SBI

Sustainability Report 2018-19

Spearheading Digital India

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Banking Solutions for a Sustainable Tomorrow

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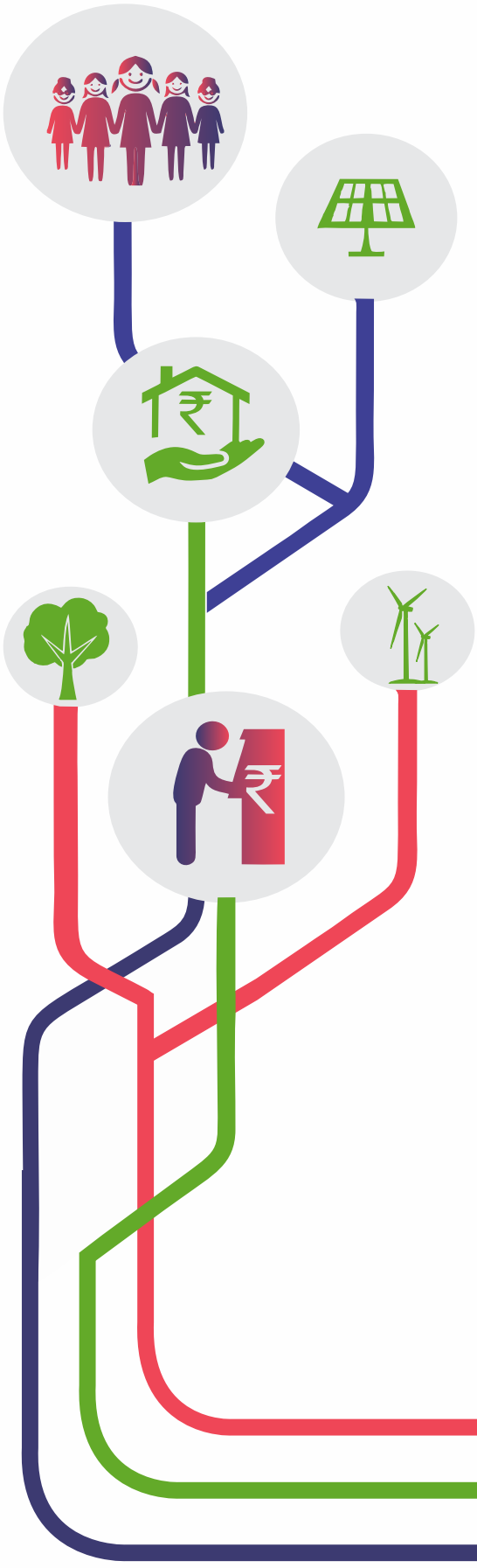
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Message from the Chairman



39.75 Crore

The BC channel recorded 39.75 crore transactions in FY 2018-19, which translated to approximately 1.5 million transactions per day.

Dear Reader,

Serving the country's citizens has been a core commitment of State Bank of India (SBI) which is deep rooted in its ethos. For over 200 years, we have always striven to strengthen the country's financial system and are strongly interlinked with India's growth story. Our contribution to the economic and social development canvas of the country- propelled the by Bank's vast outreach- remains unparalleled. Customer centricity has driven us to evolve over the years and we have continuously taken steps to stay relevant. The digital disruption that we're currently witness to, has brought about a new financial order- a paradigm shift in the way products and services are being rendered to customers.

The use of new technology has become a standard cross-cutting theme across most operational business practices, and this is no different for SBI. We have embarked on the journey of digitally transforming our banking products and services and are well on our way to support the 'Digital India' vision. In the quest of improving our sustainable performance and becoming a carbon neutral bank by 2030, SBI has begun integrating its digital strategy with its overall sustainability strategy.

In light of this, SBI is happy to present its fourth Sustainability Report for FY 2018-19- **"Spearheading Digital India-Banking Solutions for a Sustainable Tomorrow"**. While one of the guiding principles for the Bank has always been to engender inclusive growth, we are now using our sustainability strategy to re-look into our specialized products and services for the urban as well as rural customers and the best way to integrate them into the formal economy. Using digital platforms has served as one of the most effective modes of fulfilling this objective. YONO- the Bank's flagship digital app for retail customers launched in November 2017, has crossed several milestones. As an integrated omni-channel digital platform, YONO today, offers both lifestyle and banking experiences with more than 30 products live on a financial superstore and nearing 90 merchant partners live on the B2C Market Place platform across 21 categories. Our financial inclusion (FI) and financial literacy programs have also been designed to incorporate digital aspects into the activities. The spread of digital banking channels and expansion of the Business Correspondent (BCs) network have given the Bank the impetus to further grow its FI activities. SBI has re-looked at several strategies and leveraged technology to expand financial services provided to new segments of customers and bring them under the ambit of a formal banking system.

The BC channel recorded 39.75 crore transactions in FY-19, which translated to approximately 1.5 million transactions per day. Through its 338 Financial Literacy Centers (FLC's), SBI has conducted over 29,000 camps with the objective of enhancing financial literacy. Similarly, to help rural youth gain requisite employability and livelihood skills, the RSETIs supported by the Bank trained nearly 97,000 rural youth during the reporting period. Additionally, our pledge for community development has stood solemn over the years focusing on key thematic areas viz. Healthcare, Education, Sanitation, Culture, Sports, Environment Protection etc.

The reporting period also witnessed the public issue of the Bank's maiden Green Bond-a continued commitment towards green financing and clean energy.

The new era of technological innovation is changing the way organisations view traditional business functions such as human resource management. Several tools have been adopted to enhance talent and productivity at the workplace whilst enabling HR managers to focus on driving business profitability. SBI is the largest employer in the Indian banking sector – employing over 2.5 lakh number of people. Despite the challenges involved with a large workforce, several new technology driven initiatives have been rolled out to effectively manage and empower our human capital. A real time help platform, 'e-Gyanshala', has been launched on a pilot basis, serving as a one-stop knowledge repository for all employees wishing to access guidance documents related to operational instructions.

The impact of digital innovation on the environment, has been an important area of achievement for us. We've made significant investments in Artificial Intelligence, the Internet of Things (IoT), Robotics, Branch Server consolidation etc. which has led to enhanced energy efficiency and reduced carbon footprint.

During the reporting period, the Bank launched Phase –I of "Nayi Disha"- a corporate communication program with the objective of driving home the significance of being agile, inculcating the Bank's values through employee engagement and enhancing customer centricity. The programme has been designed as an ongoing intervention in phases covering all employees.

Technology based solutions have also become the foundation of the Bank's lending activities. In FY 2017-18, State Bank of India won the Asian Banker Awards for the best lending initiative—proof of the extent to which the culture of innovation and digitisation has been so widely embedded within the Bank. Digitisation of various credit processes and products is being done through extant instructions, adherence to credit policies and guidelines - with a view to manage risk, ensure regulatory compliance and develop reliable information systems. Additionally we are continuously exploring the options of Blockchain, analytics-backed predictive models and other innovative technologies to strengthen our lending initiatives.

The scope of complete digital transformation for a Bank as large as SBI is both extraordinary, and challenging. While we have begun taking strong steps in the right direction, we still have a long way to go in terms of becoming a Bank whose products and services are driven primarily via digital platforms.

Our progress towards sustainable growth and development is reviewed periodically and the necessary actions are outlined to improve our performance on an annual basis.

While I have taken the liberty to highlight some of the key initiatives taken during the reporting period, we have provided a detailed discussion on several sustainability parameters in the pages ahead. We look forward to receiving any feedback or suggested areas of improvement from you on the same.

Thank you.

Rajnish Kumar

Chairman, State Bank of India.

Message from the leadership



Shri Praveen Kumar Gupta
Managing Director, Retail & Digital Banking

"Digital transformation through smart technology applications and refined customer orientation have been two areas of significant intervention for us. Our dedicated focus on supplementing conventional banking practices with new, emerging technology has yielded positive results- enabling the Bank to streamline several of its internal controls, processes and banking services for customers. In this new age of digital revolution, it's easy to get caught up in the storm of embedding technological applications. However, SBI has developed outcomes for its investment in this space with a clear sight on its long-term business continuity. Additionally, digital interfaces have strongly facilitated the accomplishment of financial inclusion and literacy activities - enhancing the impact for each beneficiary with an underlying vision of a Digital India in the backdrop."



Shri Dinesh Kumar Khara
Managing Director, Global Banking and Subsidiaries

"The values that were defined for the Bank since its inception haven't changed over time. In fact, we have added on to those values to keep up with the rapidly evolving eco-system and to continue providing banking services that promote and support sustainable growth of all our stakeholders. The stakeholder groups that we consider vital for long term business continuity have also expanded through the years. We are dedicated towards implementing sustainability programs across our entire value chain- including safeguarding our natural environment. As the global banking landscape changes, the true purpose of financial institutions is to now support actions that will help create long term, positive impacts through its banking and lending activities. SBI, in its journey of sustainable growth, is continuously looking for different ways in which it can increase the scope of its impact."



Shri Arijit Basu
Managing Director, Commercial Clients Group & IT

"Meaningful collaborations with new age fintech companies have changed the way banking and other financial institutions conduct business. Using data analytics and algorithms that form the backbone of lending decisions, apps that support virtual verification and account opening activities and digital platforms that provide banking services anywhere, anytime is helping SBI re-model the manner in which financial services are disseminated. We are moving towards a customer friendly, 'Less paper' environment.

We have also identified an additional area of intervention during the reporting period– the integration of ESG parameters into our lending activities. While SBI already has a screening process in place to ensure that the borrower is fully compliant will all environmental and social statutory regulations, we want to go beyond compliance and move towards value creation. Therefore, we have started the process of assessing different ways in which key ESG parameters can be used to screen and evaluate new investment opportunities."



Smt Anshula Kant
Managing Director, Stressed Assets, Risk and Compliance

"The global and Indian regulatory landscape is in a state of constant flux to maximise support for economic growth as well as maintain high standards for compliance and risk. For the banking sector, the attention is currently focused towards issues such as work culture, corporate governance and the demands of adapting to new technology, volatile market conditions, data security and cyber risk, among others. Assessing risk in an integrated manner and ensuring compliance to all relevant statutory rules and regulations has helped SBI build its brand and reputation. Our renewed focus on implementing ethical practices is helping the Bank gain a competitive advantage by ensuring that each and every business function adheres to stringent ethical standards, both in letter and in spirit."

About the Report

After the financial crisis of 2008, the global financial stalwarts were forced to replace short term investment gains with long term thinking- supporting sustainable business practices, sustainable investment opportunities and an in-depth consideration towards developing a robust, internal sustainability strategy. Since then, organisational disclosures on extra-financial parameters such as environment, social and governance (ESG) issues have been mandated through regulatory reform in several countries. ESG issues that fall under the broader umbrella of 'sustainable practices' has only garnered more importance over the last few years and is now considered to be an integral part of sustainable finance. Further, increased investor inquiries into the sustainability performance and lending practices of financial institutions has helped drive sustainability reporting within the financial sector. A biennial survey conducted in FY 2016-17, showed that approximately 73% of the top financial companies report on its corporate responsibility practices globally.



In the Indian context, a majority of the leading private banks have been consistently disclosing information on sustainability issues across different reporting platforms. Within the public sector, SBI took up the challenge of becoming a leader in the sustainability space four years ago and has since, strengthened its economic, environmental and social strategy, and focus on its performance on an annual basis. SBI is currently the only public sector bank to publish a sustainability report in India and took a conscious decision to release its previous FY 2017-18 sustainability report on 5th June, World Environment day.

Spearheading Digital India-Banking Solutions for a Sustainable Tomorrow is SBI's fourth consecutive report for FY 2018-19- presenting data for the period of 1st April 2018 to 31st March, 2019. This report has been prepared in accordance with the GRI Standards: Core Option. Additionally, it fulfills the requirements of the 10 principles outlined by the Standards. The content of the report discusses information relevant to the Bank's material issues, identified through an inclusive stakeholder engagement process. The chapter titled 'Stakeholder Engagement and Materiality Assessment' highlights the process followed and the results of the analysis in a more comprehensive manner.

The principles put forward by the Integrated Reporting (<IR>) Framework and National Voluntary Guidelines (NVG) have also been referred to as additional guidelines for the report development. As India steadily progresses towards achieving its targeted Sustainability Development Goals (SDGs) by 2030, SBI like other large corporations, have aligned key initiatives to specific SDG targets.

The economic, environment and social disclosures cover SBI's Indian operations only, which includes its Corporate Office headquartered in Mumbai, its subsidiaries and its 17 circles across the country. The 17th circle was inaugurated in April 2019. There hasn't been any changes in the organisation's structure or supply chain from the previous reporting period and no restatements of information are to be made either.

** Source- The KPMG Survey of Corporate Responsibility Reporting 2017*

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Advisory Statement: We have included "forward-looking statements" in this report describing the Bank's objectives, projections, and expectations for long term value creation with respect to its business context. Critical factors that could make a difference to the Bank's operations include, among others, strategic internal decisions, external domestic and international market conditions in which SBI operates, modification to government regulations, laws and other statutes and incidental factors.

Precautionary Principle: For a bank as significant as SBI in terms of size and influence, it is important to have the right systems and processes in place to ensure the appropriate identification and management of all critical risks. Therefore, the Bank's precautionary approach has been articulated through the information disclosed on its internal controls and practices in place for mitigating risk and managing its economic, environmental and social performance. The extensive volume of banking services and lending practices provided makes it imperative for the Bank to govern extra-financial issues that impact the organisation and vice versa. The organisation has a robust set of policies and frameworks in place to ensure the same. It has also developed a standalone Sustainability and Business Responsibility Policy that is used as a guide to direct it's overall sustainability performance.

Message from the Chief Sustainability Officer



"It's important to consider our stakeholders' perception of SBI's brand value. The global risks identified for 2019 by the World Economic Forum (WEF) makes it imperative for us to assess the diverse aspects that the Bank must address instead of limiting the issues to just financial returns, market share and shareholder profit. Implementing environmentally conscious best practices, positioning ourselves as a forward-thinking corporate, initiating responsible behavior, building relationships based on trust and aligning the over-arching agenda for sustainable development with our business strategy are key actions that will help SBI stay ahead of the curve. In an effort to grow holistically, the Bank's sustainability and CSR initiatives have been mapped to those SDGs that are most relevant to us. Fighting poverty, supporting good health and well-being, providing access to quality education, promoting gender equality, investing in clean energy and climate action are some of the vital areas that SBI is keenly looking into."

Shri Prashant Kumar
Deputy Managing Director (HR) & Corporate Development Officer

State Bank Of India at a Glance



Introduction

The State Bank of India (SBI) is a Government-owned, Indian multinational, public sector banking and financial services company. It is the largest commercial bank in India in terms of assets, deposits, branches, customers and employees. As on 31st March 2019, the Bank operated 22,010 branches, managed 58,415 ATMs and employed more than 2.5 lakh people. It ended the financial year with a total customer base of more than 43 crore. With over 141 lakh registered users, the mobile banking channel had processed transactions amounting to INR 2,74,029 crore. In an attempt to enhance its interaction with its customers, especially those falling under the younger demographic, SBI has made its presence felt on various social media platforms. For example, it has the highest number of followers on Facebook and Youtube amongst all the banks in the world. It also has a strong influence on LinkedIn and Pinterest. Headquartered in Mumbai, SBI offers a wide spectrum of products and services to different segments of customers. This includes personal banking services, SME &corporate banking and wealth management services. In collaboration with its non-banking subsidiaries and joint ventures, the Bank also offers several other products and services in the sectors of life insurance, general insurance, merchant banking, mutual funds, credit cards, factoring services, security trading and primary dealership. The details of SBI's operating companies, subsidiaries and joint ventures can be found using the link below:

https://www.sbi.co.in/portal/web/corporate-governance/sbi-investor-update



Figure 1: Products and Services offered by SBI



Figure 2: Products and Services offered by SBI in collaboration with its non-banking subsidiaries and joint ventures

The International Indian Bank

SBI was the pioneering Indian bank to transcend national borders. The Bank of Madras was inaugurated in Colombo, Sri Lanka in July, 1864, followed by the Imperial Bank of India in London in 1921. As on 31st March 2019, SBI's global footprint encapsulated 208 overseas offices in 34 countries. The ownership details of SBI can be found in the Annual Report 2018-19.

SBI's Operations for International Business



Rep Office
- Brazil (1)

Branches / Offices
- Belgium (1)
- Germany (1)
- France (1)
- UK (2)

Subsidiaries
- Russia (1)
- UK (12)

Rep Office
- Turkey (1)

Branches / Offices
- Bahrain (3)
- S. Arabia (1)
- UAE (2)
- Oman (1)
- Israel (1)

Rep Office
- Iran (1)
- UAE (2)

Exchange co.
- Oman (2)
- Dubai (1)

Branch
- Australia (1)

Branches
- USA (3)
- Bahama (1)

Subsidiaries
- California (7)
- Canada (6)

Rep Office
- USA (1)

Branches / Offices
- South Africa (3)

Subsidiaries
- Mauritius (15)
- Botswana (1)

Investment
- Nigeria (1)

Branches / Offices
- China (2)
- S. Korea (1)
- Japan (2)
- India (1)
- Maldives (4)
- Srilanka (5)
- Bangladesh (12)
- Myanmar (1)
- Singapore (7)
- Hongkong (1)

Subsidiaries
- Indonesia (11)
- Nepal (86)

Joint venture
- Bhutan (1)

Rep Office
- Philippines (1)

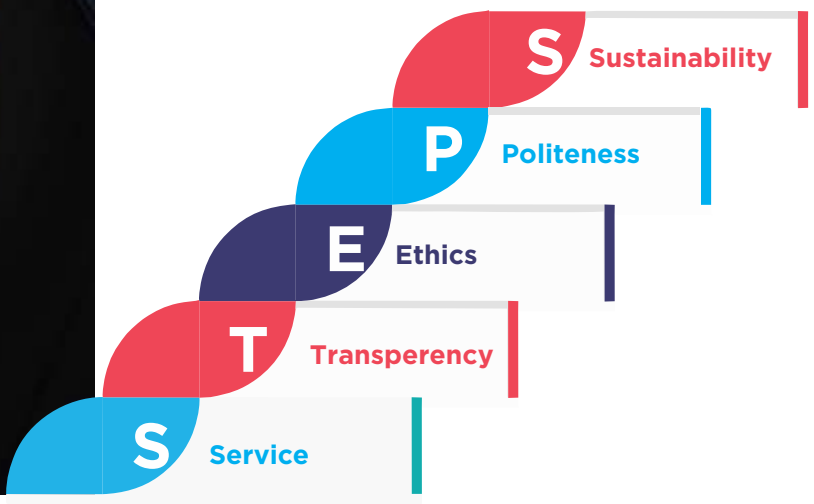
SBI's Focus on Sustainable Development

Over a course of more than two centuries, SBI has become the largest bank in India. This phenomenal journey has been fuelled and sustained by the Bank's constant endeavour of fulfilling its vision and mission. 'Sustainability' was added as a 'value' in FY 2017-18 and has become a key focus area driving business decisions and operational change. Different business functions are looking at improving policies, strategies, processes, systems and controls in place to ensure efficiency, responsibility and value creation.

For example, SBI developed a Board-33nomic Responsibilities of Business published by the Ministry of Corporate Affairs, Government of India, in July 2011. The policy is also referred to when identifying, assessing and monitoring environmental, social and governance (ESG) risks with respect to SBI's operations.

Further, one of the key objectives of the policy is to help the Bank align its business decisions and sustainability initiatives to the global Sustainable Development Goals (SDGs).





Public Policy and Advocacy

During the reporting period, the Bank participated actively in several forums discussing relevant topics of sustainable development in India. Some of these topics included Business and Innovation,Green Finance partnerships, Impact Investment and Entrepreneurship. SBI interacts with several industry associations on matters of policy development and is a member of several reputed organisations such as:



- Indian Bank's Association (IBA)
- Federation of Indian Chambers of Commerce and Industry (FICCI)
- The Associated Chambers of Commerce of India (ASSOCHAM)
- The Global Reporting Initiative (GRI) Community
- Confederation of Indian Industry (CII)
- Indian Institute of Banking and Finance (IIBF)

SBI's Supply Chain Management

As SBI provides products and services through a vast geographical network, it is imperative to have a supply chain consisting of reliable vendors, suppliers and other business partners. The Bank aims to lead by example and therefore through its sustainability policies and initiatives it hopes to spread awareness on the importance of creating positive environmental and social impact.

SBI Infrastructure Management Solutions Pvt Ltd. (SBIIMS) is a wholly owned subsidiary of the Bank that has set up 17 Circle Infra Offices across all the Local Head Offices (LHOs). The aim of this subsidiary is to provide specialised services on civil, construction, electrical, facility management, leasing of premises etc. It is also instrumental in saving cost, and other resources such as manpower, time and energy required for SBI's operations.



The Bank's supply chain consists primarily of IT suppliers like digital service providers, business partners for technology and infrastructure development as well as non-IT suppliers such as human capital service providers, utility suppliers and office stationery suppliers. SBI also collaborates with knowledge partners to drive business innovation and best practices within and outside the organisation. SBI's empanelment guidelines adhere to Government accepted vendor selection processes. As on 31st March 2019, SBI's Corporate office vendor base comprised of more than 3000 suppliers.



Governing Responsibly

Corporate governance issues such as strategy, performance management, compliance, risk management as well as shareholder and stakeholder management have always been at the forefront of discussion amongst Board members. In recent times, additional focus areas have emerged that are now directly under the oversight of the Board. New age business disruptions like changing customer behavior or preferences, dynamic business models, digitisation, cyber security, regulatory changes etc. are now equally important topics of discussion at board meetings.

These disruptions directly impact the business continuity of organisations and thus paying attention to material aspects of one's sustainability performance is key. SBI's sustainability performance is monitored by the Chairman and its strategy driven by the Corporate Centre Sustainability Committee (CCSC). Sustainable development has become an important facet of governing responsibly and has enabled the Bank to optimise value creation for all its stakeholders.

Objectives of Governance

To protect and enhance shareholder value through sustainable business practices.	To protect the interest of all other stakeholders such as customers, employees and society at large.	To ensure transparency and integrity in communication and to make accurate and clear information available to all concerned.	To ensure accountability for performance and customer service and to achieve excellence at all levels.	To provide corporate leadership of the highest standard for others to emulate.

Ethics and Business Conduct

Ethics is an ongoing journey which is aimed at infusing excellence in the operational fabric. SBI's strong ethical culture is reflected in its trust and credibility amongst its stakeholders. The Bank also understands the criticality of ethics and transparency in achieving excellence in its economic, environmental and social performance. To maintain the highest level of ethical conduct, a Code of Ethics has been woven around the values of STEPS (Service, Transparency, Ethics, Politeness and Sustainability). The Code provides employees with behavioral guidelines and a moral compass that can be used in their day to day activities towards realising the Bank's vision.

Steady efforts have also been made to ensure that the core essence of SBI's vision, mission, values and the code cascades to all the levels of the organisation. SBI has frequently engaged with its stakeholders to promote ethical awareness across its value chain.

The Bank, has created an independent business function that looks after the ethical morale of the entire organization. The function oversees various activities designed for ethical sensitisation on different issues.

Further, regular ethical awareness workshops are undertaken for the employees and tailored to different levels of management A special initiative has been implemented whereby SBI has developed a 'Code of Conduct for Expressing Views in Social Media' since its outreach has expanded across various social platforms.

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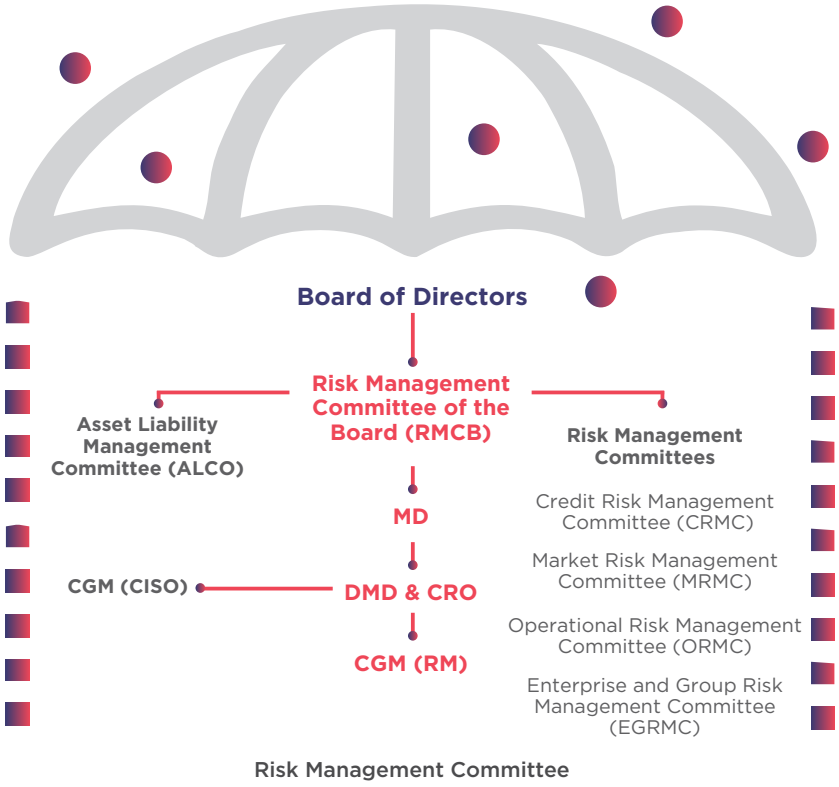
Board of Directors

SBI's Central Board of Directors is responsible for managing the overall performance and sustenance of business operations. The Board is headed by the Chairman and constitutes of the Managing Directors, Shareholder Directors and Directors nominated by the Government of India. The Shareholder Directors bring the right amount of skills and expertise to the table, while also playing the role of functional heads of various business units within the organisation. The Central Board comprises of 14 members, of which 2 are women- a Managing Director and a Government appointed Director.

Board Committees

The Central Board constitutes of the 11 Committees illustrated below. These Committees provide effective professional support in Board oversight across key areas such as audit and accounts, risk management, resolution of investor grievances, fraud review and control, review of customer service & redressal of customer grievances, technology management, CSR etc.





Risk Management Committee

Governance for Risk Management

SBI's risk management practices include risk identification, assessment, measurement and mitigation. The primary objective of this committee is to minimise any negative impact on profitability, capital adequacy, the environment and the society at large.

The risk management controls in place are defined within the Risk Management Policy. The policy helps the Bank adequately recognise, assess and monitor different types of risks, and more importantly develop mitigation plans for each vertical.

A new role of 'Portfolio Management' has been created under the risk management department. This function will focus on both, profitability and risk identification while performing portfolio management activities. Key action points comprise of portfolio risk appetite and target definition, portfolio packaging, risk assessment & review and portfolio optimisation. A separate department called the Credit Review Department (CRD) has been set up to look at micro-level risks at an individual proposal level.

Compliance Risk Management

The Bank functions on the principle of 'zero tolerance' to regulatory non-compliances and has executed several initiatives to strengthen the compliance monitoring function. A Compliance Risk Management Committee, comprising of Senior Executives from business verticals and support functions oversees all compliance related issues. The committee meets regularly and extends necessary guidance to the all concerned in the smooth implementation of Risk Based Supervision (RBS) of RBI and other regulatory matters.



Corporate Centre Sustainability Committee (CCSC)

The Corporate Centre Sustainability Committee (CCSC) is headed by the Bank's Deputy Managing Director (HR) & Corporate Development Officer, who is also SBI's Chief Sustainability Officer and reports directly to the Chairman. The committee is responsible for driving sustainability initiatives, identifying new areas of intervention, approving goals and targets and reporting on sustainability and other non-financial parameters.

Corporate Social Responsibility Committee (CSRC)

The Corporate Social Responsibility Committee was constituted in 2014 to review the activities undertaken by the Bank under the Corporate Social Responsibility Policy. The Committee was last reconstituted in March 2018 and currently has seven members. The Chairman of the Committee is the Senior Managing Director.

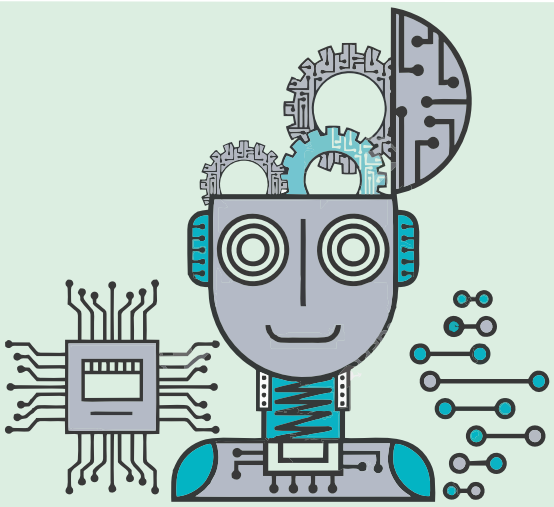
Audit Committee

The Internal Audit (IA) Department is headed by a Deputy Managing Director and works under the guidance and supervision of the Audit Committee of the Board. It works in close co-ordination with the risk management and compliance departments to evaluate effectiveness of controls, assess compliance with controls and adherence to internal processes and procedures. The IA function undertakes a comprehensive risk based audit of all operating units.

Keeping pace with rapid digitalisation within the bank, the IA function has initiated technology driven interventions- moving towards system driven, analytics based audits that provide enhanced efficiency and effectiveness.

Technology driven initiatives

- Web based, online Risk Focused Internal Audit (RFIA) for assessing compliance with controls at a granular level.
- Analytics based, continuous assessment of compliant controls through remote evaluation of big data.
- System driven, analytics based off-site monitoring of transactions.
- Concurrent audit of business units to ensure scrutiny of compliances.
- Early review of sanctions, to assess quality of loans of ₹ 50 lakh and above.
- Online 'self-audit' by branches and vetting by controllers.



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SBIL, Kolkata
Welcomes You To
Workshop on
Corporate Governance
&
Media Management
03.12.2016
SBI


Questions for the panel: Board composition and role/charter?
Normally, very large credit decisions would come to the Board. In such cases it is not a credit decision only on an individual company, but involves a more systemic view ...
Roll of the Board limited – is it in conflict with better governance as higher level of governance means more involvement – atleast in critical areas such as credit in Bank

IAD audited 13,850 Domestic branches/BPR entities under the RFIA.

411 Auditee units covered under FEMA audits

48 Centralised IT establishments audited



11,602 Legal Audits conducted

28,245 Bcs and CSPs (Customer Service Points) audited

42 Establishments/ administrative offices audited under Management Audit.

Branch Audits

The IA department undertakes critical review of the entire operations of auditee units through the Risk Focused Internal Audit (RFIA), an adjunct to risk based supervision, as per RBI directives.

Credit Audit

Credit audit aims at achieving continuous improvement in the quality of the commercial credit portfolio of the Bank, through critically examining individual large commercial loans with exposures of above ₹20 crore annually. This system provides feedback to all the business units and suggests management and remedial measures.

Early Review of Sanction

Individual accounts with credit exposure of ₹ one crore and above are subjected to an off-site early review mechanism (Early Review of Sanction) of the pre-sanction processes. Such reviews are carried out within three to four weeks of sanction, enhancement or renewal to identify the deficiencies, if any, in the credit underwriting process at an early stage and initiate remedial measures.

Foreign Exchange Management Act (FEMA) Audit

All branches which are authorised to deal in foreign currency transactions, including Trade Finance Centralised Processing Cells-TFCPC are subjected to the FEMA audit. Branches with high credit exposures as well as the centralised trade finance processing centers are subjected to audit under FEMA at least once annually. Other Authorised Dealer (AD) branches are audited as per their risk profile within a maximum period of 21 months.

Information System and Cyber Security Audit

All branches are subjected to Information System (IS) audits to assess the IT-related risks as part of RFIA of the branches. IS audit of centralised IT establishments is carried out by a team of qualified officials, which includes IS auditors appointed through lateral recruitment.

Off-Site Transaction Monitoring System (OTMS)

OTMS is a web based solution which generates scenario based alerts for monitoring of transactions at branches across the country and flags them to the business units for corrective actions. Presently, there are 57 types of scenarios embedded in the system against which the transactions are probed at regular periodicity. Transactions which appear inconsistent from the expected pattern are then flagged by the system for affirmation of the related compliances. The scenarios are periodically reviewed and enlarged, depending upon the requirements and warning signals triggered.

Legal Audit

Legal Audits within the Bank covers scrutiny of all loan and security related documents of loans of ₹5 crore and above. The legal audit is an additional control function, carried out through a panel of advocates in addition to the scrutiny by the in-house team of internal auditors.

Audit of Outsourced Activities

The audit of outsourced activities is conducted at regular intervals to gain a reasonable assurance on the adequacy of systems and procedures are in place to mitigate legal, financial and reputational risks.

Management Audit

This type of audit covers business verticals such as administrative offices and departments and examines the strategy, processes and risk management practices implemented. It encompasses Corporate Centre establishments, Circle LHOs and Regional Rural Banks (RRB) sponsored by SBI.

Vigilance

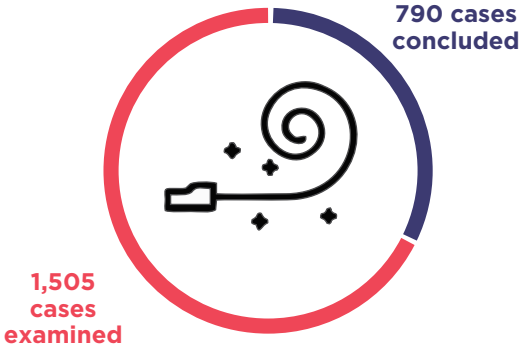
Preventive, Punitive and Participative measures are the three primary directives of the vigilance function. During the reporting period, 'Vigilance Awareness Week' was observed from 29th October to 3rd November 2018 and a theme of 'Eradicate Corruption – Build a New India' was coined to it. During this week, an 'Integrity Pledge" was administered to the staff members as well as the public at large. The message was disseminated through other means viz. Alternative Channels, IVR, Social Media, Walkathons and Street plays. Further, SBI as a Corporate also undertook the pledge.



In FY 2018-19, the Bank paid the Reserve Bank of India (RBI) a penalty of ₹ 2 crore for certain non-compliances with respect to its domestic operations.

Whistle Blower Policy

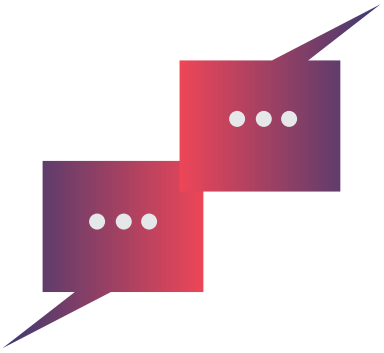
The concept of whistle-blowing is another effective tool for preventive vigilance. To enable employees red-flag any malpractices under the Whistleblower Scheme, a portal has been launched by the Bank. Whistleblowers can lodge a complaint online and monitor the progress made in this regard. As per the policy, the Whistleblower's identity is kept secret and protection is given to them so that this process continues to be an effective tool against wrong-doings without fear. In specific cases where certain grave lapses are observed at the branch level, investigations are conducted to keep a check on fraudulent activities and implement corrective measures.



During FY 2018-19 a total of 1,505 cases (1,025 new cases) were taken up for examination, out of which 790 cases have since been concluded.

Employee Grievances

SBI supports and actively encourages communication between employees, the human resources department and senior management. A structured grievance redressal mechanism is in place to formally resolve any concerns raised by employees. A policy on Prevention of Sexual Harassment (PoSH) is enforced at the workplace. Various employee engagement exercises are organised to promote employee wellbeing and to instill a sense of security among employees. During the reporting period, an awareness building seminar on PoSH was conducted for all the employees working at SBI's corporate office.



Stakeholder Engagement & Materiality Assessment



Against the backdrop of changing global risks, the role of diverse stakeholder groups becomes critical in developing holistic solutions to address these challenges. The different perceptions and inputs received from stakeholders will help bring about sustainable development in a manner that will benefit the larger society. As a bank that has always striven for inclusive growth, meaningful interactions are important and SBI understands that it must continue improving its stakeholder engagement process to make it more robust and interactive.

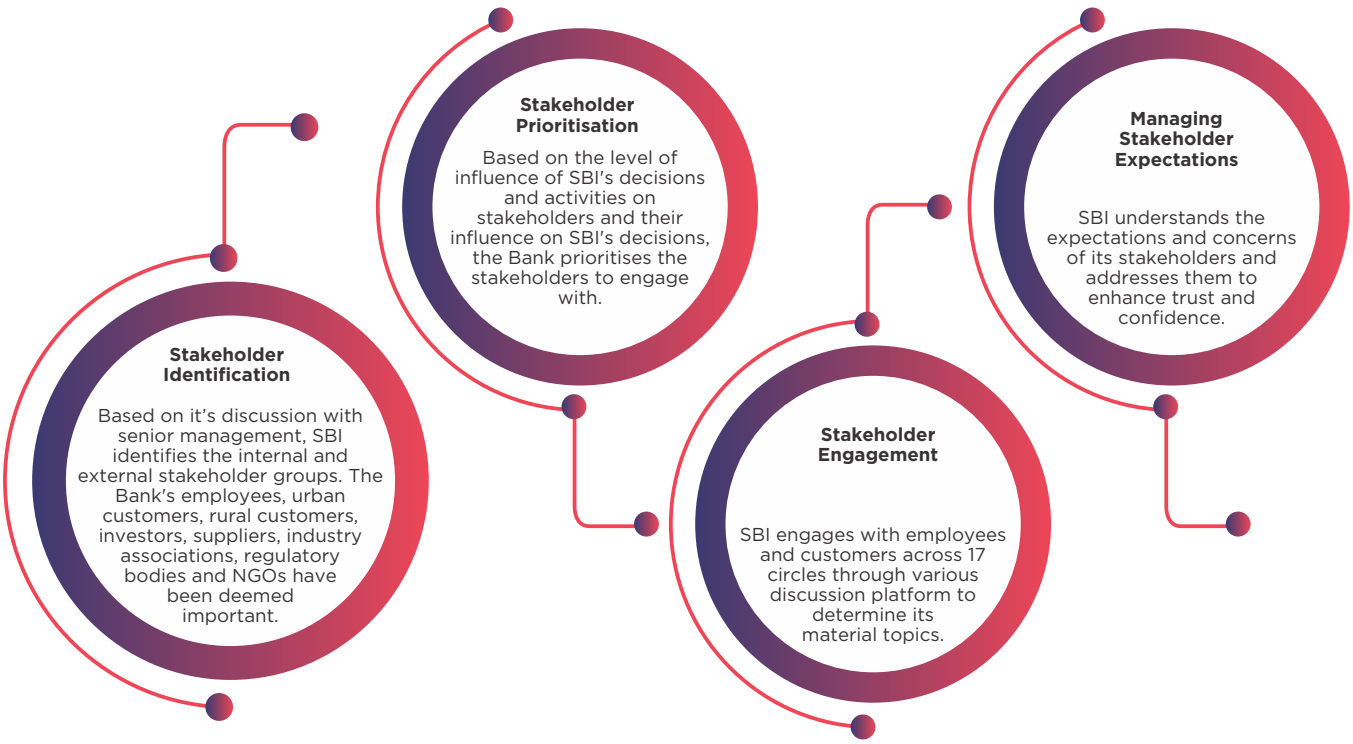
As part of its on-going business activities, SBI interacts with its key stakeholder groups on an annual basis on issues relating to business growth and operations. However, during the reporting period, the Bank engaged with select groups on issues relevant primarily to the Bank's sustainable development and sustainability performance. The internal and external stakeholders selected were those that help SBI create long term, shared value. These included internal stakeholders such as employees across different management levels, the Bank's CCSC members as well as SBI's senior executive management members. The external stakeholder that the Banks interacted with included urban customers, rural customers and investors.

A structured process was followed in engaging with the stakeholders and the mode of engagement was dependent on the group itself. Interactions were carried out through one on one meetings, group interactions, telephonic conversations and through survey questionnaires. Different questionnaires were created to cater to the nature of the individual stakeholder groups and to assess their impact on the organisation and vice versa.

During the reporting period, the Bank engaged with select stakeholder groups on issues relevant primarily to the Bank's sustainable development and sustainability performance. The internal and external stakeholders selected were those that help SBI create long term, shared value.

The detailed engagement process implemented by SBI has been highlighted below:

SBI's Approach to Stakeholder Engagement





102-42, 102-43

Stakeholder Engagement

	Mode of Engagement	Frequency of Engagement	Topics of Discussion	SBI's Response discussed in the following chapters
Employees	• Regular meetings with management • Appraisal process	Ongoing	• Career progression • Prospects for professional development • Employee welfare schemes • Training and workshops on new products and service	Human Capital Management
Investors and shareholders	• Webcast and audio calls • Investor conferences	Quarterly	• Declaration of dividend • Claims related concerns	Financial Capital Management
Customers	• Online and offline feedback mechanisms • Digital inclusion initiatives • Customer satisfaction surveys	Ongoing	• Enhanced Customer Service • Reduced turnaround time • Engage with customers to create product awareness • Financial Literacy Camps (FLCs) • Increased awareness about digital banking	Social and Relationship Capital
Regulatory Bodies	• Meetings to discuss mandates / regulations	Ongoing	• Consultation and feedback for public policy development	Governing Responsibly
Industry Associations	• Participation and discussion during trade and industry events • Partnership with industry associations for events • Regular interaction with Industry and Association heads	Ongoing	• Continued support • Inputs for Thought Leadership reports	State Bank of India- At a Glance
NGOs	• Project assessment reviews • Joint execution of projects	Ongoing	• Increased support • New areas of intervention • Increased employee participation	Social and Relationship Capital
Community Members	Need based	Ongoing	• Continued support • Increasing awareness	Social and Relation ship Capital
Vendors/ Suppliers	Need based	Ongoing	• On-time payment • Standardised procurement processes	State Bank of India- At a Glance

102-40

Materiality Analysis

The world that we live in, and do business in today, is constantly changing and full of uncertainty. The external factors that may support business growth in the current scenario, may become a business risk in the future. Therefore it is important for organisations to periodically review topics that are material to its business continuity. Since the beginning of its sustainability reporting journey, SBI has reviewed its materiality topics on an annual basis using stakeholder feedback. For FY 2018-19, a similar materiality identification, assessment and prioritisation process was followed as compared to the previous years which has been illustrated below.

The critical topics identified are used to inform the Bank's business and sustainability strategy and targets. The finalised material topics have also been used to develop the content for SBI's FY 2018-19 Sustainability Report. While the Bank has linked all the material topics to the applicable GRI Standard topics and disclosures, SBI has also provided information on additional issues that are important to its operations. The management approach undertaken for each material topic has been outlined transparently in the relevant sections of the report.

SBI's Approach to Materiality Assessment

Identification

Developing a comprehensive list of material topics based on GRI sector guidelines, recent trends in financial sector and global and regional peer review

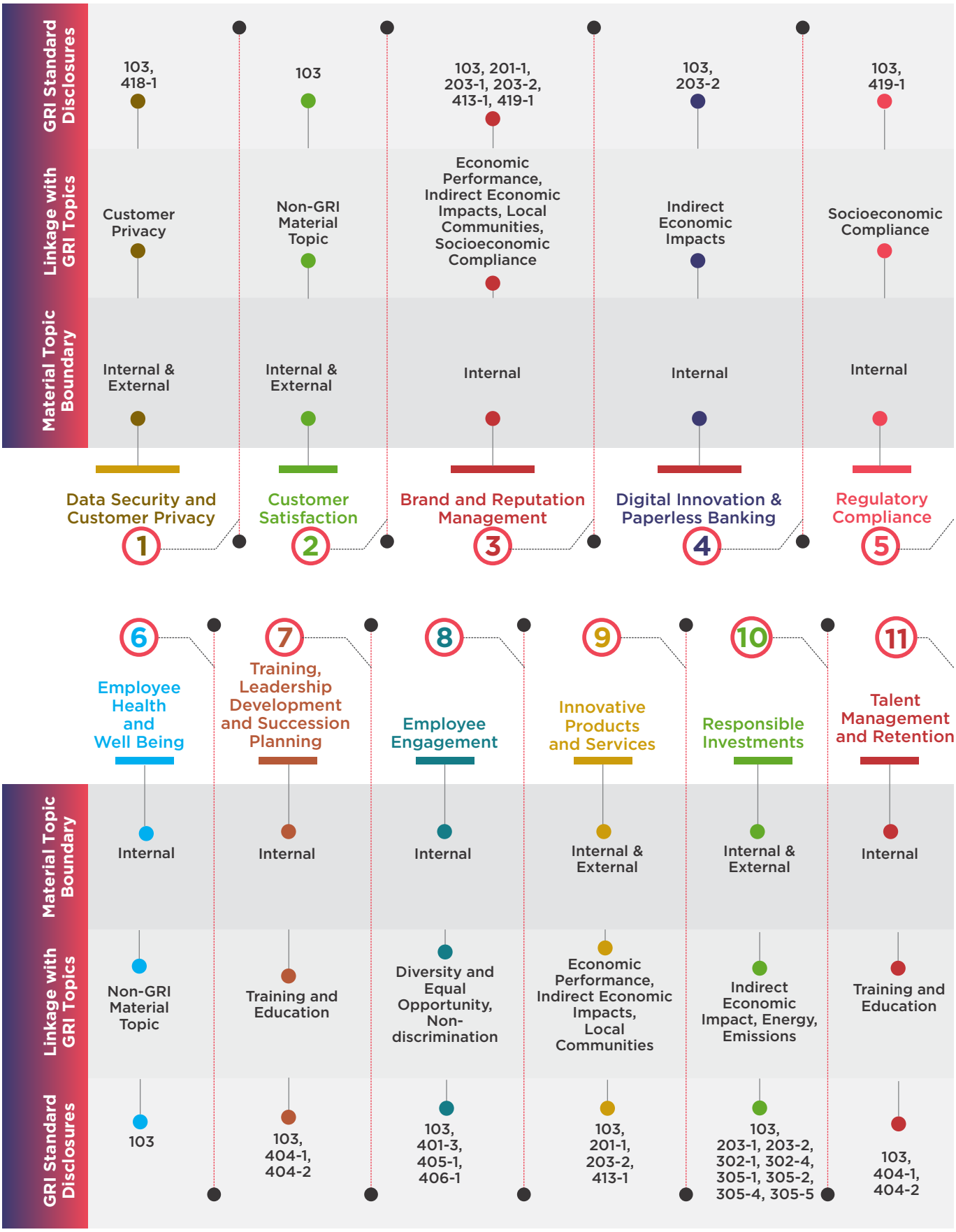
Assessment

Shortlisting material topics based on the perceptions of SBI's internal and external stakeholders captured via stakeholder engagement. A soring methodology was developed to rank the material topics in order of importance an relevance

Prioritisation

The top ranking material topics were evaluated and given final approval by the CCSC, CENMAC and Chairman of the Bank.

Materiality Matrix



102-44, 102-46, 102-47, 103-1, 103-2, 103-3




SBI KIOSK BANKING
গ্রাহক সেবা কেন্দ্র
CUSTOMER SERVICE POINT
SBI
পুরুণ্ডা শাখা
কৃষক সম্মাবেশ
FESTIVAL DHAMAKA
SBI PERSONAL LOAN

Financial Capital Management



Over the last few years, the banking industry has been severely challenged by various external market conditions. Complex regulations, fiduciary policies as well as environmental and social challenges are forcing financial institutions to take a hard look at their own internal operating environment. In addition to addressing difficulties such such as Non-Performing Assets (NPAs) resolution, other issues such as fraud, customer retention and servicing, human resources, cyber security and governance need immediate attention.

The underlying driver running across several of these issues is the distribution of financial capital and its management. SBI, like all other organisations, strives towards having an annual profit and loss (P&L) statement that indicates a successful and thriving company. However, the primary goal is to achieve long term financial success, whilst simultaneously meeting stakeholder expectations and addressing national environmental, social and other developmental challenges.

The scale of SBI's operations across India is an indication of the significant number of risks that the Bank needs to identify, assess, monitor and manage, in order to successfully ensure its financial growth. FY 2018-19 was a good year for SBI in terms of its economic performance. After a difficult financial year in FY 2017-18, the organisation witnessesed a profit of ₹ 862 crore in FY 2018-19.

The aggregate business size for SBI as on 31st March 2019 was more than ₹ 52 lakh crore. The increase in deposits for the Bank in FY 2018-19 amounted to approximately ₹ 29,11,386 crore- representing a growth of 7.58% from the previous year.

₹ 862 crore
Profit in FY 2018-19

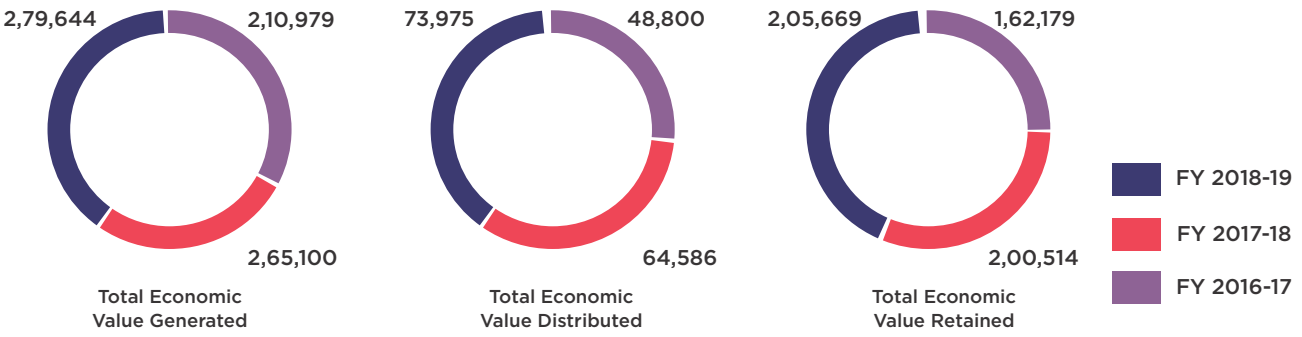
>52 lakh crore
Aggregate business size for SBI as on 31st March 2019

₹ 29,11,386 crore
worth of deposits in FY 2018-19, a growth of 7.58% from FY 2017-18

103-1, 103-2

SBI's Economic Performance Highlights of FY 2018-19

Direct Economic Value Generated, Distributed and Retained (in ₹ Crore)



YEAR	FY 2018-19	FY 2017-18	FY 2016-17*
Economic Value Generated			
Total Income	2,79,644	2,65,100	2,10,979
Economic Value Distributed			
Operating cost (other than employee wages and benefits)	28,633	26,764	19,984
Employee wages & benefits	41,055	33,179	26,489
Payments to capital providers	NIL	NIL	2,109
Payments to Government (Net cash outgo on account of corporate income tax)	4,238	4,530	108
Community investments	48	113	110
Total Economic Value Distributed	**73,975**	**64,586**	**48,800**
Total Economic Value Retained	**2,05,669**	**2,00,514**	**1,62,179**

** All FY 2016-17 financial data are SBI's standalone figures without aggregating the figures of the merged Banks.*

SBI's Key Financial Services:

The importance of retail banking is directly co-related to its role as a driver for socio-economic development. It is also the banking vertical that allows for continuous growth and innovation with respect to the products and services offered to meet customer requirements. As the needs of customers evolve with time, financial institutions are transforming their products and services accordingly. For a growing economy like India, the demand for retail banking products such as deposits, different types of loans, debit and credit cards etc., will only increase with time.

SBI therefore, strategically focuses on improving the performance of its retail banking segment on a year on year basis, which in turn plays a significant role in ensuring business continuity through customer attraction and retention. The key services provided by the Bank have been highlighted below.

Type of Banking Products and Services	Number of Accounts opened during FY 2018-19
NRI Accounts	1,18,827
Car Loans	4,78,366
Education Loans	63,547
Home Loan	5,38,441
Pension Loan	4,72,063

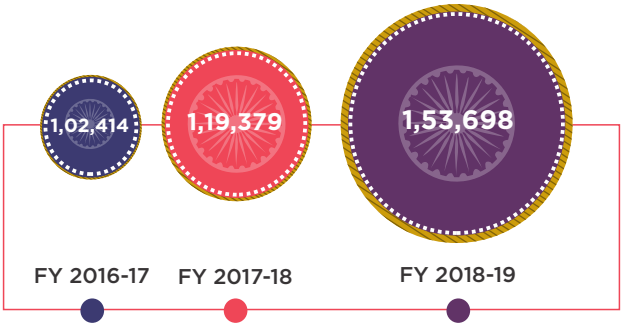
103-2, 201-1

Personal Loans

One of the most popular products of SBI is its personal loans. The portfolio of personal loans meets the needs of various salaried class employees in both, the government and private sector.

During FY 2018-19, SBI has provided personal loans to more than 15 lakh customers amounting to ₹ 56,873 crore. This translated to SBI maintaining a market share of approximately 30%.

Through the digital platform 'YONO' SBI is able to reach out and cater to most of its customers. It provides pre-approval loans through four product lines to enrich customer experience through the ease of doing banking. The Bank has also introduced 'Xpress Credit Insta Top-up Loans' to pre-approved Xpress credit customers and 'Tatkal e-Personal Loans' for non-salaried employees to increase the customer experience.



Personal Loan advances for the last three years (in crores)

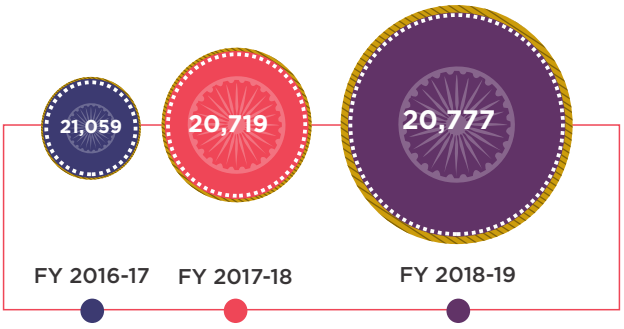
Education Loans

SBI takes pride in being the largest education loan provider in India with a market share of approximately 30.20%. SBI believes that education is the key component in human capital management as it helps in developing employees who are appropriately skilled. Higher levels of literacy will also accelerate the economic progression of the country.

During the reporting period, SBI has helped 66,947 meritorious students fulfil their educational goals by providing financial assistance amounting to a total of ₹ 6,635 crore. Of this, 35% of the loans were provided to female students.

SBI's Loan Origination System (LOS) has been integrated with the Government of India's (GOI's) 'Vidya Lakshmi Portal (VLP)' to ensure better tracking of the loan applications and swift sanctioning of loans.

Education Loans	Total Value of Loans Provided in FY 2018-19 (₹ crore)	Total Number beneficiaries for FY 2018-19
Girl children	954.99	23,601
SC/STs	58.26	2,326
OBCs	156.93	6,042
Minorities	214.62	5,486



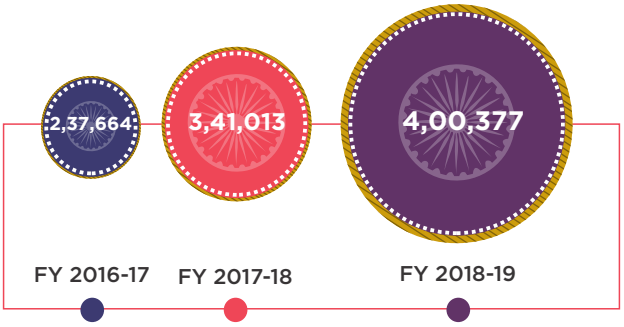
Education Loan advances for the last three years (in crores)

Real Estate and Housing Loans

SBI is also the largest home loan provider among all the scheduled commercial banks. It has launched various products in this space and increased the lending portfolio of real estate and housing loans. As of 31st March 2019, SBI had a market share of 34.51%, which amounts to approximately ₹ 400,377 crore among All Scheduled Commercial Banks (ASCBs).

Under the Prime Minister Awas Yojana (PMAY) scheme, SBI has witnessed an increase in the number of beneficiaries availing of affordable home loans. The Bank always strives hard to fulfil customer expectations by upgrading its loan portfolio as frequently as possible. This has resulted in SBI being recognised as the best home loan provider in the country under the PMAY MIG category by the National Housing Board. SBI holds 64.46% of its home loan portfolio under Affordable housing.

During FY 2018-19 several initiatives were rolled out to give an additional boost to the home loan portfolio such as the usage of 'YONO' and its Insta Home Top-Up, and another niche product like the SBI Smart Home Top-Up for the existing home loan customers. In order to help and support the flood affected people of Kerala, SBI introduced home loan schemes for Repair and Renovation within a month of the calamity. The loans repayment terms were made more lenient, irrespective of category, gender, LTV ratio and risk score of the customers.



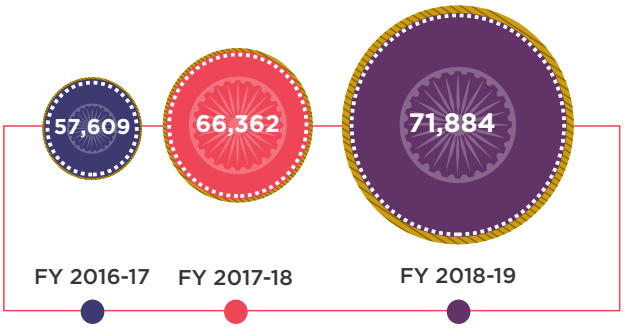
Home Loan and Home Related Loan Portfolio for the last three years (in crores)

203-1, 203-2

Auto – Loans

SBI is helping customers to upgrade their living standards by providing auto loans at competitive rates. The initiation of multi-channel sourcing and a quick Turn Around Time (TAT) has helped SBI's market penetration in this particular segment.

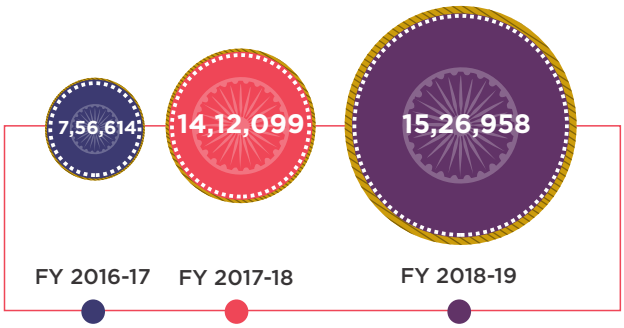
The auto loan portfolio was valued at approximately ₹ 71,884 crore as on 31st March 2019. Additionally SBI's market share of car loans increased from 33.78% in FY'18 to 35.45 % in FY 2018-19 amongst All Scheduled Commercial Banks (ASCBs).



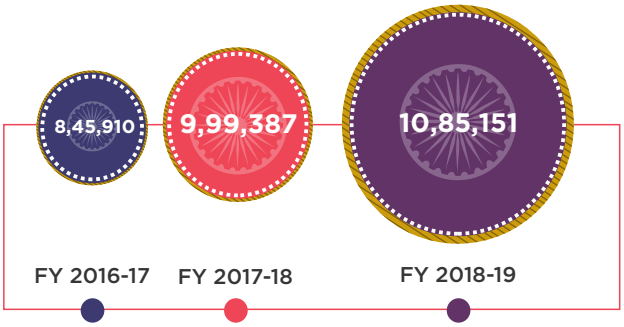
Auto Loans for the last three years (in crores)

Domestic Deposits

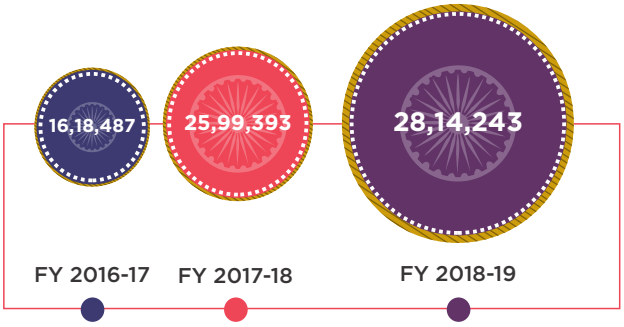
The Bank's domestic deposit portfolio grew by 8.27 % i.e. ₹ 28,14,243 crore during FY 2018-19. The Domestic Savings Bank deposit registered a YTD growth of 8.58 % i.e. ₹ 10,85,151 crore while the term Deposit portfolio, despite declining interest rates, has registered a YTD growth of 8.13% i.e. ₹ 15,26,958 crore during FY 2018-19.



Term Deposit level for the last three years (in crores)



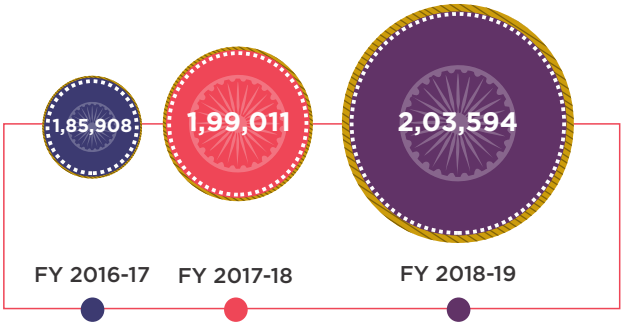
Savings Bank level for the last three years(in crores)



Total Domestic Deposit level for the last three years (in crores)

NRI Business

SBI has 93 dedicated Non-Residing Indian (NRI) branches in India which are well connected to foreign offices. The Bank has offered services to approximately 3.7 million customers as on 31st March 2019. It established correspondent banking relations with 234 global banks, 55 exchange houses and six banks (in Middle East) to facilitate remittance. Further, the wealth management initiative that offered a platform to create, preserve and grow the wealth, is now available to the Gulf Cooperation Council Countries' (GCCs) NRI clientele.



NRI Deposits for the last three years (in crores)

Rural Banking

Rural banking is a critical component of the Indian economy as a majority of the population lives in semi-urban and rural areas. The GOI and Reserve Bank of India (RBI) have been continuously working to achieve complete financial inclusion of the rural classes. In this context, SBI's contribution has been, and continues to be, key.

Its Regional Rural Banks (RRBs), have been set up under the Regional Rural Bank Act, 1976 to provide a continuous source of credit for agricultural and its allied activities. Through this system, credit to the weaker sections of society was made hassle-free and given at affordable or concessional rates.

Particulars	FY 2018-19	FY 2017-18	FY 2016-17
No. of Rural Branches	8,080	8,042	5,993
No. of BC Outlets/Total number of CSPs Deployed	57,467	58,274	52,340
Out of above, Urban Outlets	5,095	5,761	6,271
Small accounts (In Lakhs) (Cumulative Year End Target)	1,425 (1185)	1,342 (1,107)	1,173 (1,035)
Balance in Small Accounts (In Crores) (Year- end Target)	31,235 (17,024)	23,982 (13,411)	15,337.19 (10,610.42)
Transactions in BCs No. (In Lakhs) Amount (In Crores)	3,975 1,73,381	3,121 (1,24,930)	2,279 73,820
Accounts opened: Small A/Cs / S/B A/Cs (In Lakhs) % of Small A/Cs / S/B A/Cs (In Lakhs)	1,425/4,301 33%	1,342/4,186 32%	1,173/ 3,325 35%

Agriculture Finance

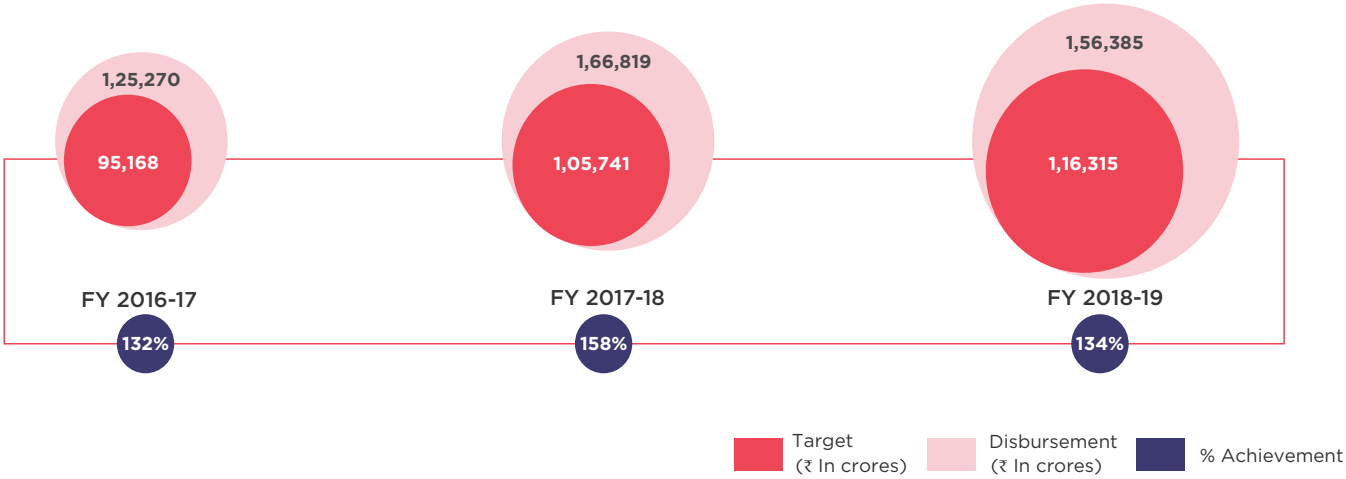
Agriculture and its allied industries is one of the three primary contributors to the country's overall development. In FY 2018-19, it contributed to 18% of India's GDP (Gross Domestic Product). Continuous credit support is imperative for the development of the agricultural business and therefore SBI works towards broadening its outreach to the farmers across India on an annual basis. The Bank has even incorporated special features like low interest rates, no hidden costs, and quick loan approvals to help farmers avail of working capital. The Bank's total agri advances for FY 2018-19 was approximately ₹ 2,02,681 crore.



** Other agriculture loans for dairy, poultry, fisheries, plantation crops, other allied activities such as horticulture and cold storage etc. and loans assigned from NBFCs*
*** This includes beneficiaries of loan sanctioned to SHG and SHG through MFIs*

203-1, 203-2

Credit support for agriculture and allied activities gained greater momentum during this year even though the external environment was marred by farm distress and the effects of debt waivers announced by various State Governments. In line with the past trends, the credit flow to the agricultural sector outlined by the Government for FY 2018-19 was surpassed by SBI.



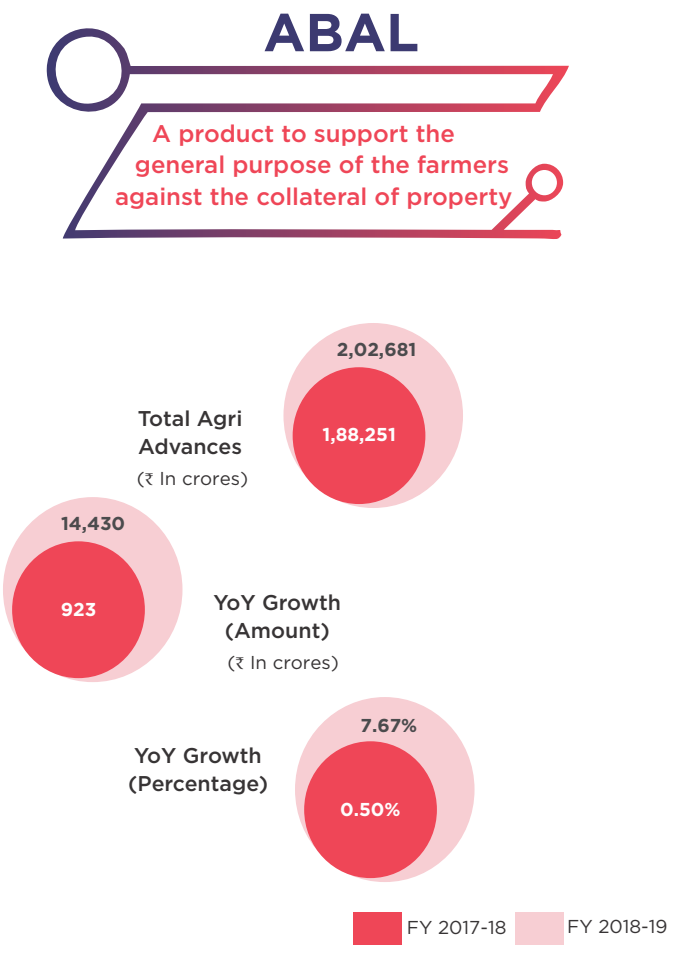
SBI Approach to Agri Business

SBI has rolled out nine products for Dairy, Fisheries, Poultry, Sheep rearing, Goat rearing, Piggery, Bee-keeping, Sericulture and Mushroom Cultivation. Loans up to ₹ 10 lakhs for these activites are being sanctioned without obtaining any collateral security under the Mudra Scheme with liberalised terms, as a measure of increasing the farmers' income.

A new product has been introduced to support the general purpose of the farmers against the collateral of property called Asset backed Agri Loan (ABAL). This product is well accepted in the market due to the flexibility.

In the context of de-risking the agribusiness portfolio while simultaneously supporting the farmers, SBI has tied up with various Agri corporates to ensure steady cash flows. SBI follows a cluster based approach in lending activities to tap into opportunities and manage capital flow efficiently.

In an effort to contribute towards the development of rural India, the Bank is striving to meet the financial needs of this segment through innovative programs. The Bank observed 'World Soil day' on 5th December, 2018 across the country having a theme of "Be the Solution to soil pollution". This program was implemented at select branches where agriculture experts and farmers at the field level were invited to encourage the concept of organic farming.



201-1, 203-2

Support for Small and Medium Enterprises (SMEs)

The Government's 'Make in India' initiative was launched with the objective of encouraging growth in the SME sector. However, in order to be a true success, financial support is required from both public and private banks. Expected to contribute almost 22% to the India's GDP by 2020, SMEs are creating wider opportunities for other businesses across key sectors to expand as well.

SBI is a pioneer in SME financing, with over one million customers across the country. By providing capital to these enterprises, SBI is enabling business opportunities to grow in new markets- especially the currently unexplored Tier 3 and Tier 4 regions. The Bank's SME portfolio stood at ₹ 2,88,583 crore, as on 31st March 2019, accounting for 12.58 % of the Bank's total advances.

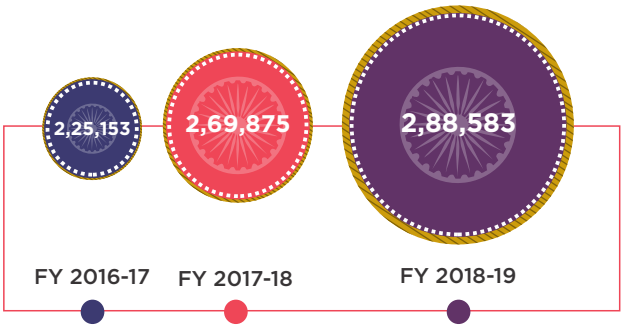
SBI has developed and cemented an integrated approach for processing SME credit. The three pillars which are enabling the growth within the SME lending segment are:

- Customer convenience
- Risk mitigation
- Technology based digital offerings and process improvements

In order to maintain end to end relationships with the customers, SBI has modified the existing delivery model for Small & Medium Enterprises Centres (SMECs) and has created an Asset Management Team (AMT) to cater to the small value loans up to ₹ 50 Lakhs.

'Project Vivek', is a promising initiative launched by the Bank for a new Credit Underwriting Engine (CUE) for SME financing. Through this initiative, the Turn Around Time (TAT) for processing loans has been significantly reduced- resulting in better customer experience. During the reporting period, a total of 34,477 lending proposals have been processed. In addition, SBI worked on technical enhancements to improve the quality of the loan portfolio.

SBI has taken several other initiatives to build the SME portfolio in a risk mitigated manner and brought significant changes in its product suite, process and delivery mechanisms. The loan life cycle management system developed by the Bank enables the customers to experience a hassle free process from initiation to delivery.



SME Advances Portfolio for the last three years (in crores)







SBI signed a MOU with KIA Motors India Pvt Ltd (KMIPL) to finance its dealers under Electronic Dealer Financing Scheme (e-DFS)

203-1

Financial Inclusion

The key to economic prosperity, poverty reduction and social cohesion is in gaining access to financial services, primarily by the poor and vulnerable groups of the society. Financial inclusion widens the resource base of the financial system by developing a culture of saving among large segment of the marginalised society. Further, bringing low income groups under the umbrella of formal financial services, enables them to protect their financial wealth and other resources during challenging circumstances. By facilitating easy access to formal credit, financial inclusion mitigates the exploitation of vulnerable groups by private money lenders thus, offering them an opportunity to break the chain of poverty.
As India's largest commercial public bank, SBI is well-positioned to drive its economic growth. The ethos of inclusive growth and customer outreach across different segments of society is ingrained within the Bank's DNA. Since SBI has the largest rural outreach amongst all banks, it can have a significant impact through it's Financial Inclusion (FI) programmes.
The Bank's FI strategy is centered on the principles of accessibility, affordability, quality, usability, and digitisation. Its approach towards enhancing inclusive development is two-fold:

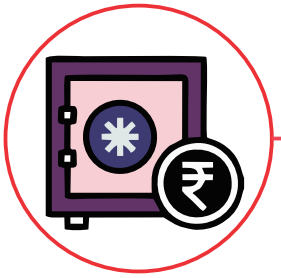
- Providing banking and non-banking financial services and
- Providing non-banking services support

Contribution to Government Schemes

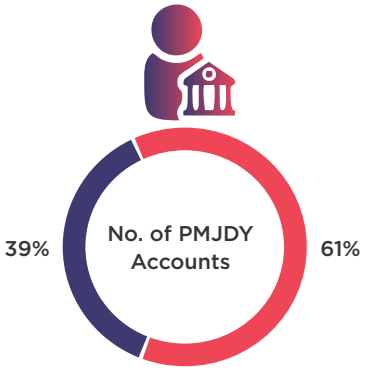
To assist the GoI in fulfilling the needs of social security, SBI extends low cost micro insurance products such as Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY), and Pradhan Mantri Suraksha Bima Yojana) and pension schemes like Atal Pension Yojana (APY) to more than two crore customers in the unorganised sector. In line with the Government's initiatives, SBI has also laid considerable emphasis on extending credit facilities to eligible units under different variants of Pradhan Mantri Mudra Yojana (PMMY). During the reporting period, the Bank has disbursed ₹ 33,612 crore under PMMY against a target of ₹ 33,550 crore.

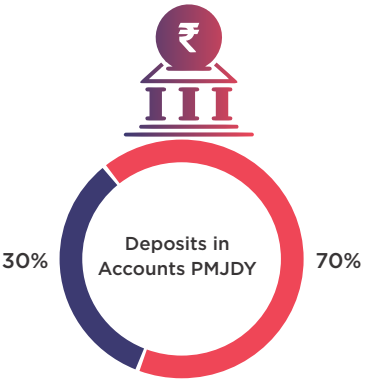
PMMY

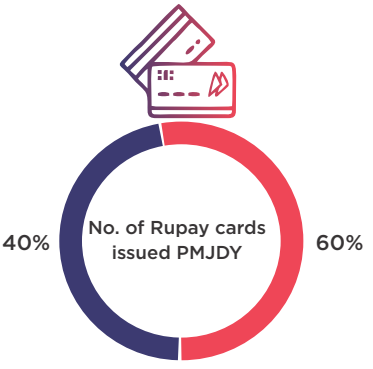
As on 31st March 2019, the Bank has disbursed ₹33,612 crore under PMMY against a target of ₹33,550 crore .



	PMJDY Accounts	PMJJBY Enrollments	PMSBY Enrollments
Number (In crore)	10.97	0.65	2.34
Deposits (In crore)	22,997	-	-







SBI | Other PSBs

103-1, 103-2

Business Correspondents (BCs)

With more than 57,000 operating BCs, SBI has the largest BC network to ensure greater financial inclusion and accessibility. They provide comprehensive financial services to the underprivileged, encompassing savings, remittance, insurance etc. in a cost effective manner, particularly in the untapped unbanked areas.

The outlets of the BCs provide various financial services through different technologies adopted by the Bank. These include card technology and kiosk banking technology. The BC channel provides customers access to various banking products and services, reducing the foot-fall across branches. As on 31st March 2019, the BC channel recorded more than 39 crore transactions amounting to ₹ 173,381 crore – resulting in approximately 1.5 million transactions per day.

As on 31st March 2019, the BC channel recorded more than 39 crore transactions amounting to ₹ 173,381 crore – resulting in approximately 1.5 million transactions per day.

Financial inclusion	As on 31.03.2019
Number of BC outlets	57,467
Transactions (BC channel): Number (In ₹ Crore) Amount (In ₹ Crore)	 39.75 1,73,381

Micro credit (SHGs Bank Linkage):

SBI has the highest market share in providing SHG loans among all the banks, with an outstanding lending portfolio amounting to ₹ 13,444 crore provided to ₹ 6.09 lakh SHGs as on 31st March 2019. This includes more than 50 lakh women community members. Under the National Rural Livelihood mission among PSBs, SBI holds a market share of 25.42% as on 31st March 2019.

SBI has financed 6.09 lakh SHGs under the Bank-SHG Linkage and has an outstanding portfolio of ₹ 13,444 crore.

Digital Focus

True to its mission of becoming the 'Bank of Choice' for a digitally transforming India, SBI is continuously leverages new technology to bring about a digital revolution within the bank itself as well as in the financial sector. SBI has been integrating cutting edge technology into its products and services to improve accessibility in the rural segments and enable benefits of digitisation to the masses.

Lately, fintech has become a preferred space for venture capital and early stage investments due to which several startups have begun using technology to disrupt the current systems of financial inclusion in the country. SBI's Fintech Innovation Incubation Program (SBI FIIP) provides research and financing facilities to promote a culture of fintech innovation and entrepreneurship in India.



Financial Literacy

With the aim of providing financial knowledge and enabling the rural masses to take informed financial decisions, SBI has set up 338 Financial Literacy Centres (FLCs) across the country. As on 31st March 2019, more than 29,000 financial literacy camps have been conducted through these FLCs. Additionally, the organisation has set up 15 Centres for Financial Literacy (CFLs) at a block level – 5 each in the state of Maharashtra, Chhattisgarh and Telangana in association with reputed NGOs.

Financial Literacy Centres (FLCs): (Cumulative)	As on 31.03.2019
No. of FLCs	338
No. of outdoor activities conducted	29,450

Rural Self Employment Training Institutes (RSETIs)

RSETIs are non-profit institutions established with the support of the State and Central Government. Each RSETI offers upto 30 skill development programmes in a financial year across 60 different avenues approved by the Ministry of Rural Development (MoRD) through a uniform and standardised curriculum. The overarching goal is to generate self-employment in rural areas via training and capacity building- focusing on facilitating settlement in various vocations.

As of 31st March 2019, SBI has established 151 Rural Self Employment Training Institutes (RSETIs) across the country to help mitigate the issue of youth unemployment and underemployment. Around 60% of candidates trained in SBI's RSETIs belong to the 'Below Poverty Line (BPL)' category.

Further, over 70% of the candidates trained are women and 92% of the candidates trained belong to the SC/ST/OBC/ Minorities category.

Rural Self Employment Training Institutes (RSETIs): (Cumulative) Since 2011	As on 31.03.2019
No. of RSETIs	151
No. of training programmes conducted	26,568
No. of youth trained	7,10,401
% of settlement	69%



Digital Banking at SBI

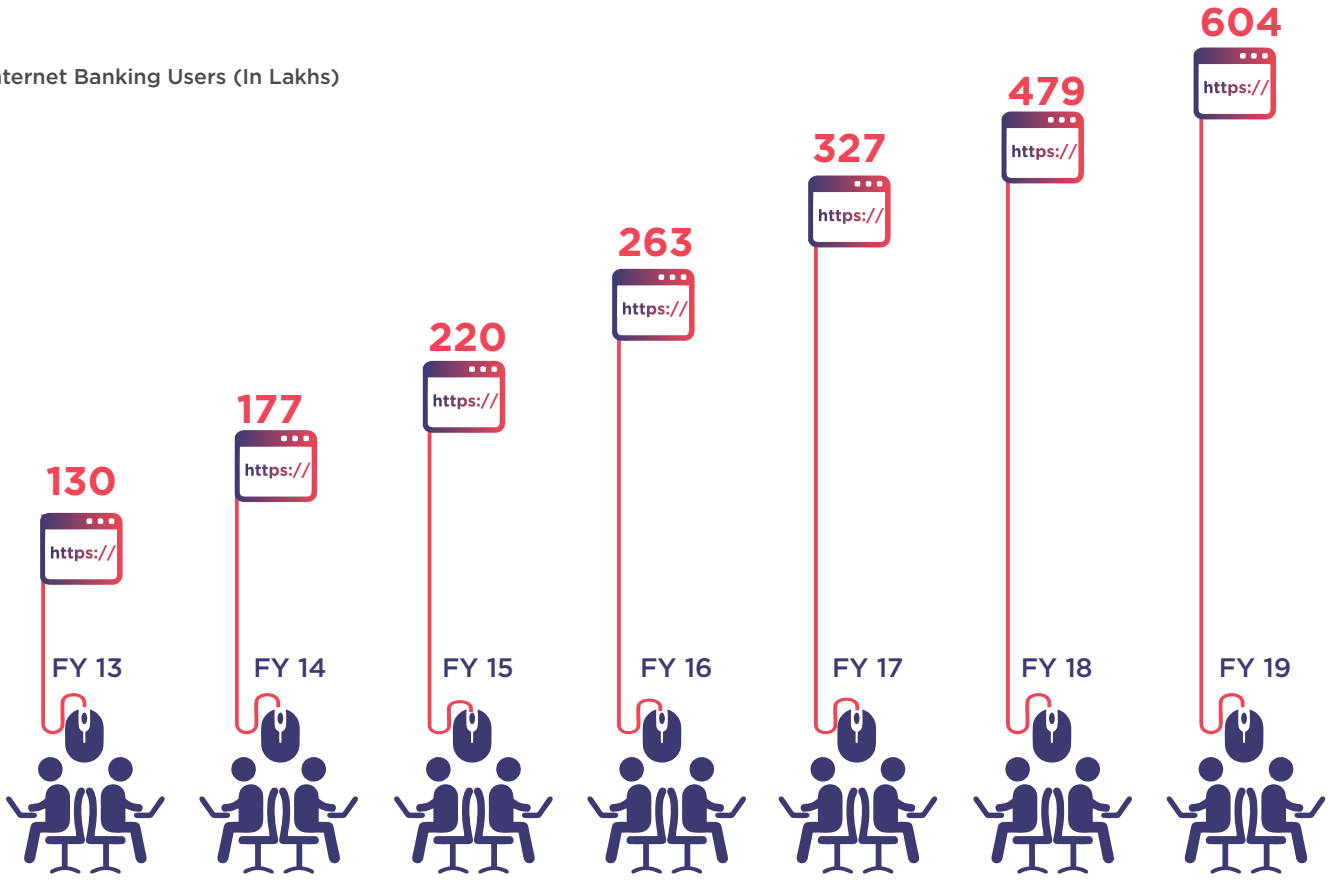
The banking and financial services sector has been one of the first industries to adopt modern technology such as AI, chatbots, machine learning and blockchain to disrupt conventional means of providing products and services. New and innovative digital channels are being used to provide personalised and differentiated banking experience for its customers. The ease with which mobile technology is being made available, has enabled the un-banked sections of rural India to understand the importance of adopting banking practices and how it can assist in improving their quality of life.

SBI's journey in revolutionizing its digital infrastructure has been tremendous. From establishing SBI touch centers, e-corners, mobile wallets, alternative banking channels and a single digital service platform to developing AI 'chatbots' for addressing customer grievances and using algorithms for data analytics, the Bank is working hard to reduce its operational work across branches. Further, SBI has identified 'digitisation' as one the key principles applied towards designing its financial inclusion activities.

The total share of banking transactions through alternate channels has increased to 88.10% as on 31st March, 2019- a 4% increase from the previous reporting period.



Internet Banking Users (In Lakhs)



Highlights of the YONO App as on 31st March 2019:

20 Million downloads

7.7 Million Registration

1 Million Daily Logins

>28.40 Lakhs Digital Savings Accounts opened

>3.14 Lakhs Customers - Pre-approved Personal Loans

Investing Responsibly at SBI

SBI is the country's largest lender and provides financing in the form of loans or capital to a diverse set of stakeholder groups. Its lending activities extend to Personal Finance, Agriculture & Rural Finance, SME Finance and Corporate & Project Finance. In order to manage the direct and in-direct environmental and social impacts created through its lending activities, SBI understands the importance of integrating Environmental, Social and Governance (ESG) screening and evaluation parameters into its credit/lending decision making process. Currently, the Bank employs two levels of evaluation using ESG criteria:

- An entry level barrier assessment of environmental and social issues which is primarily compliance driven and is applied to loans ranging from ₹ 5-50 crore. This assessment is sector agnostic and helps the Bank make a 'Go' or a 'No-Go' decision.
- Collation of ESG Evaluation Statements from the borrowers for loans exceeding ₹ 50 crore. A wide range of issues are evaluated, after which an 'ESG Score' is provided to the borrower.

The Bank conducts 'stress tests' bi-annually on its credit portfolio. Stress scenarios are regularly updated in line with RBI guidelines, industry best practices and changes in macro-economic variables.

SBI is looking to enhance its ESG integration process such that it can strengthen its current credit risk management framework and thereby its risk profile. It would also like to improve the overall robustness of its ESG assessment and integration framework to fulfil the requirements of its current and potential investors.

Human Capital Management



Introduction

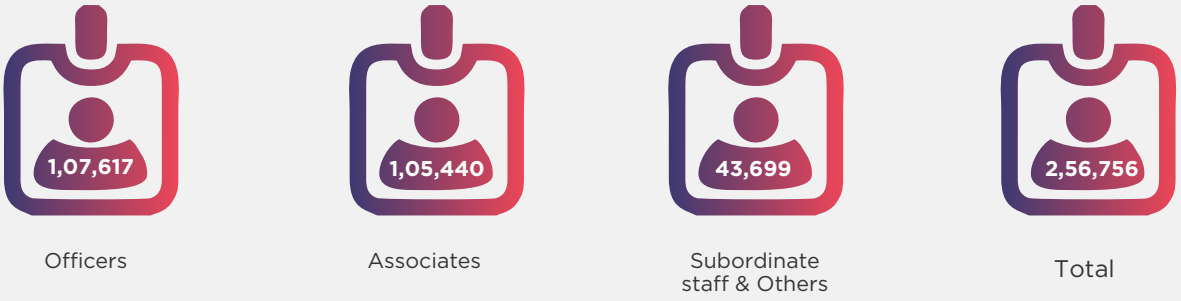
SBI is India's largest employer in the financial sector, employing skilled professionals who propel the Bank's success. SBI is proud to be an equal opportunities employer, offering a diverse, friendly and safe work environment. In order to enable an environment for the sustained and holistic growth of its employees, the Bank strives to provide a culture of inclusiveness, empowerment, and meritocracy. Strategic investment into its 'Human Capital' is a key feature of SBI's growth story. The pillars of SBI's HR interventions rest on enhancing employee welfare, and improving the health and safety of the workforce.



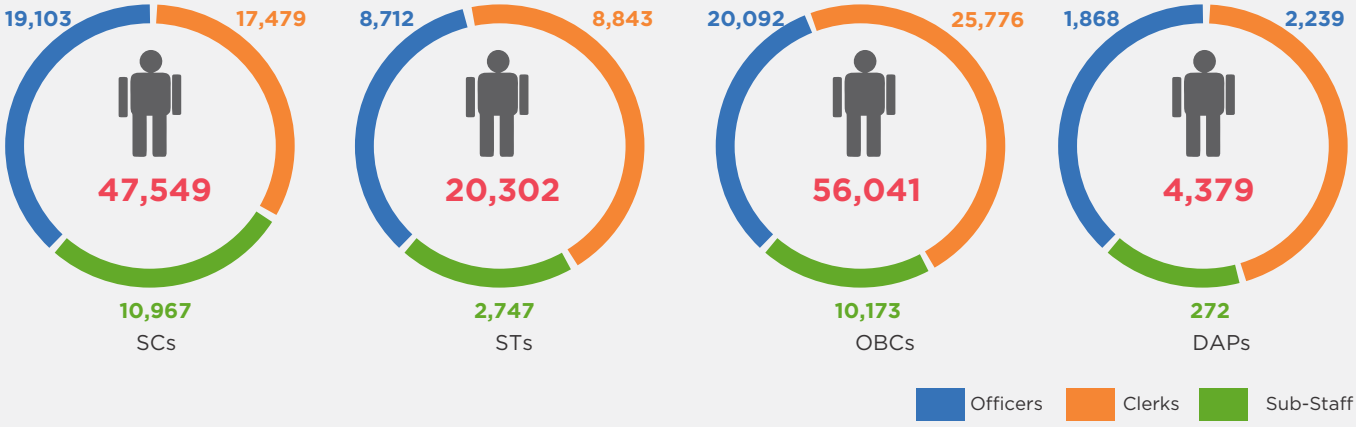
Workshop for HR heads of public and private sector banks.

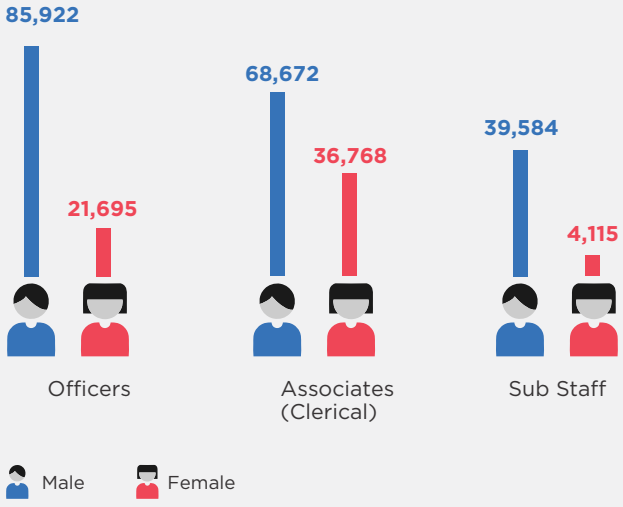
Overview of SBI's Human Capital

Total Workforce Overview - FY 2018-19



Workforce Diversity as on 31st March 2019*





During FY 2018-19, approximately 2,003 candidates were offered employment as Probationary Officers, while 7,954 candidates were offered employment as Junior Associates.

Additionally, 692 candidates were selected for various positions through lateral recruitment in the reporting period.

** The workforce breakdown does not include employees posted at foreign locations*

102-7, 102-8, 103-2, 405-1

SBI's approach to Gender Diversity

Gender sensitivity and inclusiveness have always been the corner stone of SBI's HR policy. Women represent 24.37% of the total work force. Moreover, women employees are spread across geographies and different employee levels. In addition to this, more than 2,600 branches are at present, head by women officers.



Employee Welfare

SBI's approach towards employee welfare encapsulates looking after the professional, as well as personal ambitions of its diverse workforce. Ongoing employee engagement helps the Bank develop a comprehensive approach to make SBI a better place to work at. The Bank focuses its efforts on interventions in the areas of talent management, adherence to Human Rights, and safeguarding of its employees' health. An additional priority of the Bank is to increase workforce diversity, with a special focus on gender diversity.

Employee Engagement

In FY 2018-19, SBI launched "Nayi Disha", a phase-wise ongoing employee engagement program to help employees incorporate the Bank's STEPS values, enhance customer centricity and improve the brand image. It also engaged with employees to help them manage professional challenges and opportunities. Approximately 2.4 lakh employees were covered under the first phase of the program. The subsequent phases will continue to engage with all remaining employees as well.



SBI conducted an employee engagement survey 'Abhivyakti', one of the largest surveys conducted by the Bank to collate employee feedback. The objective of "Abhivyakti was to get employee feedback on different HR policies, work culture, support systems and managerial control, leadership quality and training and development. It also helped understand the effectiveness of employee reward and recognition programs, incentive schemes and other employee welfare measures. Further, SBI identified areas of improvement for manpower planning, transfer processes and employee grievance redressal mechanisms.

Talent Management

The Bank has a three-pronged approach towards talent management:

Leadership and Succession Management

Performance Management and Reward System

Training and Development

Training and Development

SBI is cognizant of the fact that a competent and motivated workforce is critical for sustainable results. Hence, the Bank's Strategic Training Unit (STU) has developed actionable plans to amplify the strengths, bridge the skill gaps and unleash the potential of its employees. The training system constantly evolves to adapt to an increasingly volatile financial ecosystem, rapid digital disruption, and changing customer demographics amidst growing competition. Several initiatives have been conceptualised with the objective of up-skilling as well as re-skilling employees to make them future ready.

With a classroom training capacity of 4,200 people, the training and development system caters to the skill developmental needs of its multi-generational and culturally diverse workforce every year. **The training capacity utilisation was more than 100%, with approximately 95% officers attending at least one institutional training. This system is reinforced by an extensive training infrastructure comprising of six Apex Training Institutes (ATIs) and 50 State Bank Institute of Learning and Development (SBILDs).** These have further been augmented by experiential, tech-enabled online content, gamification apps, 'Power Talks' by eminent experts, and mass communication interventions. SBI also collaborates with the very best of institutions and industry experts both in India and overseas for designing and imparting in-depth training. **During the reporting period, the Bank trained 2,02,463 distinct employees through its training establishments. A total of 13,948 training programs were conducted during the reporting period. The average training man-hours per employee was 54 hours.**

As a result of the Bank's unwavering efforts towards strengthening its training programmes, SBI was awarded the prestigious Business World Award for "Excellence in Learning & Development".

SBI's inclusion interventions include imparting specialised need-based training to differently abled employees. The Inclusion Centre at the STU operates to meet and address emerging requirements of differently abled employees. A special pre-promotion training for these employees was also introduced during the reporting period.



During FY 2018-19, there were three major areas of interventions in the sphere of training and development:



1. Redesigning the Training System – Structure and Content

One of the most radical changes introduced this year was the creation of Apex Training Institutes (ATI). These ATIs have become repositories of domain specific quality training in areas of credit, international banking, risk, marketing, rural banking, IT, leadership and human resources, etc. The State Bank Institute of Learning & Development (SBILD) formed advisory councils, comprising of carefully chosen top SBI officials and eminent educationists to support each ATI. Additionally, experienced bankers with a passion and flair for teaching were posted at the ATIs and SBILDs.

This year also marked the launch of SBI's fully operational flagship ATI at Kolkata as a leading institute for training senior executives in the banking, financial services and insurance (BFSI) sector in India and neighbouring countries. It is also positioning itself as a centre of global excellence for research and training. The Bank has also monetised its Learning Management System (LMS) and e-content by offering several paid programmes pertaining to the BFSI sector to external participants.

In order to ensure exemplary customer service, internal, external or edX* certifications have been mandated for all employees within a stipulated time frame. Around 93% of SBI's top executives, including Deputy General Managers and above completed the mandatory courses in the reporting period. In order to benchmark competency levels for critical roles, mandatory in-house certification courses and comprehensive role manuals have been developed and rolled out in addition to RBI's mandates. Further, these certifications have been linked to the performance appraisal of all officials up to the AGM grade.

In FY 2018-19, 97% of the officers completed their role relevant certifications. Additionally, the training process for Probationary and Trainee officers has been revamped to be more fair and holistic. The final confirmation test at the end of the probation period has been replaced with a continuous assessment mechanism. SBI has groomed 6,114 Probationary and Trainee officers under this new policy. Additionally, 4,579 promotees to the 'Officer' grade were given a three-week training at SBILDs across the country.

The Bank has provided a six-week long special training to approximately 7,000 newly-recruited Junior Associates, helping sharpen their soft skills, digital banking and marketing skills in addition to improving their general banking knowledge.

2. Introduction of Progressive Training Techniques

In line with this year's theme, Spearheading Digital India, SBI has introduced many non-conventional, digitally advanced training and development initiatives. These aim to reduce logistical challenges, expenses and workplace disruption. Some noteworthy initiatives are mentioned below:

A Gamification App, "Play2Learn", has been developed to supplement the traditional learning tools for a better learning experience and enhanced retention.
A real-time collaborative platform, "Ask SBI", has been launched on a pilot basis which will serve as a one-stop knowledge repository for all employees, through which they can access over 23,000 documents related to operational instructions and guidelines at their workstation. More than 4 lakh queries originated within the first two weeks of its operationalisation.
SBI has developed an in-house e-learning courseware which is platform agnostic and can be accessed through intra and internet for high-impact, convenient and efficient self-learning. It offers a repertoire of 807 e-lessons, 463 e-capsules and 739 mobile nuggets besides case studies, research projects and e-publications.
Employees were encouraged to nominate themselves for brief workshops for seeking clarifications and examinations at the training institutes. In the reporting period, 6,498 such workshops were organised.

State Bank ATIs



Institute of Leadership, kolkata



Institute of Credit & Risk management, Gurugram



Institute of Consumer Banking, Hyderabad



Institute of Innovation & Technology, Hyderabad



Institute of Rural Banking, Hyderabad



Institute of HRD, Indore

** Massive open online course (MOOC) provider*

103-1, 103-2, 404-2,

3. Research & Development

SBI continues to give impetus to research and development as the Indian banking industry is on the cusp of a digital revolution. One of the key initiatives includes the recruitment of Post-Doctoral Research Fellows (PDRFs) to carry out innovative and cutting-edge research activities relevant to the BFSI sector. Additionally, to create an environment for conducting research studies at ATIs and SBILDs in a focused and meaningful manner, Business Units (BUs) have been made project owners for practical and operational research work on banking.

This year, SBI signed a Memorandum of Understanding (MoU) with the National Banking Institute (NBI) to establish a mutually beneficial strategic alliance for the development of NBI's human resources in the areas of education, training and research. The Bank also collaborated with Wharton University to conduct a workshop on "Navigating Disruption and Managing Innovation in the New Economy". The end goal is to encourage the exchange of transformational ideas between experienced, well-established players and young professionals.

Leadership and Succession Planning

In addition to its training and development system, SBI identifies exceptional performers and offers them an accelerated path for career growth. It grooms these young employees through 'Project Saksham', which covers HR topics, talent management and retention, and information on a dedicated recruitment portal. Additionally, the Bank leverages a scientific method for human capital management and accurate delegation of responsibilities. Similarly, the 'Job Families' concept was introduced to utilise existing expertise whilst allocating job profiles. SBI's 'SUCCEED' tool helps plan succession of critical positions. Additionally, the Career Development System (CDS) is completely IT-driven and covers the performance appraisal of all the employees of the Bank. The system even has a provision for capturing the developmental needs of the individual employees by conducting a competency assessment.

SBI has formulated a policy on succession planning for the senior leadership positions to ensure smooth transition to the critical management roles. Under this, the eligible executives in the rank of General Manager (GM) and Deputy General Manager (DGM) were evaluated and identified as potential successors for one or more important profiles. Further, identified potential successors were provided with individual development and training plans.

Performance Management and Reward System

SBI believes in positive reinforcement to motivate its employees. Hence, the Bank has a rewards and recognition scheme called 'SBI Gems' that rewards the outstanding work of its employees. The mechanism enables seniors to officially convey their appreciation for a job performed well on the HR portal. More than 59,000 employees have received 'Gems' in FY 2018-19.



'SUCCEED' tool

Succession planning of critical positions

SBI Gems

A recognition scheme that rewards the outstanding work of its employees

Managing Human Rights

SBI upholds the principles of human rights and treats all its employees, suppliers, clients, and communities with utmost respect. The Bank endeavours to promote a healthy, safe and diverse workplace that offers equal opportunities for growth. The Bank's guidelines are aligned to internationally recognised human rights policies and intolerant to any kind of human rights violations at the workplace. SBI also has a zero tolerance policy on discrimination and sexual harassment. It has a well-structured system to prevent such incidents, and various grievance redressal channels to address them. During the reporting period, 26 complaints of sexual harassment were reported. 22 cases were resolved by 31st March 2019 and 9 cases are in various stages of resolution.

103-2, 406-1

Health and Safety

Employees in the financial sector may be exposed to certain occupational health and safety risks. These include various lifestyle related diseases, security risks, and mental stress in addition to mechanical risks like fire, electrical and building safety related issues. SBI is committed to pre-emptively identifying and eliminating any such risks, and protecting its valuable human capital.

Initiatives towards employee health and wellness were implemented throughout the year. Some of the key initiatives include conducting medical check-up camps, arranging health awareness sessions and organising yoga camps. On International Women's Day, a special health check-up was conducted for the female employees across the Bank.



Safety Training and Awareness

SBI imparts a culture of health and safety through awareness sessions, trainings and mock drills. During FY 2018-19, the following initiatives were conducted:

- Security and fire safety quiz for all staff members
- Security and fire safety awareness program at the Corporate Centre, LHOs, AOs, RBOs and branches
- Fire safety and evacuation drills in high-rise buildings
- A comprehensive SOP on Fire Safety Management of the Bank made available on the Bank's intranet portal
- A comprehensive Security Manual uploaded on the Bank's intranet.

Award won for the best security compliant branch in the region



SBI's Security Awareness Week

In order to create a culture of safety and security amongst the staff and public, a security and fire safety awareness week was organised. The awareness sessions continued to witness keen participation across all locations.



Training the Bank's Security Personnel

The Bank's security personnel manage physical risks and ensure the safety and security of employees as well as customers. Hence, the Bank accords great importance to equipping them with the necessary skills. A dedicated role of Chief Officer (Security) has been established at the Corporate Centre with the goal of achieving security consciousness amongst staff members and equipping the branches with advanced security equipment.

- A two day computer training was availed by 30 security officers at 7 SBILDs.
- A three day refresher training program was conducted for 60 security officers to upgrade their professional skills.
- Seven fire safety management courses of six days each was held at the National Civil Defence College, Nagpur- a premier training establishment under the Ministry of Home Affairs, to train all the security officers of the Bank.
- 25 Fire Safety Officers and Security Officers completed the Certified Fire Forensics Professional (CFFP) Program.



Pan-India Conferences

- Annual Circle Security Officers (CSOs) Conference – 2018 was attended by 41 delegates from all the Circles. The actionable points were circulated amongst the participants, and duly approved by the Bank, following which remedial actions were initiated.
- Fire Officers' Conference – 2019 was attended by 37 delegates from all the Circles.



Security and Fire Safety Review of Circles by DGM and Chief Officer (CO)

An elaborate software for online security audits of the branches have been developed in-house to review and upgrade the Online Security Audit (OLSA), Online Fire Safety Audit (OLFSA) and Risk Assessment Matrix (RAM) at the Corporate Centre. A total of 22,085 branches have been audited by SBI's security officers in the year FY 2018-19.



In recognition of his continued contribution for enhancing the standards and ethical practices in the profession of security, safety, fire prevention, introduction of technology and to make the loss prevention as the key management practice for improvement of the profitability of the Bank, the Chief Officer (Security) has been awarded Fellowship in Security & Safety Management (FISM) by the International Institute of Security & Safety Management for the year 2017-18.





Enhancing Customer Delight

The Indian banking and financial services industry is undergoing a rapid and significant transformation owing to the digital advancement and the adoption of innovative technologies. This has subsequently lead to a transition in customer expectations from operational efficiency to the overall efficiency of services opted for. Customers now demand quick, effective and seamless services from online and digital platforms as well as those provided at branches and offices.



SBI understands the importance of being flexible and adaptive in its strategy of meeting the needs of its customer in these changing times. The Bank's digital strategy is simple- to provide easy, interactive and secure solutions to the customers, backed by cutting edge technology.



ATMs/ADWMs

SBI has one of the largest ATM networks in the world with 58,350 functional ATMs including Automated Deposit and Withdrawal Machines (ADWMs), as of 31st March 2019. 7,630 ADWMs and Cash Deposit Machines (CDM) have been installed to provide 24x7 cash deposit and withdrawal facilities.

Coverage under electronic surveillance is also being enhanced to ensure safety of customers and ATMs. Approximately 13,000 ATMs are under e-surveillance as on 31st March 2019 and the additional coverage of 15,000 ATM sites is underway.

SWAYAMs

During the reporting period, SBI rolled out 3,200 SWAYAMs (barcode-based passbook printing kiosks) that enable customers to print their own passbooks. The Bank has deployed "Through the Wall" SWAYAMs that offer extended working hours for printing. More than 3.45 crore transactions are recorded at these kiosks per month.

SWAYAMs

3,200 rolled out during FY 2018-19. Total 17,400 SWAYAMs as on 31st March 2019

Mobile Banking

SBI provides efficient mobile banking services to its customers through apps like YONO, YONO-Lite, SBI Anywhere and SBIPay (UPI). SBI is the market leader in terms of number of transactions and holds a 19.94% share of the mobile banking segment.

YONO



Opening of 25,000+ digital accounts per day through YONO (You Only Need One) is a one stop solution for the customers' banking as well as lifestyle needs. It is an omni-channel platform featuring a customer centric, user friendly interface. This platform provides key banking solutions such as opening a bank account, creating a fixed deposit, transferring funds, etc., all in one place. Additionally, YONO brings a sense of ease to customers availing other financial products like life and general Insurance, credit card options and investment planning. It also offers one of the largest B2C e-commerce marketplaces with approximately 90 e-commerce merchant partners across 21 categories like Fashion and Lifestyle, Electronics, Home and Furnishing, Gifting, Travel, Hospitality and Holidays, Cabs and Car Rentals, Food and Entertainment, Health and Fitness, Auto-mall and so on.

YONO has achieved 20 million downloads and over 7.7 million registrations as on 31st March 2019, with over a million users logging in daily.

'YONO Cash' provides cardless, paperless withdrawals at 'YONO cash Points' (ATMs). This innovative feature provides fast, convenient and safe cash withdrawal facilities at approximately 19,600 ATMs across the country. The enhanced journey to include the scope of paperless and cardless cash withdrawal at PoS terminals, branches and BC channels under, YONO Cash, is under development.



Awards won by YONO

- CSI IT Innovation & Excellence Awards for Best BFSI for Implementation of Digital Transformation, December 2018
- ABP News BFSI Award for Best Bank in Technology Orientation, November 2018
- Mobile Banking Initiative of the Year – India at the Asian Banking & Finance Retail Banking Awards, Singapore, July 2018
- Indian Express Award for Enterprise Mobility Category, June 2018
- ET BFSI Innovation Award, September 2018

YONO-Lite

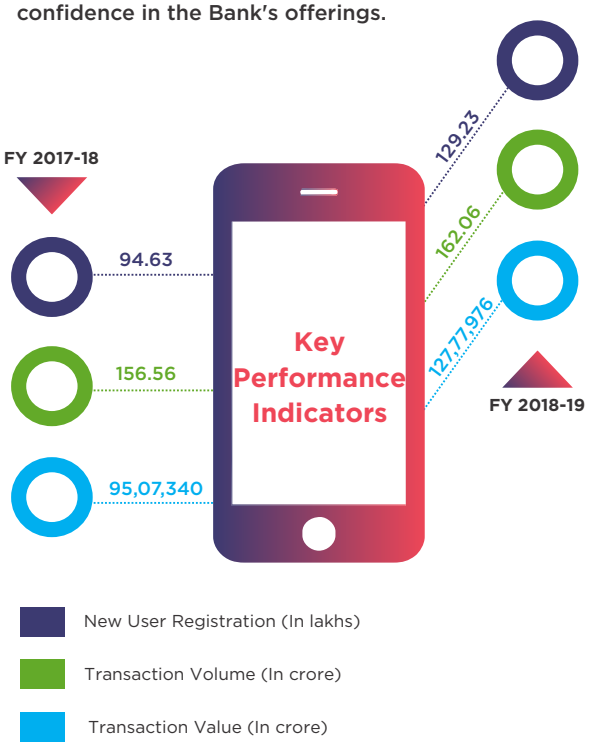
YONO-Lite is a customised version of YONO for retail customers. It offers fund transfers, opening of fixed deposits, e-MOD accounts and management of beneficiaries, etc. Additional value-add services available on this application include Aadhaar linking, voice assisted banking, e-statement subscription/download, cheque handling instructions, and the ability to submit forms for tax exemptions. **YONO-Lite has more than 110 million registered users and a daily average transaction amount of 350 crore.** Additionally, SBI Anywhere - Corporate Mobile banking application for proprietorship firms allows businesses to transfer funds across banks, open and operate fixed deposit accounts, process payment to EPFO, view account statements, schedule transactions, and make bill payments. With over 141 lakh registered users, this mobile banking channel has processed transactions amounting to ₹2,74,029 crores.

>25,000 accounts

Opening of 25,000+ digital accounts per day through YONO

Internet Banking

SBI continues to grow and lead the digital banking space propelled by the enhanced outreach of 'Onlinesbi' across all customer segments. This channel has expanded its footprint with over 129 lakh new user additions during the year FY 2018-19 - showing a marked increase over the last year. With the introduction of new features and several add-ons provided on 'Onlinesbi' to enhance customer comfort and experience. **The platform handled transaction volume exceeding 162 crore with a value of nearly ₹ 127 lakh crore, recording a quantum jump over the last year. This reflects the growing customer confidence in the Bank's offerings.**



SBI Pay (BHIM)

SBI Pay is another initiative of the Bank to stay ahead of the innovation curve. The unified payment interface based application provides customers with the convenience of transferring funds across different bank accounts through multiple modes- making it a truly practical solution. **Over 553 lakh users have registered and are availing UPI services, resulting in more than 129 crore transactions, amounting to more than ₹ 2,96,000 crore during the reporting period.**

Large multinational corporations have boarded the digital payments bandwagon to help achieve a 'Less Cash' India. SBI has partnered with Google India to offer UPI services to the users of their application– Google Pay under the UPI Multi-Bank Integration Model. Consequently, over 312 lakh Google Pay users have linked their bank accounts with @OKSBI handle as of 31st March 2019.



One Nation. One Card.

SBI has initiated the development of acceptance infrastructure for National Common Mobility Card (NCMC) on its PoS terminals to support the GoI initiative of ' One Nation. One Card.'



Financial Inclusion and Government Schemes

Being the banker to the Nation, SBI is at the forefront of serving the un-banked sections of the population. The Bank's latest development in the area of Financial Inclusion is as follows:

- Customer Service Points (CSPs) are now offering banking services to FI customers at their door step, by using portable hand-held devices.
- A mobile number seeding facility has been made available to the FI customer accounts through the FI Kiosks.
- Additional fields have been added within the Kiosk for capturing CSP details in order to effectively monitor functioning of CSPs.
- Aadhaar authentication for PMJJBY, PMSBY, APY accounts as well as Green Pin Services have been enabled during the reporting period.

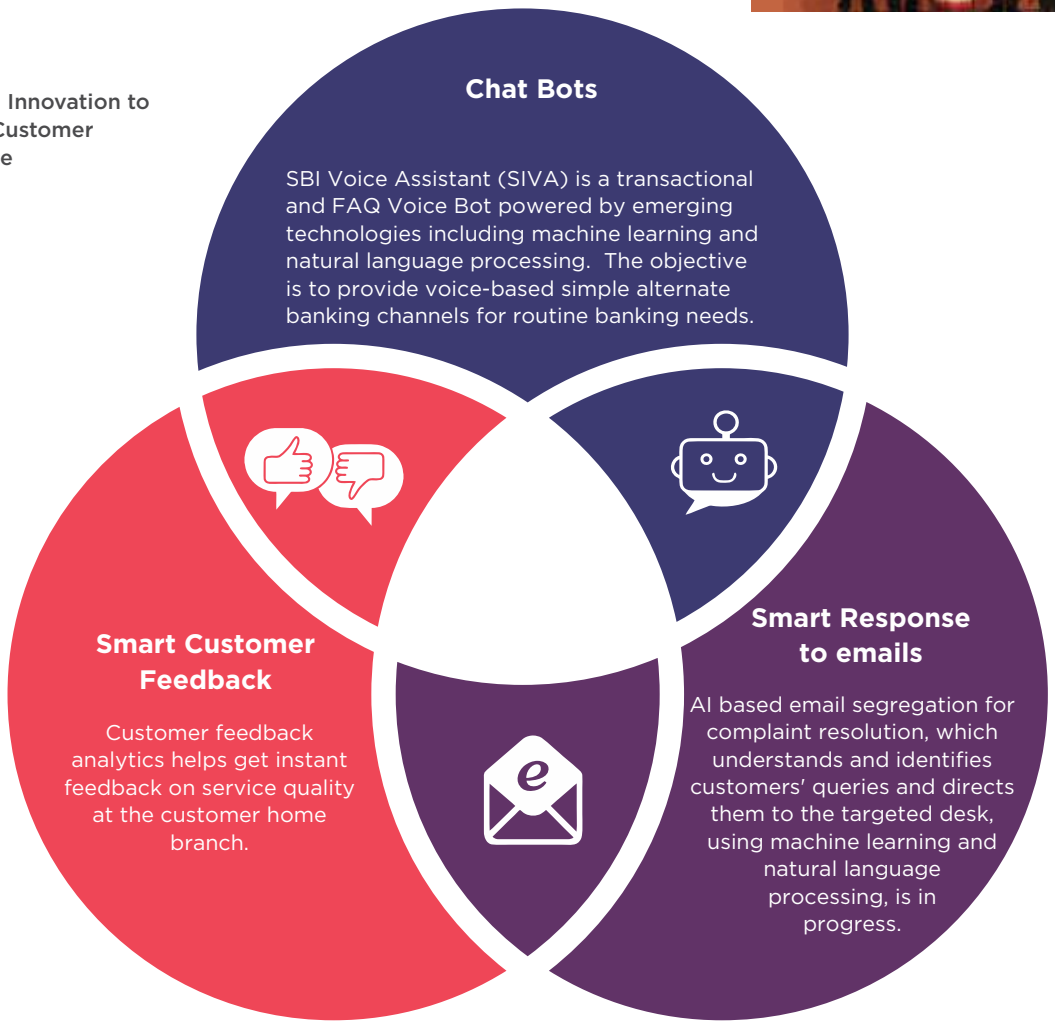


Data Analytics

SBI has a database which acts as the single trusted source of structured data that has enhanced informed business decision making processes. The database is interlinked with various other applications related to business analytics and customer profiling. Additionally, it also plays an important role in complying with regulatory reporting requirements.
The database is used for lead generation, risk mitigation and improving operational efficiency. Predicative analysis is also conducted to detect fraud prone branches and also to find delinquency prone accounts. Further, the analytics software is used to generate leads for pre-approved personal loans offered in the YONO application.



Unlocking Innovation to enhance Customer Experience



Customer Experience Excellence Project (CEEP)

The Customer Experience Excellence Project (CEEP) is a unique project undertaken by SBI to enhance customer experience. CEEP has been conducted across 5,464 branches in India. These branches are equipped with anytime channel machines viz. ATMs, recyclers, SWAYAMs, electronic cheque drop boxes and internet enabled PCs. The project has led to an improvement in crowd management, reduction in waiting time, service and process time.

SBI's Mobile App, "State Bank No Queue", enables customers to self-generate e-tokens to avail banking services at CEEP branches, thus reducing crowding at the branches. As on 31st March 2019, the app has registered more than 23 lakh downloads.

No Queue App

As on 31st March 2019, the app has registered more than 23 lakh downloads.

Customer Feedback and grievances

SBI CARE

SBI CARE is an interactive customer care service that caters to customer queries and non-financial banking requirements. All types of account related enquiries are handled by SBI CARE.

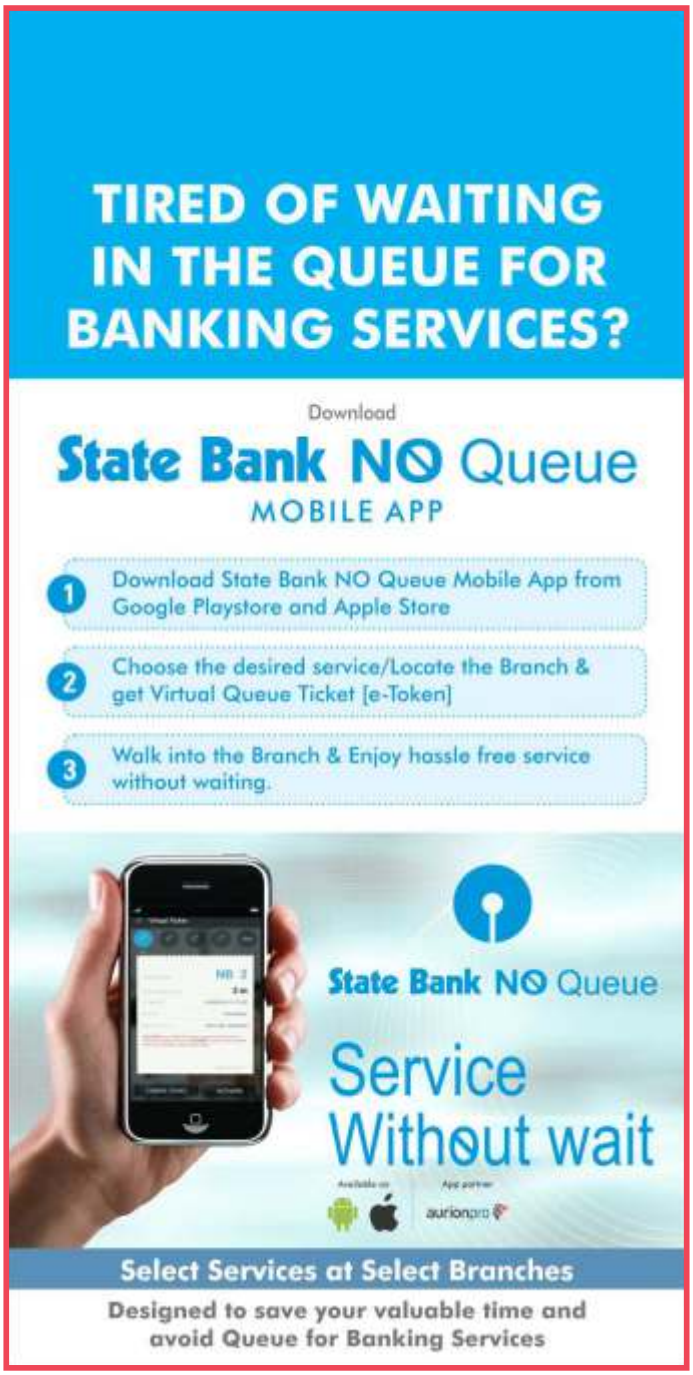
Customer Feedback at the CEEP branches

Customer feedback is an essential element for continuous improvement of our services. At SBI, there are customer feedback tabs at the CEEP branches to get instant feedback. Real time monitoring of branch activities is undertaken at these branches to give the customers an excellent service experience. SBI undertakes a Customer Service Feedback Survey biennially at select CEEP branches to assess the impact on customer service.

Complaint Management System (CMS)

A robust online CMS is in place wherein customers can lodge their complaints, suggestions and feedback online through the Bank's website and social media channels. SBI also has contact centers which function 24*7, 365 days a year in different geographical regions- taking care of customers in Hindi, English and 10 other major regional languages.

SBI is also in the process of implementing a Customer Relationship Management (CRM) solution. The ultimate aim of the CRM is to act as an integrated interface with multiple systems to get a 360 degree view of customers' preferences.



Various outreach programs like customer awareness meets, staff townhall meetings and other customer meets have been conducted during the reporting period. Several Customer Service Surveys were conducted during the year and the outcomes of the survey was utilised to enhance customer experience.

103-2, 203-2

Data Privacy and Security

Data management has rapidly become one of the major drivers of business innovation and digital transformation in the current economic landscape. While data consolidation and analytics allows for several competitive advantages, it is also linked to many security risks that are becoming very relevant today. As SBI operates in a highly regulated environment, it is closely scrutinised by multiple stakeholder groups with respect to data privacy and security risks, compliance, and legal issues. In order to effectively manage these critical aspects of its business operations, SBI has developed a robust data privacy and security strategy that allows it to capitalise on the advantages while simultaneously minimise the associated risks.

The foundation of its security measures is dependent on strong governance and infrastructure, IT controls and review mechanisms as well as awareness creation amongst programmes for employees.

Governance and Infrastructure

The commitment of SBI's top management is evident from the establishment of the Board's IT sub-committee- responsible for SBI's cybersecurity strategy and review process. The Chairman of this committee comes with approximately 45 years of experience in the IT industry.

The Bank's IT infrastructure and information security management systems are regularly audited by external auditors. The most recent round of audits were completed during FY 2017-18. 100% of the State Bank Security Operations Centre (SBSOC) located in Navi Mumbai complies with the ISO 27001:2013 requirements and continuously monitors security events and potential threats on a real time basis. Any incident or breach is managed and reported immediately. Further, 60% of SBI's Information Security Management System (ISMS) complies with the requirements of ISO/IEC 27001:2013 for the Central Data Centre, Navi Mumbai and the Disaster Recovery Centre, Chennai. These functions provide physical Infrastructure and security for equipment maintenance. Moreover, key indicators related to Information Security (IS) and Cybersecurity (CS) constitutes a part of the employee performance evaluation.

Security Processes

A Board-approved IS and CS policy is internally available to all employees. The IS policy states the escalation process to be followed in the event that any employee notices security violations or has any suspicions about the same. Security lapses are also reported in the Bank's internal audit reports, and during routine supervision by branch or department heads.
SBI has instituted a robust business continuity and contingency plans and incident response procedures. These are tested on a semi-annual basis.

Additionally, the Board's IT Strategy Committee conducts a quarterly Integrated Business Continuity Exercise (IBCE) to minimise the adverse effects of business disruption and system failure. The business continuity management system of the IT Risk Management Department conforms to the requirements of ISO 22301:2012. Vulnerability analyses and penetration testing are conducted regularly. The Bank also performs ethical hacking exercises at frequent intervals.







A view of Data Centre at Hyderabad

103-1, 103-2

Training Programmes

SBI conducts various awareness programs to train employees and suppliers on the best security practices. In order to foster mindfulness at the grassroot level, the 'Train the Trainers' model of IS awareness is conducted annually by the Information Security Department (ISD) at the corporate centre, GITC and LHOs. The zonal and regional level controllers and SBILDs also contribute to this programme. Similar sessions are being conducted in various training institutes of the Bank and is closely monitored by the STU department.



Incidents and Breaches

In order to mitigate the financial impact of any security incidents, SBI has an insurance cover for breaches and incidents with a maximum coverage of USD 100 million. A brief overview of the incident and breaches is illustrated below:

Particulars	FY 2018-19
Total number of information security breaches or other cybersecurity incidents	22
Total number of information security breaches involving customers' personally identifiable information	17
Total amount of fines/ penalties paid in relation to information security breaches or other cybersecurity incident.	0

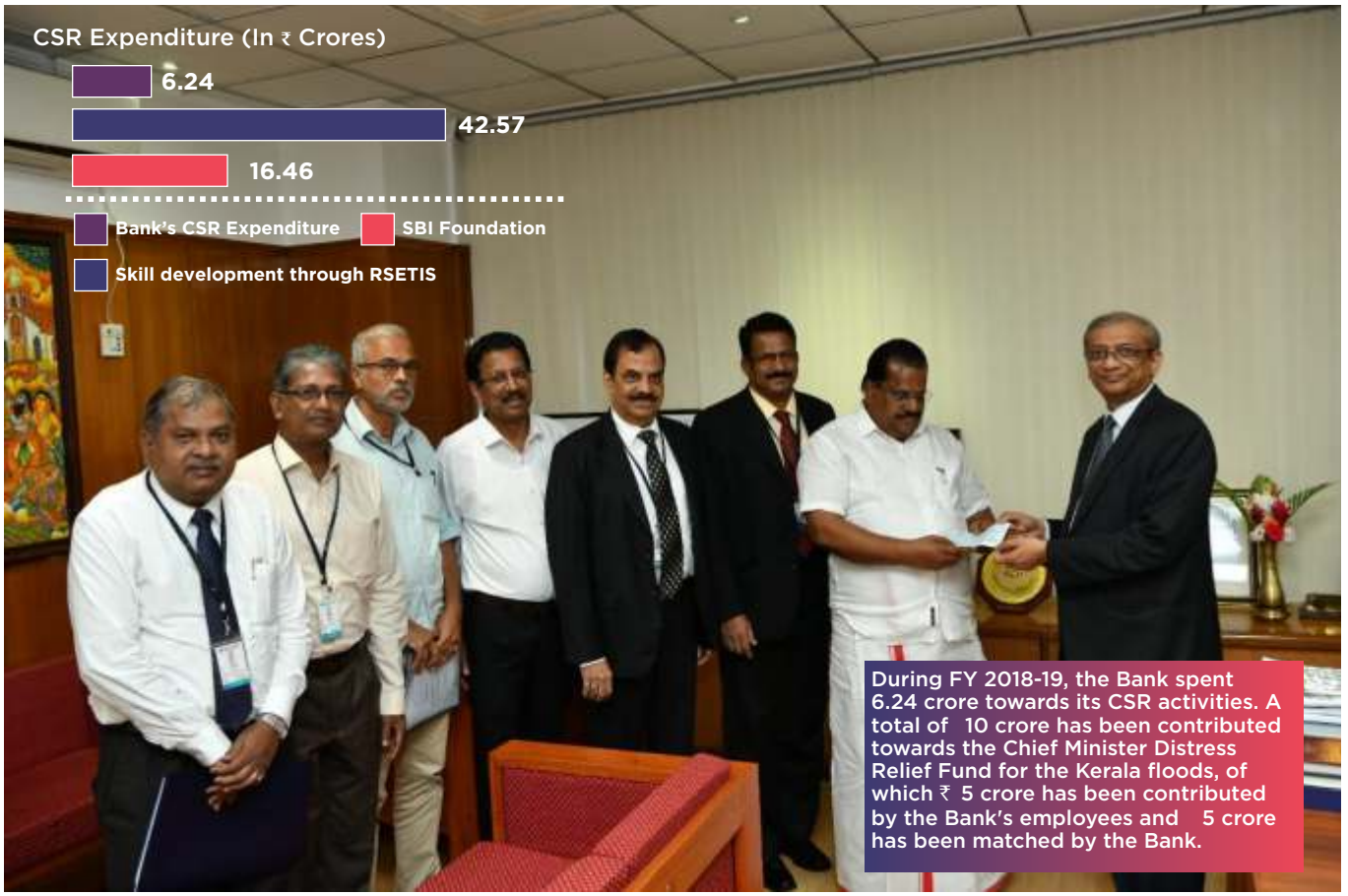


The Hyderabad Data Centre team with the Chairman and the Board of Directors

418-1

Developing Sustainable Communities

The need to create social good has always been ingrained within the Bank's working culture. SBI has been undertaking social welfare initiatives much before the formal concept of Corporate Social Responsibility was coined- placing the interest of the common man at the forefront. The Bank earmarks 1% of the previous year's net profit as the budget for CSR spend for the year. The CSR activities are spread across healthcare, education, skill development and livelihood creation, environmental protection and sanitation. The CSR programs are implemented by the Bank as well the SBI Foundation.



SBI Children's Welfare Fund

The Bank established a 'Children's Welfare Fund' as a Trust in 1983, which extends grants to educational institutions engaged in the welfare of underprivileged children like orphans, destitutes, divyangs, etc. The corpus of the fund is created through donations made by the employees, which are matched by the Bank.

During the reporting period, SBI donated approximately ₹ 50 lakh to six institutions- all working for the welfare of underprivileged children.



Supporting India's Defence Services

SBI recognises the contribution of the Indian Armed Forces, and is at the forefront of offering its services even in the most remote regions of the country. The Bank has a branch presence in Tangtse, Kargil and Leh-Ladakh region and Tawang and Tenga in Arunachal Pradesh. It has also installed ATMs in Dras (10,990 ft) on the Srinagar-Leh highway and Nathu La (14,140 ft) in North East Sikkim to cater to the requirements of the armed forces.

In the wake of the horrific terror attack in Pulwama, the SBI Chairman issued an appeal to all staff members to contribute for the welfare of affected soldiers and their families. This was done through the dedicated Home Ministry, GoI Portal – "Bharat Ke Veer", to help the cause of security forces at a time of national distress.

To show the Bank's solidarity with the forces, ₹30 lakh was paid to each martyr's family under the Personal Accident Insurance scheme within 5 days. SBI also waived loans for 21 of the nation's heroes who had personal loans and accrued interests worth approximately ₹98 lakh.



A Memorandum of Undertaking (MoU) was signed on 12th July 2018 between the Indian Army and SBI on Defence Salary Package. The MoU was signed by the Chief General Manager (PB) and attended by the Managing Director (R&DB), Dy. Managing Director (RB) & Chief General Manager (Delhi Circle)



Cardiac and Critical care Ambulance donated to the Army Camp, 92 Base Hospital, Srinagar

203-2, 413-1

Case Studies- Jaipur Circle

Divya Mother Milk Bank

Divya Mother Milk Bank (DMMB) was started by the RNT Medical College, Udaipur in April 2013 with a unique idea that if all neonates receive milk exclusively from breast feeding for 6 months, it could help reduce the neonatal mortality rate by almost 20%.
The aim of the Jaipur circle was not only to help provide milk to neonates but also help reduce neonatal malnutrition, provide services to mothers who face problems in breast feeding and enable mothers to breast feed for six months, after which supplementary feeding could be continued for two years.

Recognizing the holistic purpose of this CSR activity, the Bank donated a six litre 'Water Bath Shaker', required for the pasteurization of a mother's donated milk and a -20 degree deep freezer for the storage of the pasteurized milk. The availability of these machines have increased the storage capacity of pasteurised milk. The Water Bath Shaker fitted with an auto cooling system has reduced the steps, cycle, time and manpower required for the pasteurization for milk



203-2, 413-1

Case Studies- Delhi Circle

Changing the World one Toilet at a time

The Delhi Circle has taken the initiative of providing state of the art, modern sanitation facilities to students across five Government schools through its CSR initiatives. A total of 16 smart toilet units (8 Eco-Mitra twin cabins) have been installed in these five schools at different villages. This initiative has helped more than 1,150 school children between the age of 4 and 16 years access hygienic toilets during school hours.

Eco-Mitra is a twin-cabin toilet, equipped with smart sensor and IOT based technology that lowers manual dependence for maintaining and monitoring the health of toilets from a remote location. The smart algorithms automatically decide when to flush, clean the floor of the toilet and measure water requirement for the same. It also reduces fresh water requirement by 70-80% with the help of its waste treatment unit which treats blackwater to a level suitable for reusing in flushing and horticulture. The whole unit relies completely on solar power.



203-2, 413-1

CSR ACTIVITIES - SBI FOUNDATION

The SBI Foundation (SBIF) was established in 2015 as a Section VIII Company under Companies Act (2013) to undertake the CSR activities of SBI Group and its subsidiaries in a focused manner. The Foundation aims to give back to society by working towards the socio-economic development and well-being of the marginalised and vulnerable communities with a vision to provide services beyond banking.

SBIF is presently working on various projects to build a momentum for a transforming India by creating an inclusive development paradigm that serves all Indians without any discrimination on the basis of region, language, caste, creed, religion, etc.

The total CSR spend of SBI Foundation for FY 2018-19 was ₹ 16.46 crore. The focus areas of the activities undertaken by the Foundation are illustrated below.

₹ 16.46 crore.

The total CSR spend of SBI Foundation for FY 2018-19.









Flagship Programs

SBI Youth for India Fellowship program:

SBI Youth for India (YFI) is a Fellowship program initiated, funded and managed by the SBI Foundation, SBI Capital Markets and SBI General Insurance. It provides a framework for India's best young minds to join hands with rural communities, empathise with their struggles and connect with their aspirations. Under this initiative, SBI Foundation has partnered with reputed NGOs to engage in development work in rural areas. It has deployed the fellows for conceiving and working on innovative projects. YFI has an alumni base of 254 passionate change makers, of which approximately 70% have continued to be associated with the development sector after completing the fellowship.

Centre of Excellence for PwDs (CoE):

A majority of the Persons with Disabilities (PwDs) can lead a better quality of life if they have equal opportunities and effective access to rehabilitation measures. Lately, society has begun recognising the abilities of PwDs and integrating them into the society based on their capabilities. The CoE was conceptualised with a goal to be a centralised support center for these individuals. It works to empower the PwDs through skill enhancement and enables them to build a more productive and satisfying life by optimizing their cognitive, physical, social and vocational functioning.

The CoE has conducted 15 inclusive training programs for 369 employees with disabilities and 16 trainers from 11 nationalised banks. Its first inclusive training programme was conducted for 29 employees with speech and hearing impairment at the UBI Staff Training Centre in Mumbai.

A skill center has also been established under the 'Swambhiman' project for placement linked skill development of PwDs. Additionally, it has implemented project 'Shravan Shakti' to support Cochlear implant surgeries for children with hearing defects.

Gram Seva

Towards the holistic development of villages, SBIF has adopted 10 Gram Panchayats covering 50 villages across six states in India. An integrated approach has been adopted to promote education for all, ensure environment protection, livelihood development, digitisation of the Gram Panchayat, skill development and improvement of preventive and primary health care in villages. Over 11,000 families and 52,000 individuals have benefitted from this project.

291 Groups of Women, Children, Youth, Senior Citizen have been formed, through which, 3,661 members are actively participating in developing their villages.



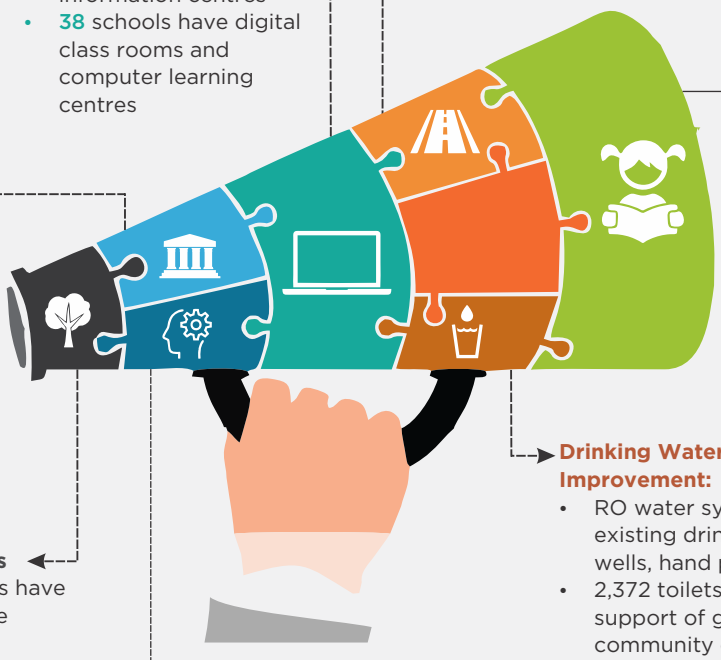
ICC Social Impact Awards
For Gram Seva project for Empowering Rural Population

Impacts:

Digitisation:
- 4G internet connectivity provided in all villages
- 37 villages enabled with wi-fi community information centres
- 38 schools have digital class rooms and computer learning centres

Infrastructure Development:
- 38 government schools renovated
- 121 solar lights have been installed in the villages

Linkage with governmental schemes:
The NGOs and Gram Panchayats have linked ₹30.6 crore worth of different government schemes and services across 50 villages



Education Development:
- Remedial classes were conducted for 1,221 school-going and drop-out students.
- Around 20 talented individuals have been awarded scholarships

Drinking Water & Sanitation Facility Improvement:
- RO water systems improved the current existing drinking water sources like wells, hand pumps, etc.
- 2,372 toilets were constructed with the support of government schemes and community contributions.

Environmental activities
- A total of 10,814 trees have been planted in these villages.

Skill Development and Livelihood Creation
- 460 youth have been trained at SBI RSETIs.
- Around ₹1.21 lakh has been loaned to 11 youths by NGOs to help them create their livelihoods.

203-2, 413-1

Healthcare

SBIF is committed to making a positive contribution to the lives of the unprivileged sections of the society by providing free access to quality healthcare through various initiatives and has aligned its activities to SDG Goal number 3: Good Health and Well Being.

Gift Hope, Gift Life:

Project Gift Hope, Gift life aims to address problems like lack of awareness about organ donation, lack of readiness of the medical fraternity in dealing with cases of brain death and organ harvesting, etc. It creates a conducive environment for:

- Training healthcare professionals (doctors, nurses, surgeons, intensivists, etc.)
- Initiating the Organ Donation program in new states
- Conducting massive awareness programs to sensitise the community
- Running a 24/7 toll-free national helpline actively participating in developing their villages.



This initiative has made a positive impact by training and building capacity of 1,025 healthcare professionals all across India, who have consequently saved more than 421 lives. For sensitizing the public at large, 697 'Angels of Change' volunteers have been trained so far. Through the toll-free national helpline, 6,185 calls were attended and 13 lives were saved.



413-1

Umeed

In India, it is estimated that 44,000 women die annually due to preventable pregnancy-related causes and the mortality rate of children under five years of age is 40 in 1000 live births.

Project Umeed is an initiative that provides, free preventive healthcare information to expectant mothers and women with new-born children to reduce the maternal and infant mortality and morbidity rate. The project uses m-Mitra, a free mobile voice call service, for providing timely and targeted preventive care information weekly or bi-weekly directly to the phones of the enrolled women in their chosen language and timeslot.

This project has empowered 14,085 expectant mothers and new mothers to make healthy decisions and to give their new born children the best start to life.

Shishu Rakhsha

A project has been implemented in Andhra Pradesh to curtail the infant mortality rate by providing complete head-to-toe health screening for 500 beneficiaries and the immediate treatment required.

SBI Eye Care:

Through this initiative, 4,500 cataract surgeries were completed in the state of Odisha.

Anugraha

A CSR program designed to provide home-based hospice and palliative care services at the door step of rural community members.

Life

An initiative to prevent and control Thalassemia by conducting free tests for approximately 20,000 people. Around 5.9% of the people who tested positive for Thalassemia availed treatment.



Education

Education is one of the most powerful and proven tools to bring about transformational change in the social development landscape. It plays a vital role in improving the standard of life of an individual and empowers them to fulfil their ambitions. SBI aims to address the major hindrances in the education sector of India i.e. scarcity of resources and lack of infrastructure.

Bodhshalas

The majority section of the low-income population in India is deprived of quality educational facilities. There is a need for an alternative model of running schools for low-income communities, which can also support the mainstream education system by replicating its learning and knowledge.

Project Bodhshala was initiated to demonstrate quality learning outcomes of the students from marginalised backgrounds, studying in grades I to V. Through this initiative, SBIF has provided quality education to 450 children. An impact assessment of the project indicated:

- A 5% increase in enrolment rate in the Bodhshalas from the previous reporting period
- Grade III Hindi learning levels have increased significantly from a baseline mean score of 48% to 80%, while Math mean scores increased from a baseline score of 72% to 74%.
- Grade V Hindi learning levels have increased significantly from a baseline mean score of 56.5% to 85%, while Math mean scores increased from a baseline score of 57.8% to 73%.



413-1

Peepul Model School

Project Peepul was implemented in order help raise the standard of education and improve the learning levels in government schools. This would be done by successfully running a government school through a Public-Private-Partnership. SBIF financially supported the Peepul Lajpat Nagar School -a model primary school in Delhi.

The school provided high quality education to 412 children during the reporting period. The student enrolment was 95% of the total school capacity and the attendance stood at 76%, which is 11% higher than the average attendance rate in government schools. 84% students were retained from the last academic year and 87% students were ranked in the 'average' and 'above average' category in terms of learning levels.

Gyanshala

This project aims to further the common goal of providing quality education. The project has been implemented in the slums of Ahmedabad to provide high quality education to 2,150 slum children from IV to VIII Grade. Over 2,000 out-of-school or slum children received high quality middle-school education, and achieved learnings comparable to India's best CBSE schools. This has been verified by an independent expert testing organisation.

SBI Udaan

Project SBI Udaan aims at reducing school dropout rates and enhancing access to quality education for 40 students in Kolkata, West Bengal. The project provides these under-privileged students with opportunities to further their career by getting enrolled in this program and getting enormous exposure to an environment that keeps students engaged in various learning activities.





413-1

Empowerment of People with disabilities:

Achieving the global SDGs is dependent on leaving no one behind, especially those with disabilities. PwDs are often denied their human rights by virtue of the lesser status ascribed to them by society. They face discrimination in the areas of education, work, employment, health, reproductive rights, etc. Therefore, SDG-10 strives to reduce inequalities within countries by empowering and promoting the social, economic and political inclusion of all, including PwDs. Through the Foundation, SBI has undertaken projects to enable PwDs to empower themselves by actively integrating them into society and fostering support for them.

Shravan Shakti

Project Shravan Shakti aims to enable children up to 5 years of age, born with a congenital hearing loss to hear and speak coherently and help them lead a normal and productive life. This is done through a cochlear implant- an alternative to the hearing aids, which in some cases provide little or no assistance. This year, 14 children have been operated upon and given cochlear implants.



Swabhiman

This project works towards increasing the employability of PwDs and facilitating their access to job opportunities through vocational training. Numerous resources have been made available to help candidates identify their own areas of interest and improve their communication and vocational skills. Swabhiman has increased the employability of 158 PwDs, between the age group of 18-30 years and has helped 90 PwDs receive jobs in various industries.



Environment and Sustainability

SBI is committed to environmental protection and reduction of its carbon footprint. Responsible interaction with the environment to avoid depletion and degeneration of natural resources as well as maintaining long term quality of the environment is a priority for SBI.

Protect Himalayas

In the year FY 2015-16, a wildfire devastated the flora and fauna in the Himalayan region of Uttarakhand. Therefore, there was an urgent need to restore the ecological balance in the region through afforestation. Protect Himalayas is a project designed to implement a large scale plantation of native trees and thus revive the bio-diversity in the ecosystem. A total of 13,596 trees were planted, of which 13,200 have survived as on August 2018. The mortality rate is currently being regularly monitored by the local villagers and the school going students have also been mobilised to learn how to nurture trees in their vicinity.



413-1

SBI Corbett

SBI Corbett is a CSR program working on establishing a solid waste management system in villages around Corbett. Under this project, SHGs comprising of women have been employed to collect house-hold waste, sort and segregate it and send the remaining waste to scrap dealers for recycling. The villagers have been provided with bags for segregating dry waste, and compost pits have been dug to create manure out of their kitchen waste- which in turn can be used for various agricultural purposes.

To make it a sustainable model, the project is helping the villagers develop a sense of responsibility by understanding the basic importance of waste management. SBIF is working with a reputed NGO in this area to spread awareness in schools on waste management. Cleanliness drives are also conducted in villages and in schools with the help of SHG women, their community dwellers and students. The major outcomes of the program are:

- Employment generated for SHG women
- Solid waste management systems implemented in 14 villages
- School students made aware of waste management practices
- Sustainable solid waste management model initiated
- Reduction in the volume of waste being burnt, thereby considerably improving the health of community members.



Natural Capital Management



The World Economic Forum (WEF) conducts an annual meeting with global luminaries from various fields of expertise, wielding influence in areas such as government, business, civil society, arts and culture, media and academia. The theme for the 2019 annual meeting was 'Globalization 4.0: Shaping a new architecture in the age of the Fourth industrial Revolution' where climate change was recognised as a common and global existential threat, and various environmental issues were discussed in-depth across the table.



It was agreed upon that socio-economic development is dependent on the future of the environment and the enhancement of natural resource security. Owing to this, WEF called for public-private support to accelerate the global climate action agenda. Financial Institutions will continue to play a significant role in this aspect, working towards mobilizing a consistent flow of funds required to bring about environmental sustainability at a large scale.
Institutions such as banks, development agencies, pension funds, etc. play a critical role in avoiding climate change. In addition to making investments in renewable energy and low-carbon businesses- it is equally important to develop operations with a minimal environmental footprint.

SBI's approach to natural capital management is two fold. The Bank has taken action and implemented initiatives that have impacted its own, internal business operations as well those that have an external impact.

103-1, 103-2

SBI's Internal Environmental Impact

SBI's strategy to enhance its sustainability performance has been incremental in nature since the start of its journey five years ago. The Bank has striven to focus on key improvements to be made on an annual basis. This has resulted in several action points and initiatives being implemented during the reporting period. Some of the important highlights are:

- Establishing a Board approved Sustainability Policy that will govern the Bank's sustainability practices across all its operations, including subsidiaries and Joint Ventures (JVs). The important areas of intervention incorporated within the policy includes minimising SBI's environmental footprint, reducing water consumption, managing the quantity of waste generated, investing in renewable energy as well as creating awareness on the importance of environmental sustainability
- Enhancing the level of disclosure on SBI's GHG footprint and mitigation strategies leading to a better score on CDP compared to the previous year
- Continuing with its significant investments in renewable energy
- Issuing Green Bonds
- Implementing processes and controls to fulfil the objectives laid out by SBI's carbon neutrality strategy for 2030
- Joining the initiative to transition to 100% electric vehicles in its operations by 2030. As a first step, the Corporate Office has procured one electric vehicle to be used by its employees for local commute.

Energy Consumption and Management

The primary source of energy consumed by the Bank, which contributes to its carbon footprint is purchased electricity from the grid. In order to reduce its consumption of energy sourced from fossil fuels, the Bank has increased its dependency on renewable energy by installing several roof top solar panels across several ofiices including the corporate centre and local head offices. A significant volume of wind power is also consumed by SBI's Global IT Centre (GITC) in Mumbai. The total installed capacity of renewable energy at the Bank's offices, branches and ATMs stood at 32 MW as on 31st March 2019.

In FY 2018-19, SBI spent approximately ₹ 1,243 crore towards energy consumption. This constituted of approximately 5.11 million GJ of electricity and 0.67 million GJ of DG set fuel consumption.

Source	Energy (GJ)	Emissions (tCO2e)
DG Set Fuel	789,900.48	58,724
Grid Electricity	5,107,464.95	1,163,367

Scope	Emissions (tCO2e)	Emission Intensity per FTE
Scope 1	418	0.002
Scope 2	1,163,367	4.53
Scope 3	181,822	0.71
Total	**1,345,607**	**5.24**



SBI has committed to achieve Carbon Neutral status by 2030

Development of phase wise roadmap for Carbon Neutrality

SBI is the only Indian Bank to join the EV-100 group

Inagurated Electric Vehicle "E-Verito" at Corporate Centre

Replaced generators on pilot basis at few Rural and semi-urban branches with solar backup batteries

Captive wind mills of 15 MW capacity and solar rooftop capacity of 17 MW

103-2, 203-1, 302-1, 302-4, 305-1, 305-2, 305-4



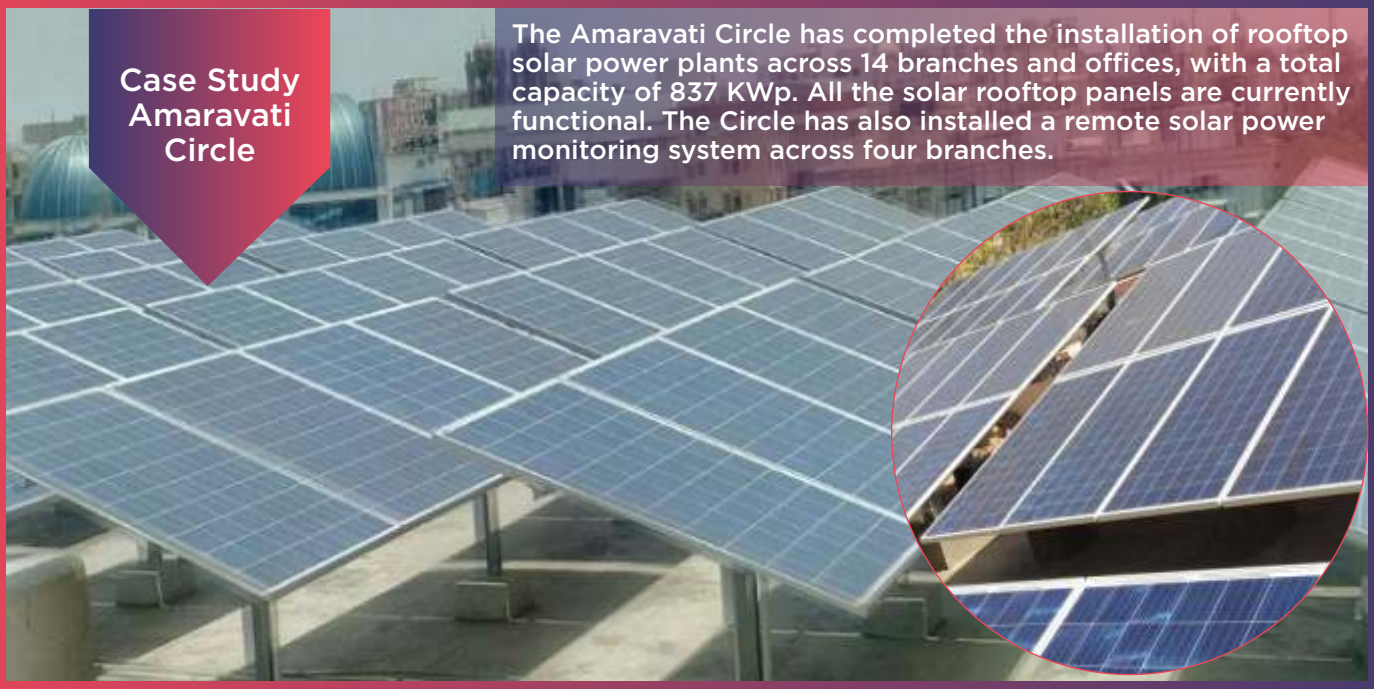
Launch of paper folders



Flagoff of Electric Vehicle at corporate office



203-1, 305-5



Case Study Amaravati Circle

The Amaravati Circle has completed the installation of rooftop solar power plants across 14 branches and offices, with a total capacity of 837 KWp. All the solar rooftop panels are currently functional. The Circle has also installed a remote solar power monitoring system across four branches.

SBI' Energy Saving Initiatives

An important aspect of managing the Bank's carbon footprint was implementing projects that resulted in energy savings. During the course of the reporting period, several initiatives were implemented that have helped the Bank reduce its power consumption.

IPM+ desktop Software Installation across India

IPM+ is a power management utility software that has been installed on office desktops across India. Since the installation of this software since May 2016, the impacts created are as follows:

Energy Savings 33.17 GWh	GHG emissions avoided- 33,190 tCO_2e	Water Savings- 31.5 lakh m^3	Cost Savings- ₹ 33.17 crore

Branch Server Consolidation (BSC)

The BSC project was implemented with the intention of consolidating all physical servers located at different branches to one, centralised location in a secured virtual environment. The consolidation has been completed across 10,332 branches across India so far. Due to the reduced power consumption and the availability of a centralised backup for every branch server, the cost savings over a period of six years for both capital expenditure and operational expenditure are projected to be ₹ 141.27 crore and ₹ 167.37 crore respectively.

Data Server Consolidation- Private Cloud 'MEGHDOOT' deployment

This initiative is aimed at reducing the rack space required for data centres as well as power required to run them. The initiative has provided direct savings from reduction of hardware requirement worth ₹ 168 crore and ROI of 141%.

Waste Management

During FY 2018-19, different Circles took up initiatives to improve their existing waste management practices. The Circle LHOs and offices installed waste segregation as well as composting units. A total of 61 waste management units were installed during the year, with a combined capacity of 67.6 MT.



Case Study Plastic Waste Reduction

In line with the Bank's mission to say 'No to Plastic', the Corporate Office began replacing disposable plastic water bottles and plastic cutlery items with water dispensers and biodegradable alternatives. This practice was then implemented by various other Circles across India, where the LHOs have started using reusable alternatives to plastics.





Case Study- Green Marathon

In addition to reducing its internal plastic waste generation, the Bank implemented a robust waste management system during the SBI 'Green' Marathon organised in FY 2018-19. SBI worked with an NGO that helped segregate, collect, transport and recycle all the different categories of waste generated during the marathon. The marathon was conducted in 15 cities across India. The event was able to successfully divert 96% of the waste generated from entering the landfills and water bodies across India.



103-2, 203-1

Water Management

The Bank and its Circles have intensified efforts to bring about behavioral change among employees to reduce water consumption. Small steps like spreading awareness to turn off taps when not required have been taken and widely appreciated.
The Bank has also taken an initiative to enhance the capacity for rainwater harvesting across its offices. During the reporting period, 70 new rainwater harvesting units have been installed across locations. As on 31st March 2019, the total rooftop catchment area of these units amounts to approximately 1.3 million square feet.



Case Study- Rainwater Harvesting

As part of its sustainability efforts, SBI Patna Circle has adopted the method of recharging ground water aquifers from rooftop run-off across five different locations. This technique required connecting the outlet from the roof of the building to divert the rainwater to existing wells, tube wells, bore wells or filtration tanks. Rainwater is relatively free from pathogens, and organic matter, and is soft in nature. It also improves the quality of existing ground water through dilution. The structures required are simple, economical and highly beneficial ecologically.
The Circle implemented this project with the following objectives:

- To maintain the natural groundwater as an economic resource
- To conserve excess surface water
- To combat progressive depletion of groundwater levels
- To combat unfavourable salt balance and saline water intrusion





Natural Resource Management through Digital Innovation

Innovations in IT Infrastructure

During the reporting period, SBI commissioned its first, advanced 'TIER-3' data centre at a safe seismic zone in Hyderabad. It has been designed using the Green Building concept.
In an effort to established paperless offices, the Bank has introduced 'Easy Approve'- a customised solution for note approval, on cloud. Through this solution, SBI has tried to replicate all the user-friendly features of the current paper-based system in addition to some new features. This paper savings initiative has the added benefits of reducing cost and improving work efficiency within the Bank.



The 'Modified Online Account Opening' functionality launched by Shri D.A Tambe, DMD &CIO

Green Banking Channels

SBI has discontinued the printing of transaction slips for 43 types of unsuccessful transactions. The Bank has also installed solar panels on approximately 2,000 ATM sites. Further, SBI has established over 2,200 e-Corners, across the country where customers can avail of a broad range of services.

2200 e-corners

and have solar panels installed on 2000 ATMs

Green Channel Counters (GCCs)

GCCs has been installed at all retail branches across India. The services extended through GCCs are cash withdrawal, cash deposit, fund transfer within SBI, balance enquiry and the provision of mini statements. On an average, 8.2 lakh transactions were routed through GCCs per day.



Green Remit Cards (GRCs)

A GRC is a card through which one can remit money using a specified account of SBI. This is especially useful for the migrant depositors. On an average, over 1.5 lakh transactions were routed through GRCs in FY 2018-19.

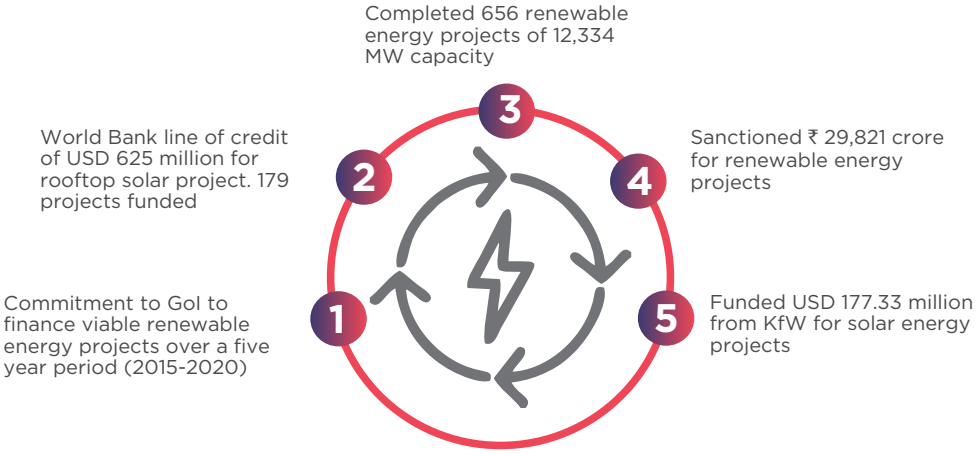
Green PINs

Green PINs have successfully replaced the traditional PIN generation methods enabling customers an easy and convenient way to generate their debit card or credit card PIN. Deploying channels like internet banking, ATM, SMS, and IVR has led to considerable paper and cost savings. More than 9.4 crore Green PINs were generated in the reporting period.



SBI's External Environmental Impact

Investment in Renewable Energy



SBI is a partner in building renewable energy capacity for India as it has made a commitment to GoI to finance viable renewable energy projects over a five year period (2015-2020). As of 31st March 2019, 656 renewable energy projects of 12,334 MW capacity have been completed. SBI has sanctioned ₹ 29,821 crores for these projects and the current outstanding loan stands at ₹ 16, 827 crore. The World Bank Group has extended a line of credit amounting to USD 625 million to SBI for financing rooftop solar projects. As on 31st March 2019, the Bank has funded 179 projects using this line of credit.

The Bank has also availed line of credit worth USD 177.33 million from KfW, the German development bank, for funding solar projects. This additional line of credit is enabling SBI to deepen the commitment made in the renewable energy space. Aspects like compliance to environmental regulations, health and safety performance, social impacts created, etc., are being monitored as a key component of the investment cycle.

Green Bond Issuance



The Bank has prepared a 'Green Bond Framework' that defines the use of proceeds, process for selection and evaluation of projects, monitoring and tracking of proceeds and reporting for green bonds. In the past financial year, the Bank issued two green bonds under this framework to re-finance its green projects:

- USD 50 million
- USD 650 million

Pre-issuance as well as post-issuance assurance for both the bonds have been provided by KPMG, and certified by the Climate Bonds Initiative to be in compliance with their standards.

Use of Proceeds: All the proceeds from the green bond have been fully allocated towards re-financing the eligible projects as defined in the Green Bond framework i.e. solar power projects and sustainable transportation projects.

Process for monitoring and tracking of Proceeds: SBI has set up a Green Bond Committee to decide the eligibility of a project under the Green Bond Framework and for monitoring the portfolio thereunder. All green projects are cleared by this committee and are tracked in the Core Banking Solution platform for monitoring and tracking on a quarterly basis. The system helps in extraction of details of green portfolio including loan account number, borrower name, use of proceeds, sanctioned amount, amount of loan drawn, outstanding amount and other necessary information with respect to the bond proceeds on a real time basis.

Impacts from the projects: Proceeds of the Green Bonds have been utilised in augmenting solar energy capacities, leading to avoidance of Co_2 emissions as well as other air pollutants associated with energy generation. Further, proceeds have also been allocated to the Hyderabad Metro Rail Project, which is offering a eco-friendly mode of transportation and reducing emissions through regenerative braking technology and a modal shift from high emission road transport.

S. No.	Project Description	Project location	Projected emission reductions (tCO_2/year)[1]
1	50 MW solar energy project	Tamil Nadu	77,924
2	50 MW solar energy project	Tamil Nadu	72,710
3	49 MW solar energy project	Tamil Nadu	85,827
4	50 MW solar energy project	Karnataka	83,505
5	34 MW solar energy project	Karnataka	48,418
6	16 MW solar energy project	Karnataka	25,405
7	70 MW solar energy project	Andhra Pradesh	108,524
8	30 MW solar energy project	Andhra Pradesh	51,545
9	1 MW solar energy project	Uttar Pradesh	1,107
10	1 MW solar energy project	Rajasthan	1,107
11	216 MW solar energy project	Tamil Nadu	334,345
12	72 MW solar energy project	Tamil Nadu	111,448
13	72 MW solar energy project	Tamil Nadu	111,448
14	216 MW solar energy project	Tamil Nadu	334,345
15	72 MW solar energy project	Tamil Nadu	111,448
16	Metro Rail Project	Hyderabad	15,000[2]
TOTAL			**1,574,105**

[1] *Source: Grid emission factors from CO_2 Baseline Database for the Indian Power Sector User Guide Version 14.0 and Plant Load Factors referred from loan documentation and state utility tariff orders.*

[2] *Source: https://www.ltmetro.com/green-metro/*

Tree Plantation Drives

During the reporting period, more than 90,000 trees were planted across India by the Bank.







Celebrating World Environment Day- 5th June 2018

'Beat Plastic Pollution'.



World Environment Day is observed on 5th June every year and encourages worldwide awareness creation and action to be taken towards environmental protection. On the eve of World Environment Day, the Mumbai Circle LHO organised a cleanliness drive at the Dadar beach with a theme of 'Beat Plastic Pollution'.
On this occasion, Shri. P.K. Gupta, Managing Director (R&DB) pledged to drive sustainability in front of all the employees from the Corporate Centre and LHO who had participated whole heartedly in the cleanliness drive.

Awards & Recognitions

CSI IT Innovation & Excellence Awards 2018

Best BFSI for Implementation of Digital Transformation (Dec 2018)

Mobile Banking Initiative of the Year India

Best BFSI for Implementation of Digital Transformation (Dec 2018)



SIVA (SBI Intelligent Voice Assistant)

The Economic Times Banking, Financial Services and Insurance Innovation Tribe Awards and Summit 2018

The Economic times

Green Bond Pioneer Award

Largest new emerging markets Certified Climate Bond issuer

Climate Bonds Initiative



India's Most Trusted Banking and Financial Services Institution Brand

The Branch Trust Report India Study 2018

Trust Research Advisory Private Limited

Best Bank 2018

20th Best Bank 2018

Business India

AWARDS

Financial Year 2018-19





Excellence in Learning and Development

Business World
4th HR Excellence Award

Business World

SBI Foundation

Skoch CSR Awards Gold 2018
'Sbi gift hope gift life' programme with Mohan foundation(NGO) for organ donation and sensitisation

SKOCH Group
(Sameer Kochar Group)

Best Performing Primary Lending Institution under Credit Link Subsidy Scheme

MIG Category of PMAYUrban

Government Of India

Best Bank India

25th Annual Best Bank Award 2018

Global Finance

Rajbhasha Kirti Awards 2017-18

Quarterly Hindi house magazine PRAYAS



SUSTAINABILITY GOALS

Intellectual Capital Management

Goals and Targets Established for FY 2018-19	Actual Performance against Goals and Targets	Status
The Bank will increase its share of alternate channel banking transactions by **3%** from the previous reporting period	The Bank has increased its share of alternate banking channel transactions from 84% in FY 2017-18 to **88%** in FY 2018-19	
SBI will quantify the environmental and social impact of the YONO digital application	SBI is currently in the process of identifying an appropriate methodology to quantify the impacts created from the YONO application	
SBI will quantify the volume of paper saved from Green channel counters, ATMs and Green Pins	SBI aims to achieve this target during the up-coming financial year	

Social and Relationship Capital Management

Goals and Targets Established for FY 2018-19	Actual Performance against Goals and Targets	Status
The Bank will increase the number of financial literacy camps by atleast **10%** from the previous reporting period	SBI conducted 5488 more financial literacy camps during the year, a **26%** increase from FY 2017-18	
The Bank will spend **5%** of its total CSR expenditure specifically on climate change mitigation and adaptation projects (such as carbon sequestation to afforestation projects, community based renewable projects and community resilience)	Due to the non-availability of an adequate budget, SBI could not achieve this target	

Achieved *Not Achieved* *In Progress*

AND TARGETS

Human Capital Management

Goals and Targets Established for FY 2018-19	Actual Performance against Goals and Targets	Status
Increase the total number of average training hours by 5% from the previous reporting period	Average training hours has increased by 8% in FY 2018-19	
Implement atleast two new training programs to develop the employees' skills at all Training Centres	Training programs 'Nayi Disha' and 'Role Based Certification' were launched during the year.	

Natural Capital Management

Goals and Targets Established for FY 2018-19	Actual Performance against Goals and Targets	Status
The Bank will decrease its scope 2 emissions by atleast 5% from the previous reporting period	SBI reduced its Scope 2 GHG emissions by 9.13%	
The Bank will implement atleast 1 pan-India energy savings project and quantify the impact created	The energy saving initative of installing the IPM+ desktop software across all Circles in India has resulted in a cumulative saving of 33.17 GWh	
The Bank will conduct a tree-plantation drive across India- planting atleast 100,000 saplings	During the reporting period, SBI planted approximately 90,000 tree saplings across India	
SBI will implement atleast 1 environmental awareness campaign	SBI started the 'Beat Plastic Pollution' campaign on the eve of Gandhi Jayanti 2018 across all its offices, to eliminate single use plastic within 12 months	
The Bank will increase its RE financing portfolio by 5% and in-house capex capacity will also be increased by 10% from the previous reporting period.	As on 31st March 2019, SBI's RE sactioned portfolio increased by 21.37% from the previous reporting period and also increased its in-house renewable capex capacity by 28%	
Digitise atleast one paper intensive internal process	SBI introduced 'Easy-Approve'- a customised, on-cloud solution for note approval on a pilot basis.	
SBI will quantify the volume of dry and wet waste generated at the Corporate Centre	The total volume of dry and wet waste quantified by the Corporate Centre during the reporting period is approximately 26,584 Kgs and 20,592 Kgs respectively	

SBI

GRI Content INDEX



For the GRI Content Index Service, GRI Services reviewed that the GRI content index is clearly presented and the references for all disclosures included align with the appropriate sections in the body of the report.

GRI Standard	Disclosure	Page Number/Direct Response	Omission
GRI 101: Foundation 2016			
GRI 102: General Disclosures 2016			
Organisational Profile			
	102-1 Name of the organisation	7	
	102-2 Activities, brands, products, and services	7-9	
	102-3 Location of headquarters	7	
	102-4 Location of operations	7-8	
	102-5 Ownership and legal form	7	
	102-6 Markets served	7	
	102-7 Scale of the organisation	7-9, 36	
	102-8 Information on employees and other workers	36-37	
	102-9 Supply Chain	10	
	102-10 Significant changes to the organisation and its supply chain	10	
	102-11 Precautionary principle or approach	6	
	102-12 External initiatives	9, 86	
	102-13 Membership of associations	10	
Strategy			
	102-14 Statement from senior decision maker	1-2	
	102-15 Key impacts, risks, and opportunities	1-4	
Ethics and Integrity			
	102-16 Values, principles, standards, and norms of behavior	11,13,16	
	102-17 Mechanisms for advice and concerns about ethics	15-16	
Governance			
	102-18 Governance structure	12	
Stakeholder Engagement			
	102-40 List of stakeholder groups	19	
	102-41 Collective bargaining agreements	Due to the nature of SBI's business as a public sector bank, it does not have collective bargaining agreements.	
	102-42 Identifying and selecting stakeholders	18	

GRI Standard	Disclosure	Page Number/Direct Response	Omission
	102-43 Approach to stakeholder engagement	17-18	
	102-44 Key topics and concerns raised	21	
Reporting Practice			
	102-45 Entities included in the consolidated financial statements	7-8	
	102-46 Defining report content and topic boundaries	5,20-21	
	102-47 List of material topics	21	
	102-48 Restatements of information	There have been no re-statements made from the previous reporting period	
	102-49 Changes in reporting	5	
	102-50 Reporting period	5	
	102-51 Date of most recent report	FY 2017-18	
	102-52 Reporting cycle	5	
	102-53 Contact point for questions regarding the report	Details of the point of contact have been provided at the back cover of the report	
	102-54 Claims of reporting in accordance with the GRI Standards	5	
	102-55 GRI content index	77-81	
	102-56 External assurance	This Report has not been externally assured. The external assurance provider will be selected for the next reporting cycle	
Material Topics			
GRI 201- Economic Performance			
GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	21, 23	
	103-2 The management approach and its components	1-4, 23-24	
	103-3 Evaluation of the management approach	20-21	
GRI 201: Economic Performance 2016	201-1 Direct economic Value generated and distributed	24, 28	
GRI 203: Indirect Economic Impacts			
GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	20-21, 30	

GRI Standard	Disclosure	Page Number/Direct Response	Omission
	103-2 The management approach and its components	30, 48, 51	
	103-3 Evaluation of the management approach	20-21	
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	25, 27,29, 31-32, 64-67, 70-71	
	203-2 Significant indirect economic impacts	25-28, 33-34, 47-48, 51-56	
GRI 302: Energy			
GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	20-21, 63	
	103-2 The management approach and its components	63-64, 67, 69	
	103-3 Evaluation of the management approach	20-21	
GRI 302: Energy 2016	302-1 Energy Consumption within the organisation	64	
	302-4 Reduction of Energy Consumption	64, 66	
GRI 305: Emissions			
GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	20-21, 63	
	103-2 The management approach and its components	63-64	
	103-3 Evaluation of the management approach	20-21	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG Emissions	64	
	305-2 Energy indirect (Scope 2) GHG Emissions	64	
	305-4 GHG Emissions Intensity	64	
	305-5 Reduction in GHG Emissions	65, 71	
GRI 404: Training and Education			
GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	20- 21, 38-39	
	103-2 The management approach and its components	38-39, 42	
	103-3 Evaluation of the management approach	20-21	
GRI 404: Training and Education 2016	404-1 Average hours of training per employee	38	

GRI Standard	Disclosure	Page Number/Direct Response	Omission
	404-2 Programs for upgrading employee skills and transition assistance program	39	
GRI 405: Diversity And Equal Opportunity			
GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	20-21	
	103-2 The management approach and its components	20-21, 35, 37	
	103-3 Evaluation of the management approach	20-21	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of Governance bodies and employees	12,36	
GRI 406: Non-Discrimination			
GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	20-21, 35	
	103-2 The management approach and its components	36- 38	
	103-3 Evaluation of the management approach	20- 21	
GRI 406: Non Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	40	
GRI 413: Local Communities			
GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	20-21, 51	
	103-2 The management approach and its components	51	
	103-3 Evaluation of the management approach	20-21	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments and development programs	51-61	
GRI 418: Customer Privacy			
GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	20-21, 49	
	103-2 The management approach and its components	49	
	103-3 Evaluation of the management approach	20-21	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	50	

GRI Standard	Disclosure	Page Number/Direct Response	Omission
GRI 419: Socioeconomic Compliance			
GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	20-21	
	103-2 The management approach and its components	16	
	103-3 Evaluation of the management approach	20-21	
GRI 419: Socioeconomic Compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic Area	16	
Non GRI: Employee Health And Well-Being			
	103-1 Explanation of the material topics and its boundaries	20-21, 37	
GRI 103: Management Approach 2016	103-2 The management approach and its components	37, 40	
	103-3 Evaluation of the management approach	20-21	
Non GRI: Customer Satisfaction			
GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	20-21, 43	
	103-2 The management approach and its components	43, 47- 49	
	103-3 Evaluation of the management approach	20- 21	

Mapping BRR Requirements to Sustainability Report

In conformance to the requirements of the clause (f) of sub regulation (2) of regulation 34 of Security Exchange Board of India (SEBI's) Listing Regulations, the Sustainability Report for FY 2018-19 is aligned with the nine principles of the National Voluntary Guidelines on Social, Environmental & Economic Responsibilities of Business (NVG-SEE) notified by the Ministry of Corporate Affairs, Government of India.

Section A: General Information about SBI

The Bank's activities are covered under "Group K: Financial and Insurance Activities of National Industrial Classification (All Economic Activities)-2008" published by the Ministry of Statistics and Programme Implementation. The Bank's activities fall under the following industrial activity code:

Group	Class	Description
641	6419	Monetary Intermediation -Other Monetary intermediation

Other Details about the Bank

CIN	Not Applicable
Address	State Bank of India, State Bank Bhavan, Corporate Centre, Madame Cama Road, Nariman Point, Mumbai - 400 021, India
Website	https://www.sbi.co.in, https://bank.sbi
E-mail Id	gm.snb@sbi.co.in
Financial Year Reported:	FY 2018-19
Three services that the Company provides (as in the Balance Sheet)	Deposits Loans and Advances Remittances and Collections
Total number of locations where business activity is undertaken by the Company	National : 22010 branches in India as on 31.03.2019 spread across 17 Circles International: 208 branches in 34 countries
Markets served by the Company	National and International

Section B: Financial Details of the Company

For the Bank's financial performance for FY 2018-19, please refer the section on economic performance on pages 23-34.

Section C: Other Details

Participation of Subsidiaries and business partners in BR initiatives
The details of the Subsidiaries and Joint Ventures are provided in the Bank's Annual Report 2018-19, under the heading "Subsidiaries". SBI's BR policies are extended to all its Subsidiaries, who actively support the BR initiatives undertaken by the Corporate Centre. However, the initiatives and programs on social and environment issues are designed and executed by the independent Boards of the Subsidiaries.

With respect to its supply chain, SBI expects and encourages its suppliers, vendors and other business partners to conduct their business in a responsible manner.

Section D: Business Responsibility Information

In accordance with the SEBI requirements, Business Responsibility (BR) report of the Bank is being published since 2012-13. This is the sixth report and has been integrated with SBI's sustainability Report for FY 2018-19. The report can be accessed on the Bank's website at https://www.sbi.co.in or https://bank.sbi

- Details of Director/ Directors responsible for BR

A) Details of the Director/Directors responsible for implementation of the BR policy/policies
DIN Number: 06998644

Name: Smt. Anshula Kant

B) Details of the BR Head

Sr. No	Particulars	Details
1	DIN number (if applicable)	06998644
2	Name	Smt. Anshula Kant
3	Designation	Managing Director (Stressed Assets, Risk and Compliance)
4	Telephone Number	022-22741791
5	E-mail Id	md.sarc@sbi.co.in

Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

Sr. No	Questions	Principles P1-P9
1	Does the Bank have a policy/policies for each of the 9 principles prescribed by SEBI	Yes
2	Has the policy been formulated in consultation with the relevant stakeholders?	Yes
3	Does the policy conform to any national /international standards? If yes, specify? (50 words)	SBI's Business Responsibility Policy is based on National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business as released by Ministry of Corporate Affairs, Government of India, in July 2011.
4	Has the policy been approved by the Central Board? If yes, has it been signed by MD/ owner/CEO/appropriate Board Director?	Yes, the BR policy has been approved by the Board of Directors
5	Does the company have a specified Committee of the Board/ Director/Official to oversee the implementation of the policy?	Yes (CSR Committee chaired by Managing Director)
6	Indicate the link for the policy to be viewed online?	https://www.sbi.co.in or https://bank.sbi under the link Corporate Governance / Sustainability and BR Policy
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes
8	Does the company have in-house structure to implement the policy/policies?	Yes
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Yes
10	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	The working of the BR policy is evaluated internally. Further, the Sustainability Report published for FY 2018-19 discloses information on the Bank's economic, environmental and social performance for the reporting period and has been reviewed and collated in a comprehensive manner

National Voluntary Guidelines (NVG) Mapping

Principle	Description	Page Number
Principle 1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability	11-12, 15-16
Principle 2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle	27-34, 44-50, 69-71
Principle 3	Businesses should promote the well-being of all employee	37-42
Principle 4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised	19, 36-37, 55, 61
Principle 5	Businesses should respect and promote human rights	40
Principle 6	Business should respect, protect, and make efforts to restore the environment	63-71, 61-62
Principle 7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner	10
Principle 8	Businesses should support inclusive growth and equitable development	30-32, 51-62
Principle 9	Businesses should engage with and provide value to their customers and consumers in a responsible manner	43-50

SDG MAPPING

SDG No	SDG Description	GRI Topic	GRI Standard Disclosures
Goal 1	End poverty in all its forms everywhere	Local Communities	GRI 413-1
		Indirect Economic Impacts	GRI 203-1
Goal 3	Ensure healthy lives and promote well-being for all at all ages	Local Communities	GRI 413-1
Goal 4	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	Training and Education	GRI 404-1
		Local Communities	GRI 413-1
Goal 5	Achieve gender equality and empower all women and girls	Diversity and Equal Opportunity	GRI 405-1
		Non-Discrimination	GRI 406-1
Goal 7	Ensure access to affordable, reliable, sustainable and modern energy for all	Energy	GRI 302-1
Goal 8	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	Diversity and Equal Opportunity	GRI 405-1
		Training and Education	GRI 404-1
		Non-Discrimination	GRI 406-1
		Energy	GRI 302-1, 302-4
Goal 9	Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation	Local Communities	GRI 413-1
Goal 12	Ensure sustainable consumption and production patterns	Energy	GRI 302-1, 302-4
Goal 13	Take urgent action to combat climate change and its impacts	Energy	GRI 302-1, 302-4
		Emissions	GRI 305-1, 305-2, 305-5
		Economic Performance	GRI 201-1
		Indirect Economic Impacts	GRI 203-1, 203-2

SBI

Glossary

Sr.No	Abbreviation	Full Form
1	ABAL	Asset backed Agri Loan
2	AD	Authorised Dealer
3	ADWM	Automated Deposit and Withdrawal Machines
4	ALCO	Asset Liability Management Committee
5	AMT	Asset Management Team
6	AO	Administrative Offices
7	APY	Atal Pension Yojana
8	ASCB	All Scheduled Commercial Bank
9	ASSOCHAM	Associated Chambers of Commerce of India
10	ATI	Apex Training Institutes
11	ATM	Automated Teller Machine
12	B2C	Business-to-Consumer
13	BC	Business Correspondent
14	BFSI	State Bank Institute of Learning & Development
15	BHIM	Bharat Interface for Money
16	BPL	Below Poverty Line
17	BSC	Branch Server Consolidation
18	CBSE	Central Board of Secondary Education
19	CCSC	Corporate Centre Sustainability Committee
20	CDM	Cash Deposit Machines
21	CDS	Career Development System
22	CEEP	Customer Experience Excellence Project
23	CENMAC	
24	CFFP	Certified Fire Forensics Professional
25	CFL	Centres for Financial Literacy
26	CII	Confederation of Indian Industry
27	CMS	Complaint Management System
28	CO	Chief Officer
29	CoE	Centre of Excellence
30	CRD	Credit Review Department
31	CRM	Customer Relationship Management
32	CRMC	Credit Risk Management Committee
33	CS	Cyber Security
34	CSO	Circle Security Officer
35	CSP	Customer Service Point
35	CSR	Corporate Social Responsibility
37	CUE	Credit Underwriting Engine
38	DGM	Deputy General Manager

Sr.No	Abbreviation	Full Form
39	DMMB	Divya Mother Milk Bank
40	EGRMC	Enterprise and Group Risk Management Committee
41	EPFO	Employees' Provident Fund Organisation
42	ESG	Environmental, Social and Governance
43	FEMA	Foreign Exchange Management Act
44	FI	Financial Inclusion
45	FICCI	Federation of Indian Chambers of Commerce and Industry
46	FIP	
47	FISM	Fellowship in Security & Safety Management
48	FLC	Financial Literacy Centers
49	GCC	Green Channel Counters
50	GCCC	Gulf Cooperation Council Countries
51	GDP	Gross Domestic Product
52	GITC	Global IT Centre
53	GM	General Manager
54	GOI	Government of India
55	GRC	Green Remit Cards
56	GRI	Global Reporting Initiative
57	IA	Internal Audit
58	IAD	Internal Audit Department
59	IBA	Indian Bank's Association
60	IBCE	Integrated Business Continuity Exercise
61	IIBF	Indian Institute of Banking and Finance
62	IoT	Internet of Things
63	IR	Integrated Reporting
64	IS	Information System
65	ISD	Information Security Department
66	ISMS	Information Security Management System
67	IVR	Interactive Voice Response
68	JV	Joint Ventures
69	LHO	Local Head Offices
70	LMS	Learning Management System
71	LOS	Loan Originating System
72	LTV	
73	MoRD	Ministry of Rural Development
74	MoU	Memorandum of Understanding
75	MRMC	Market Risk Management Committee

Sr.No	Abbreviation	Full Form
76	NBI	National Banking Institute
77	NPA	Non-Performing Assets
78	NRI	Non-Residing Indian
79	NVG	National Voluntary Guidelines
80	OLFSA	Online Fire Safety Audit
81	OLSA	Online Security Audit
82	ORMC	Operational Risk Management Committee
83	OTMS	Off-Site Transaction Monitoring System
84	P&L	Profit and Loss
85	PDRF	Post-Doctoral Research Fellows
86	PIN	Personal Identification Number
87	PMAY	Prime Minister Awas Yojana
89	PMAY	Pradhan Mantri Awas Yojna
90	PMJJBY	Pradhan Mantri Jeevan Jyoti Bima Yojana
91	PMMY	Pradhan Mantri Mudra Yoja
92	PoSH	Prevention of Sexual Harassment
93	PSB	Public Sector Bank
94	RAM	Risk Assessment Matrix
95	RBO	Regional Business Office
96	RBS	Risk Based Supervision
97	RFIA	Risk Focused Internal Audit
98	RMCB	Risk Management Committee of the Board
99	RRB	Regional Rural Bank
100	RSETI	Rural Self Employment Training Institute
101	SBI	State Bank of India
102	SBI FIIP	State Bank of India's Fintech Innovation Incubation Program
103	SBI YFI	SBI Youth for India
104	SBIIMS	SBI Infrastructure Management Solutions Pvt Ltd.
105	SBILD	State Bank Institute of Learning and Development
106	SBSOC	State Bank Security Operations Centre
107	SDG	Sustainable Development Goals
108	SEBI	Securities and Exchange Board of India

Sr.No	Abbreviation	Full Form
109	SHG	Self Help Group
110	SME	Small and Medium-sized Enterprises
111	SMEC	Small & Medium Enterprises Centres
112	SMS	Short Message Service
113	SOP	Standard Operating Procedure
114	STEPS	Service, Transparency, Ethics, Politeness and Sustainability
115	STU	Strategic Training Unit
116	TAT	Turn Around Time
117	TFCPC	Trade Finance Centralised Processing Cells
118	VLP	Vidya Lakshmi Portal
119	WEF	World Economic Forum
120	YONO	You Only Need One





SBI's Sustainability Pledge

I, do solemnly swear that I shall contribute to fulfil the Bank's mission to increase awareness on Sustainability, Environment, Renewable Energy, Energy Conservation and related areas of critical importance to our society as well as all future generations to come.

I shall inculcate Social, Economic and Environmental responsibilities in my day to day activities and uphold ethical behaviour. I shall also promote health, well-being and safety at workplace.

I shall promote paperless banking, internet and mobile banking channels among customers and conserve natural resources. I shall contribute to the cause of reducing plastic consumption, minimizing wastage of resources such as paper, water and energy and maintaining the overall cleanliness of the Bank's workplace.

I shall pro-actively participate in the community development initiatives undertaken by the Bank in an effort to positively impact the society, especially the less privileged sections. I shall encourage my fellow colleagues to promote sustainability at workplace and commit to shoulder the Bank's responsibility of building a sustainable organization as well as society.

Taken by all employees on World Environment Day (05th June) every year





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