, the primary sources of illumination for the population were solar home systems (SHS) and kerosene oil. The risk of tiger attacks was significantly higher in the project hamlet before the installation of the solar plant 	<ul style="list-style-type: none"> The solar grid connection has become the primary source of illumination for all respondents. The adoption of solar grid connections has significantly reduced kerosene use, leading to an estimated savings of ₹300-400 per household, which has been redirected towards expenses such as food consumption, academics, and medicine. 57% of households reported an increase of 2-3 hours in their children's average study time and observed an improvement in academic performance. 74% of beneficiaries reported a decrease in women's workload. 43% of households reported an improvement in overall social connections, including self-help group meetings, farmers' meetings, visits of relatives, and occasions. The installation of 50 solar streetlights has improved the overall safety and security of the villagers, resulting in an 84% reduction in human-animal conflicts.
2	<p>Restoration of water bodies:</p> <ul style="list-style-type: none"> Effective management of inlet and outlet points is crucial for monitoring and disposing of solid waste and garbage in waterbodies. Regular monitoring of the project's impact and activities is important for its continued success. It is recommended to involve both urban and rural government officials, as well as local communities, in the monitoring and maintenance of the project. 	<p>Waterbodies restoration:</p> <ul style="list-style-type: none"> Stores and slows the runoff Creates habitat for aquatic life Improves status of biological elements Helps to control erosion Increases water storage capacity Protects flora & fauna species Increases evapotranspiration Helps to recharge groundwater Prevents loss of biodiversity Increases fish stock Increases green cover Helps in the rejuvenation of wetlands Increases soil water retention Reduces the risk of flooding Improves chemical status of soil Improves the quality of soil Raises awareness about importance of cleanliness Promotes proper management of surrounding waste

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 ₹)
1	Maharashtra	Osmanabad	11,51,76,805
2	Rajasthan	Baran	4,81,87,029
3	Uttar Pradesh	Bahraich	2,40,85,392
4	Bihar	Begusarai	10,85,85,392
5	Tamil Nadu	Virudhunagar	5,39,04,740
6	West Bengal	Murshidabad	1,58,00,000
7	Odisha	Kalahandi	27,81,322
8	Odisha	Kandhamal	20,14,061
9	Odisha	Rayagada	82,19,470
10	Madhya Pradesh	Chhattarpur	1,38,86,669
11	Jharkhand	Khunti	39,43,150

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

No

(b) From which marginalized /vulnerable groups do you procure?

Not Applicable

(c) What percentage of total procurement (by value) does it constitute?

Not Applicable

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:

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

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.

Sr.	Name of authority	Brief of the Case	Corrective action taken
-		-	-

6. Details of beneficiaries of CSR Projects:

Sr.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Flagship Program-Holistic Rural Development	5.4 lakh+	70%
2	Sustainable Environment	10.85 lakh+ (10,85,270)	70%
3	Education (including Skilling)	2.35 lakh+ (2,38,080)	70%
4	Inclusive Sports	900+ (971)	70%
5	Others (Healthcare, Armed Forces and Livelihood)	2.40 lakh+ (2,41,542)	70%

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.

The Bank follows the Board-approved "Grievance Redressal Policy", which lays down a defined escalation process for all customer complaints received at branches and Corporate Office, within the overall framework of RBI guidelines.

The Bank has also appointed an Internal Ombudsman, and complaints which are rejected and/or partial relief is being provided to the Complainant, are referred to him for an independent review.

A Quarterly Report related to complaints received and redressed is placed before the Board of Directors. Based on the recurrence of complaints in specific areas, causative factors are identified, and remedial measures are initiated.

Customers can contact their respective Branch Manager or call the Bank's Contact Centre on the toll-free number or send an email to the dedicated email IDs or access the Bank's website www.indusind.com to lodge their grievances in a simplified way and get their complaints redressed without delay.

Details of the Nodal Officer/ Regional Managers have been furnished. These details are also displayed at the Bank's branches. Details of the Integrated Ombudsman Scheme, 2021 of the Reserve Bank of India, are also displayed at branches and hosted on the Bank's website.

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	-
Safe and responsible usage	-
Recycling and/or safe disposal	-

3. Number of consumer complaints in respect of the following

	FY (2022-23)		Remark	PY (2021-22)		Remark
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	3,946	226	-	2,856	212	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other	24,711	841	-	30,728	998	-

4. Details of instances of product recalls on account of safety issues

	Number	Reasons for recall
Voluntary recalls	-	-
Forced recalls	-	-

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy?

Yes

If available, provide a web-link of the policy

<https://www.indusind.com/in/en/personal/privacy-policy.html>

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.

There are no incidents reported related to cyber security and data privacy in last one-year FY 2022-23.

Leadership Indicators

1. Channels/ platforms where information on products and services of the entity can be accessed (provide web link, if available).

Information relating to all the loan products and services provided by the Bank are available on the Company's website.

In addition, the Bank actively uses various social media and digital platforms to disseminate information on its loans and deposits.

Link of website: <https://www.indusind.com>

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services

The Bank has developed a Customer Rights Policy, which can be accessed on its website. Additionally, it has implemented a Customer Protection Policy based on RBI guidelines to provide a safe, reliable, transparent and superior service experience. This policy addresses customer complaints regarding unauthorized transactions conducted through electronic channels, defines criteria for determining customer liability in different circumstances and enhances customer awareness. The Bank employs various channels, including the Surveillance Unit, to monitor and mitigate insider threats and internal fraud. Through digital channels, e-learning, classroom training and workshops, the Bank disseminates awareness messages and tips to increase awareness of cyber frauds, safe internet and online banking practices, identification and avoidance of phishing/ vishing attempts, secure use of credit/debit cards, protection from malware and malicious websites and other related topics.

This program is designed to educate and raise awareness among internal users, customers and partners.

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

The Bank has implemented Business Continuity Policy (BCP) wherein critical processes and other enablers have been identified and appropriate recovery plans have been put in place for such critical processes to ensure timely recovery of the Bank's critical operations and services in the event of a crisis.

BCP Framework ensures continuity of critical processes to extend essential services to the customers. Regular mock tests are carried out to ascertain BCP preparedness. With the implementation of the EGRC system, key components of BCP such as, Business Impact Analysis (BIA), BCP Recovery Plan, BCP Testing, BCP Risk Assessment, are monitored through the system, which reinforces effective monitoring and management of Business Continuity.

4. Does the entity display product information on the product over and above what is mandated as per local laws?

No

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?

Not Applicable

5. Provide the following information relating to data breaches

a. Number of instances of data breaches along-with impact

-

b. Percentage of data breaches involving personally identifiable information of customers

-

INDEPENDENT ASSURANCE STATEMENT

To,

The Management and Board of Directors

IndusInd Bank Limited,
PNA House, 4th Floor,
Plot No. 57, Street No. 17, MIDC, Andheri (E)

Scope

We have been engaged by IndusInd Bank Limited to perform Independent Limited assurance, as defined by International Standards on Assurance Engagements (ISAE 3000:Revised), hereafter referred to as the engagement, to report on IndusInd Bank Limited BRSR (Business Responsibility and Sustainability Report) Report (the "Subject Matter") for the period from 01st April 2022 to 31st March 2023.

Other than as described in the preceding paragraph, which sets out the scope of our engagement, we did not perform assurance procedures on the remaining information included in the Report, and accordingly, we do not express a conclusion on this information

Criteria applied by IndusInd Bank Limited

In preparing the Business Responsibility and Sustainability Report (BRSR) FY 23, IndusInd Bank Limited applied Securities and Exchange Board of India (SEBI) BRSR guidelines. As a result, the subject matter information may not be suitable for another purpose.

IndusInd Bank Limited's Responsibilities

IndusInd Bank Limited's management is responsible for selecting the Criteria, and for presenting the Business Responsibility and Sustainability Report (BRSR) FY 23 in accordance with that Criteria, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records, and making estimates relevant to the preparation of the subject matter, such that it is free from material misstatement, whether due to fraud or error

EY's Responsibilities

Our responsibility is to express a conclusion on the presentation of the Subject Matter based on the evidence we have obtained.

We conducted our engagement in accordance with the International Standard for Assurance Engagements Other Than Audits or Reviews of Historical Financial Information (ISAE 3000:Revised). The terms of reference for this engagement as agreed with IndusInd Bank Limited on June 26, 2023. The Subject Matter is presented in accordance with the Criteria, and to issue a report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

Our Independence and Quality Control

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, and have the required competencies and experience to conduct this assurance engagement

EY also applies International Standard on Quality Control 1, *Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance and Related Services Engagements*, and accordingly 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.

Description of procedures performed.

Procedures performed in a limited assurance engagement vary in nature and timing from and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the Business Responsibility and Sustainability Report (BRSR) FY 2022-23 and related information and applying analytical and other appropriate procedures

Our procedures included:

- ▶ Conducted interviews with select personnel at head office to understand the process for collecting, collating, and reporting the subject matter as per SEBI's BRSR framework;
- ▶ Checked that the calculation criteria have been correctly applied in accordance with the methodologies outlined in the Criteria;
- ▶ Review of relevant data, on a selective test basis through consultations at the Company's Corporate Office
- ▶ Undertook analytical review procedures to support the reasonableness of the data through consultations with the corporate sustainability team;
- ▶ Execution of an audit trail of claims and data streams, on a selective test basis, to determine the level of accuracy in the collection, transcription, and aggregation processes followed.
- ▶ Review of the Company's plans, policies, and practices, pertaining to their social, environmental, and sustainable development, to be able to make comments on the fairness of sustainability reporting;
- ▶ Review of the Company's approach towards materiality assessment disclosed in the BRSR Report to identify relevant issues;

We also performed such other procedures as we considered necessary in the circumstances

Emphasis of matter

The assurance scope excludes:

- ▶ Data and information outside the defined reporting period (1st April 2022 to 31st March 2023)
- ▶ Data and information on the economic and financial performance of the Company
- ▶ Data, statements, and claims already available in the public domain through Annual Report, Sustainability Report, or other sources available in the public domain
- ▶ The Company's statements that describe the expression of opinion, belief, inference, aspiration, expectation, aim, or future intention provided by the Company
- ▶ The Company's compliance with regulations, acts, and guidelines with respect to various regulatory agencies and other legal matters

Our Conclusion

Based on our procedures and the evidence obtained, we are not aware of any material modifications that should be made to the Business Responsibility and Sustainability Report (BRSR) FY 23 for the period from 01st April 2022 to 31st March 2023, in order for it to be in accordance with the Standards and Securities and Exchange Board of India (SEBI) BRSR guidelines.

Restricted use: This report is intended solely for the information and use of IndusInd Bank Limited and is not intended to be and should not be used by anyone other than IndusInd Bank Limited.

For and on behalf of Ernst & Young Associates LLP



Chaitanya Kalia
July 24, 2023
Mumbai, India

IndusInd Bank

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