IndusInd Bank

BUSINESS RESPONSIBILITY REPORT 2018-19

(As per SEBI Circular CIR/CFD/CMD/10/2015 of November 4, 2015)

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Section A: General Information about the Company

1. **Corporate Identity Number (CIN) of the Company**

   L65191PN1994PLC076333

2. **Name of the Company**

   IndusInd Bank Limited

3. **Registered address**

   2401, Gen. Thimmayya Road, (Cantonment), Pune – 411001.

4. **Website**

   www.indusind.com

5. **E-mail id**

   csrsupport@indusind.com

6. **Financial Year reported**

   April 01, 2018 – March 31, 2019

7. **Sector(s) that the Company is engaged in (industrial activity code-wise)**

   Division 64 – Code 64191

   IndusInd Bank Limited is a Company governed by the Banking Regulation Act, 1949.

8. **List three key products/services that the Company manufactures/provides (as in balance sheet)**

   All banking and para banking services including accepting of deposits such as Savings Accounts, Current Accounts, Fixed Deposits including banking solutions to large Indian and multinational corporates, granting of loans to various segments including industries / business, retail Loans, financing wide range of vehicles/equipment to individuals, priority sector lending

9. **Total number of locations where business activity is undertaken by the Company.**

   1665 branches across India & 48 Corporate Offices, Back Offices and Representative Offices.

   i. Number of International Locations (Provide details of major 5)

   3 Representative Offices at Dubai, Abu Dhabi and London

   ii. Number of National Locations

   1665 branches across India, 45 Corporate Office and Back Office locations

   10. Markets served by the Company – Local / State / National / International

   All

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Section B: Financial Details of the Company

1. **Paid up Capital (INR)**

   Rs 602.69 Crore

2. **Total Turnover (INR)**

   Rs 27,907.87 Crore

3. **Total profit after taxes (INR)**

   Rs 3301.10 Crore

4. **Total Spending on Corporate Social Responsibility (CSR) as percentage of Profit After Tax (%).**

   The Bank has spent Rs. 55.46 Crore on various social and environmental activities, in the areas of Environment, Education, Healthcare, Rural Development and Sports during the year 2018-19 which is 1.25 % of Profit After Tax.

   IndusInd Bank operates within an innovative sustainability strategy which leverages investment in natural, social & relationship capital, and human capital equally in response to rapidly changing social and environmental backdrops. Our CSR mission is to emerge as a 'Best-in-Class' bank committed to growth and development that benefits, not only the Bank and its customers but also, the natural environment and the community at large. To this end, we are guided by the principles outlined in the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGSEE) and the UN Global Compact.

   List of activities in which expenditure in Q4 above has been incurred:-

   Activities include:

   a) Environment
   b) Education
   c) Healthcare
   d) Rural Development
   e) Sports
   f) Others

   In line with its CSR focus areas, the Bank has committed to various long term and need based projects. The Bank's CSR Policy and strategy direct and govern the Bank's activities in focus areas, as follows:

   a. Environment:

   - Water stewardship: Water Resource Development through watershed management, restoration of natural water bodies like lakes, ponds, storm water drains etc. and availability and accessibility of safe drinking water through village level water ATMs.
   - Renewable energy: Facilitating usage of sustainable power sources like solar in educational institutions, schools and villages.
   - Afforestation: Special focus on survival of trees to improve green cover in urban areas.

   b. Healthcare:

   Providing infrastructure for primary healthcare through mini-health clinics, support for cancer affected children and manufacturing and distribution of sanitary napkins through Village Level Entrepreneurs.

c. Rural Development:

The watershed management projects shall have a parallel implication of enhancement of agriculture and improved socio-economics of farmers. Solid waste segregation & safe disposal in villages has resulted into their overall improvement and built capacities at village level. Street lights on solar in villages has enhanced mobility and provided enhanced security for the villagers, women and children in particular. Many of the women work in the fields at night and light installations near them, make them feel safe.

d. Education:

The education programs have cross-cutting thematic envisaging inclusion of women and communities in general through programs on legal literacy and digital literacy. Interventions to enhance academic performances through provision of group tuitions and capacity building of teachers of municipal schools are implemented. A district-wide mid-day meal program caters to the nutritional needs of school children. Fellowship programs that encourage art and culture and groom youth as future social entrepreneurs are supported too. Bank also supports placement linked skill programs. Two skill training intervention focuses on general and drug-rehabilitated youth.

e. Sports:

In line with the bank's ethos towards sports bank runs an umbrella initiative 'IndusInd for Sports'. While it propagates the value of sports within the institution, it strives for inclusion and excellence wherein the differently-abled grass-root talent is identified and supported to compete at the international arena. Sportsmen and sportswomen in the IndusInd for Blind Cricket, IndusInd for Para-champions and IndusInd Girl Power Program have made the nation proud by winning several international medals and tournaments.

f. Others:

The Bank supports social causes by contributing to the Armed forces for the welfare of our soldiers and their families. We have also contributed to the PM Relief Fund and for rehabilitation of the flood affected victims.

Section C: Other Details

1. **Does the Company have any Subsidiary Company/ Companies?**

   No

2. **Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s).**

   Not Applicable

3. **Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%].**

   Not Applicable

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Section D: BR Information

1. Details of Director/Directors responsible for BR

a) Details of the Director/Director responsible for implementation of the BR policy/policies	
DIN Number	00031034
Name	Mr.Romesh Sobti
Designation	Managing Director &CEO
b) Details of the BR head:	
DIN Number (if applicable)	Not Applicable
Name	Mr.Adwait Hebbar
Designation	Head Corporate Services
Telephone number	022-61069280
e-mail id	adwait.hebbar@indusind.com

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

Sr. No.	Questions	Business Ethics	Product Responsibility	Wellbeing of employees	Stakeholder engagement	Human Rights	Environment	Public Policy	Inclusive Growth and Equitable Development	Customer Relations
		P 1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy / policies for the following?	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national / international standards? If yes, specify? (50 words)	Y	Y	Y	Y	Y	Y	Y	Y	Y
		The Policies are in line with Reserve Bank of India, Ministry of Corporate Affairs (MCA) guidelines and other regulations / guidelines as applicable.								
4	Has the policy being approved by the Board? Is yes, has it been signed by MD/ owner/CEO/appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6	Indicate the link for the policy to be	Policies are on the intranet of the Bank. P7 & P9 related policy available on website. https://www.indusind.com/content/csr-home/our-approach/csr-policy.html								

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Sr. No.	Questions	Business Ethics	Product Responsibility	Wellbeing of employees	Stakeholder engagement	Human Rights	Environment	Public Policy	Inclusive Growth and Equitable Development	Customer Relations
		P 1	P2	P3	P4	P5	P6	P7	P8	P9
	viewed online?	https://www.indusind.com/important-links/grievance-redressal.html								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	-	Y	Y	Y	Y	Y	Y	Y
8	Does the company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	Y	-	Y	-	Y	-	-	-	Y
10	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	-	Y

2a. If the answer to Sr. No. 1 against any principle, is 'No', please explain why: (Tick upto 2 options)

Sr. No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1	The company has not understood the Principles	-	-	-	-	-	-	-	-	-
2	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	-	-	-	-	-	-	-	-	-
3	The company does not have financial or manpower resources available for the task	-	-	-	-	-	-	-	-	-
4	It is planned to be done within next 6 months	-	-	-	-	-	-	-	-	-
5	It is planned to be done within the next 1 year	-	-	-	-	-	-	-	-	-
6	Any other reason (please specify)	-	-	-	-	-	-	-	-	-

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3. Governance related to BR

Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year	Annually.
Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	Yes. Annually. Our latest Integrated Report can be viewed at: https://www.indusind.com/content/csr-home/sustainability-report.html

Section E: Principle-wise performance

Principle 1

1. **Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?**
   The Bank's Human Resource Policy, Code of Conduct and Discipline, Employee Service Rules and our Outsourcing Agreements with the vendors and contractors covers Policy relating to ethics, bribery and corruption that includes the company (Bank) as well as our Suppliers and Contractors. We strictly ensure that none of our business processes or our vendors and suppliers, support child, forced or compulsory labour.

2. **How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? *If so, provide details thereof, in about 50 words or so.***
   20 complaints were received / dealt with in FY18-19 in the category of corruption and bribery, of which 18 complaints were not found to be true.
   There were 0 cases under disciplinary action and 0 complaints that are currently under investigation.

Principle 2

1. **List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and / or opportunities.**

   Investment in Renewable Energy

   The dedicated Project Finance unit of the bank has consistently grown adding specialization and transaction in its businesses. As against the Green Commitment to finance 2000 MW by end of 2019 provided as part of the Renewable Energy Global Investors Meet and Expo (RE-Invest), the Bank has financed projects totaling 3500 MW till date.

   Impact Investing

   The bank's Impact Investing Group identifies and funds enterprise that are focused on making a positive impact, by addressing some of society's critical issues like reducing gender inequality, education and enhancing social inclusion. In the spirit of nurturing these enterprises, and offering life-cycle solutions, the Impact Investing Group provides consulting services for financial management, to unlock access to equity and grants and to assist with other forms of fund-raising.

   Micro-finance

   The Bank empowers the marginalized sections of the society by providing micro loans through the 'Business Correspondent model' involving micro-finance institutions that have a diversified geographic

presence. These loans have helped individually borrowers, largely women, who use the funds for livelihood financing activities like running petty shops, livestock, education, high cost debt redemption, tailoring, ready-made garments and consumption. These activities have major positive social impact and have greatly empowered their lives.

2. **For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):**

   i. Reduction during sourcing / production / distribution achieved since the previous year throughout the value chain?

   Not Applicable.

   ii. Reduction during usage by consumers (energy, water) has been achieved since the previous year?

   Not Applicable.

3. **Does the company have procedures in place for sustainable sourcing (including transportation)?**

   The Bank's Procurement Policy guides the bank's procurement of software and infrastructure related hardware, whereby priority is given to suppliers that have local presence and ensures commitment to procuring raw material at a fair price from the suppliers. The policy strives to strengthen processes to source from local suppliers, suppliers that adhere to human rights & worker rights policies and those who abide with applicable environmental laws.

   If yes, what percentage of your inputs was sourced sustainably? *Also, provide details thereof, in about 50 words or so.*

   The bank has conducted sustainability assessments for our large volume suppliers that provide technology, equipment, IT Hardware, White goods suppliers, manpower, security and house-keeping services. These suppliers were assessed on their social and environment practices including Health & Safety, Employee Welfare, Water Management, Environment Health & Safety, GHG emissions management etc.

4. **Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?**
   If yes, what steps have been taken to improve their capacity and capability of local and small vendors?
   Not Applicable.

5. **Does the company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%) Also, provide details thereof, in about 50 words or so.**

   The Bank recycles electronic waste through authorized e-waste vendors. In 2018-19, the Bank recycled more than 25691.57 Kg of e-waste. The bank also manages its paper waste through a waste collection initiative. Through this initiative, the Bank has recycled more than 30470 Kg of paper. Besides, the bank's Green Champions and Green Commandos conduct several e-waste and paper waste recycling campaigns throughout the year.

Principle 3

1. **Please indicate the Total number of employees.**

Total number of employees as of March 31, 2019 is 27,739.

2. **Please indicate the Total number of employees hired on temporary/contractual/casual basis.**
   Total number of employees hired on temporary/contractual/casual basis is 26,748.

3. **Please indicate the Number of permanent women employees.**
   Number of permanent women employees is 5,070.

4. **Please indicate the Number of permanent employees with disabilities.**
   Number of permanent employees with disabilities is 18.

   Differently-abled employees form a part of the permanent workforce and are given special soft skills training on Growth Mind-set, Interpersonal Effectiveness, Stress Management and Business Communication skills. Their infrastructure needs are also kept in mind to ensure their seamless integration into their system. Training in sign language is provided to fellow team colleagues and reporting managers of speech & hearing impaired employees. Special software converts text into voice for our visually impaired employees to understand and respond.

5. **Do you have an employee association that is recognized by management?**
   There is no employee association in the Bank.

6. **What percentage of your permanent employees is members of this recognized employee association?**
   Not Applicable.

7. **Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.**

Sr. No.	Category	No of complaints filed during the financial year	No of complaints pending as on end of the financial year
1.	Child labour/forced labour/ involuntary labour	Nil	Nil
2.	Sexual harassment	6	Nil
3.	Discriminatory employment	Nil	Nil

The Bank has a well-defined and documented Board approved policy on prevention of sexual harassment at workplace. Each and every complaint is carefully examined by the Internal Complaints Committees which are headed by senior women employees. The complainant, respondent employees along with their witnesses is carefully examined to bring the guilty to book.

8. **What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?**
   - **Permanent Employees**
   - **Permanent Women Employees**
   - **Casual/Temporary/Contractual Employees**

- **Employees with Disabilities**

Skill Up-gradation Training:
During FY 2018-19, the Bank conducted 12,90,797 training man-hours for 3,97,041 participants through 2,300 programs, including 12,16,241 hours on skill-based training. Besides, new training initiatives on Business Communication skills, Leadership Development, Art of Collaboration and interpersonal effectiveness were also conducted in FY 2018-19.

Employee Health & Safety:
The Bank has a "Security Policy Statement & Manual" covering different aspects on threats, violence & risk control programs. The security manual is published & available to all employees for internal use. The Bank's Workplace Health & Safety Policy puts into effect safety measures, escalation mechanisms and ways to handle emergency situations to ensure a safe work environment. The Bank's E-learning module on 'Workplace Safety' creates awareness on the various potential hazards and accidents at the workplace. About 17158 employees have been sensitized about workplace safety through this module & 12750 through classroom sessions.

Training on Fire Safety:
The Bank ensures our employees are prepared at all times in case of a fire emergency. Periodic fire evacuation drills and training programs are conducted at various locations of the Bank. In FY 2018-19 the bank conducted fire-safety training sessions for about 10500 employees through 1200 sessions.

Training on Women Safety:
Training Sessions on Women Safety conducted for women employees, equipped them with several self-defense techniques in case of an emergency attack. They were also sensitized on common safety issues/incidents that could affect them. In FY 18-19, 258 women employees were trained through 10 such sessions, achieving 774 man hours.

Principle 4

1. **Has the company mapped its internal and external stakeholders? Yes/No**
   Yes, we have mapped our internal and external stakeholders and engage with them to discuss Sustainability issues that are material to the bank.

2. **Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?**
   Yes.

3. **Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stake-holders. If so, provide details thereof, in about 50 words or so.**
   The Bank's dedicated Inclusive Banking Group supports the marginalized sections of the society by providing micro-loans. We have provided loans to more than 7.53 million women across 28 states of the country. Loan Size ranges from Rs. 1000 to Rs. 55,000. Our Micro-finance program has an embedded component of financial literacy which educates the members on various components of financial services being offered. Additionally, as part of CSR, the Bank reaches out to weaker sections, beneficiaries, children from marginalized socio-economic backgrounds and the differently abled, through long term CSR programs. Thus, our community development initiatives through our Inclusive banking channels and CSR contribute to a well- rounded engagement at the base of the pyramid.

Internally, we engage with our differently abled employees to identify their needs and concerns and ensure their seamless integration into the system. We have also been conducting women safety awareness training sessions for our women employees.

Principle 5

1. **Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?**
   The Policy of Human Rights covers only the bank.

2. **How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?**
   The Bank has not received any complaints pertaining to human rights.

Principle 6

1. **Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.**
   Policy related to Principle 6 is applicable across the Bank; however we engage with our large volume suppliers and assess them on their environmental practices including Carbon Emissions, Water Management, Environment Health & Safety, GHG emissions management, Environment Management Systems etc. We strive to empanel vendors and suppliers who follow best environment practices.

2. **Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.**
   Yes, in line with the bank's focus on Environmental Sustainability, the Bank endeavours to recognise and address global environmental issues like climate change and global warming that will impact businesses in the long term. The bank prepares a GHG Inventory in conformance with the ISO 14064-1:2006 standard and obtains external verification for the same. The bank has been measuring its carbon footprint for the past 7 years and discloses its emissions through the Carbon Disclosure Project (CDP). The bank currently features in the A list of the CDP, a platform that is widely referred by global Investors. The bank is directed by an environment policy and environment disclosures are reported in our sustainability report. The Bank's latest Integrated report is available at the link: https://www.indusind.com/content/csr-home/sustainability-report.html

3. **Does the company identify and assess potential environmental risks? Y/N**
   Yes, the bank identifies and assesses the Environmental and Social risks associated with our business investments. All our investment proposals are screened against a basic set of criteria, including the bank's exclusion list and against a high-risk industry list, in line with our ESMS (Environment and Social Management System) policy and framework. The system has encouraged our borrowers to develop an understanding of E&S risk in their own operations, developing sense of business responsibility and sustainability.

4. **Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?**
   Not Applicable

5. **Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.**

Paper Consumption and Recycling:

The core of our business operations is to document processes, promote products, communicate internally, store information, bill customers, etc. and hence we recognize the abundant use of paper in our operations. In an on-going initiative, the Bank aims to move away from using fresh paper for customer statement letterheads to recycled paper. In FY 2018-19, the bank has recycled more than 30470 Kg of paper.

E-waste:

Given the reliance on electronic equipment in the services industry, especially banking, e-waste is significant and unavoidable component of waste generated through the Bank's operations. The Bank has assumed responsibility for sustainable management and disposal of e-waste in accordance with governmental regulations. In FY 2018-19, the Bank has recycled more than 25691.57 Kg of e-waste through government authorized recyclers.

Energy Conservation and Efficiency:

Energy Reduction Initiative	Scale	Electricity Saved	Emissions Reduced
		kWh	MTCO2e
Thin clients	Pan-India	37957	31.21
Solar energy generated at Karapakkam facility	Regional office	44940	36.95
Solar energy generated at IBL House facility	IT Office	20057	16.49
Virtual servers	Pan-India	11899913	9784.43

Carbon Disclosure Project

The bank prepares an annual carbon inventory in conformance to ISO14064:2006 framework and obtains external assurance for the same. In FY18-19, the bank was featured in the CDP India Rankings as Band A- in the CDP India Climate Change Rising Stars 2018. More details of all our initiatives on clean technology, energy efficiency, and renewable energy are available in the bank's latest integrated report available at: https://www.indusind.com/content/csr-home/sustainability-report.html

6. **Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?**

Not Applicable.

7. **Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year**

Not Applicable.

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Principle 7

1. **Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:**
   Yes. Few major Industry Associations are as under:
   a) Bombay Chamber of Commerce & Industry (BCCI)
   b) Indian Banks Association (IBA)
   c) Indian Institute of Banking and Finance (IIBF)
   d) Banking Codes and Standards Board of India (BCSBI)
   e) Impact Investors Council
   f) Microfinance Institutions Network

2. **Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)**
   No

Principle 8

1. **Does the company have specified programs/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.**
   In line with the focus areas of our CSR Policy, we have undertaken several projects that critically impact the environment and the communities around us.

   Environmental Sustainability

   a. **Watershed Management Program:** This program commenced in FY 2018-'19 operating in 78 villages in states of Madhya Pradesh, Maharashtra, Jharkhand and Orissa. The locations chosen are areas where agriculture is the primary source of livelihood. However drought, severe top soil erosion and usage of chemical inputs hampered the agricultural productivity. The project carries out area and drainage line treatments in a watershed to capture rainwater and check soil erosion. It works with communities & farmers and build their capacities to adopt sustainable agricultural practices and judicious usage of water. The project will treat 3635 ha of land creating water holding/storage capacities of more than 39 Cr litres of rainwater in FY 2018-19 alone. The project will be scaled-up on the entire cluster treated in phases in the coming years.

   b. **Rejuvenation of Urban Lakes/Ponds:** Chennai, once known for its inland water bodies has seen a tremendous shrink in the number of ponds and lakes as well as decline in its water holding capacities due to encroachment, siltation, dumping of waste etc. This led to reduction water holding capacity, increased risk of flooding and health and hygiene hazards. The bank restored three such urban water bodies viz. Sholinganallur Lake, Kulappan Kulam and Ramchandra Nagar pond. The restoration happened through a scientific approach involving all stakeholders to deliver optimal results. The activities included removal of exotic invasive trees, garbage and silt, building and repairing of bund, creation of recharge pits in the lake/pond, plantation of native species, restoration and regulation of inlets of the lake/pond etc.



Total 27.8 acre of pond area is restored. Several IndusInd employees volunteered in the garbage removal and plantation activities. Awareness sessions were carried out for the local community to create a sense of ownership and conservation. Local authorities were also involved like the municipal corporations for necessary approvals, monitoring and other support for sustainability.

c. **Wazirabad Drain Restoration:** Originally constructed as a storm water drain and recharge system, the Wazirabad Nallah water was severely contaminated with sewage disposal from surrounding villages and residential colonies, leading to adverse environmental and hygiene hazards. The 1.8 kms stretch of the Nallah, running parallel to the Wazirabad Bundh in Sector 53-56 Gurugram, was cleaned and rejuvenated. The main aim of project was to clean and green the area and make it an educational and recreational space for the citizens of Gurgaon. This would prevent the residents and dwellers from avoiding dumping garbage in the drain. Thus a stepped cleaning, securing and plantation at the Nallah was undertaken along with fencing.

d. **Roof Rain Water Harvesting:** IndusInd Bank is constructing 250 Roof Rain Water Harvesting Structures (RRWHS), also known as 'Tanka' in Jaitaran, Rajasthan. 50% cash contribution is from the community and 60 lakh ltr. rain water is to be conserved & made available for usage. IEC drive to sensitize and educate community on water usage and maintenance of the structures. The intervention is expected to reduce women drudgery caused for making water available from long distances.

e. **Water ATM:** A Community Drinking Water Intervention in 35 villages of Uttar Pradesh and Rajasthan was initiated during the FY 2018-19. The project aims at providing accessibility to affordable and safe drinking water to villages. A de-centralized approach was adopted wherein Water ATMs which are RO based water purifiers are installed in each village. Water purifier brings down the Total Dissolved Solids to the acceptable limits as per BIS standards. Water ATMs are managed and operated by the panchayat and the operator appointed by the same. Panchayat has also contributed for the bore-well and space for the installation of the purifier unit.

f. **Urban Afforestation:** IndusInd Bank over the past few years, through implementing partner CERE (Centre for Environmental Research & Education), planted 36,097 trees with a Carbon Sequestration Potential (CSP) of 8732.1 metric tons of Carbon dioxide (CSP estimated value over a tree life span of 15 years). Also unlike most other plantation drives which are a one-time activity only in and around forest sites, we have envisaged factors of viability and sustainability in the urban restoration project. The plantation model has a tree survival rate of nearly 90% as compared to 60-70% of most plantation programmes. This is achieved through strategies like planting only native species, Selection of sites through assessment determining land and water availability, soil quality and availability of gardening labor, Identification of healthy and viable of tree saplings (minimum 4 ft height), followed by ordering and organization of transport to the pre-selected site, Localized mapping of trees and geo-tagging of clusters, Replacement of wilted trees with new saplings etc. We expect impact with respect to reduction in pollution, mitigating the Microclimate and Reducing Energy Use and Biodiversity improvement around trees as habitats.

g. **Schools on Solar:** In 2018-19, Bank initiated the "*Schools on Solar"* project aims to help schools adopt renewable energy and also design innovative strategies to help students and staff reduce energy consumption within the school premises. Under the *Schools on Solar* project installation in 4 locations is completed and generation of 91,000 units of electricity has been established in total through solar energy. This also represents a combined carbon emission reduction of 74.62 MTCO2e per annum.



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Education

a) **Enhanced Education:** The Bank has partnered with Business Correspondent, Cashpor, to implement its enhanced education programme. Under this initiative, group tuition programme are conducted in 6 districts of Uttar Pradesh & Jharkhand where the school drop-out rates are very high and children are unable to graduate secondary school without external help. In addition to the existing 100 centres taken up in previous year, 300 more centres benefiting approximately 15,000 children are taken up. Besides children, the programme entails capacity building for teachers and outreach to parents through both, field visits and meetings at the centres. The aim of this outreach is to sensitize parents on the importance of education, health and hygiene and to encourage continuous attendance of their children. The program has rendered improvement in knowledge, comprehension and analytical abilities across subjects

b) **Mid-day Meal Programme:** Bank has partnered with The Akshaya Patra Foundation for providing good quality mid-day meals to more than 27000 children in 437 Municipal schools of Bhubaneshwar. The objective of the scheme is to help improve the effectiveness of primary education by improving the nutritional status of primary school children. It also incentivizes children to attend school regularly.

c) **Legal Literacy for Women:** In partnership with Samhita (a section 8 company), a legal literacy program is conducted in Madhya Pradesh. The objective is to build awareness among these women by training and educating them on their legal rights, entitlements, and protective laws on the issues of domestic violence and gender discrimination. A total of 65,000 women have benefitted from this intervention. Awareness of any protection measures against violence increased to 95% from 36% before intervention. Similarly, women have improved awareness levels w.r.t. to the helpline numbers and spoke about the issue more openly.

d) **Digital Literacy:** In support of PMGDISHA, IndusInd Bank till FY 2018-19 has trained 3,00,000 candidates (over 3 years) in 11 states, including Haryana, Maharashtra, Rajasthan, Madhya Pradesh, Gujarat, Uttar Pradesh, West Bengal, Punjab, Jharkhand, Chhattisgarh an Odisha. The Bank has collaborated with the Ministry of Electronics & Information Technology through their Special Purpose Vehicle, CSC e-Governance Services India Limited. The candidates were trained to operate computer or digital access devices (like tables or smart phones), send and receive emails, browse internet, access Government services, search for information, under take digital payment, to actively participate in the process of nation building. Enhanced access to micro-finance, business opportunity, employment, education, and healthcare resources to those who previously faced prohibitive socio-economic barrier to the same has helped to bridge the digital divide and empower disadvantaged rural population.

e) **Young India Fellowship:** In partnership with Ashoka University, IndusInd Bank supports deserving meritorious students through the Young India Fellowship (YIF) programme, a one year full-time residential program renowned for creating next generation of leaders and change agents. IndusInd supports fellows who are from poor socio economic background for their course fees. Apart from covering tuition fees, exceptional scholarships also cover the student's day-to-day expenses such as books, stationery and food. 20 students are provided support under IndusInd fellowship programme this year.

f) **Purkal**: IndusInd Bank supports Purkal School at Dehradun by giving 75 children from families of the Lower Income Group the opportunity to quality school education. These are children of the 9th and 10th Grade, with academic potential, who are predominantly from villages near Dehradun and



other parts of Uttarakhand. The selection process has ensured a higher ratio of girls. To ensure that these children get the same school experience as others, the Bank not only takes care of their academic expenses, but also provides for other ancillary needs. These include the Nutrition (Breakfast, Fruit, Evening Snack and Dinner) for 10 of these children that live in the school hostel, school bus fees, their school uniform, Learning Support (Library, Books, Global Awareness Program), Annual Day/ field visit expenses, Arts & Sports (Theatre, Skill Development, Counselling), Laboratory Expenses, Hostel Expenses (10 out of the 75 Children will be in the hostel). The Bank is looking forward to the outcome for the 75 children that are being supported.

g) **Arts & Heritage**: IndusInd contributes to Sahapedia with Frames Photography Grant which actively encourages documentation of our cultural heritage, as opposed to projects that prioritize photo-journalism, commercial photography and art photography. Around 20 photographers are supported for their projects in FY 2018-19. It is critical for those photographers who wish to document the tangible and intangible heritage of India and South Asia for future generations.

h) **Pedagogy & Teacher training** in Municipal school of Mumbai; Bank has partnered with EDUCO Mumbai based NGO, the program emphasize to deliver quality education to 531 children by capacity building of teachers which includes comprehensive quality assessment of in-house created teachers performance system, performance appraisal, training courses, up skilling to ensure the educational delivered is best practice and up to date.

i) **Skills Development of Youth:** During 2018-19, IndusInd Bank has supported the establishment of skills training centre in association with Ambuja Cement Foundation at Jaitaran, Rajasthan. The trainings will be in-line with the NSDC guidelines on 3 trades viz. Micro-finance Executive, Customer Relationship Management and Unarmed Security Guard. 3 such batches are conducted with 30 candidates each. The programme is targeted to reach 100% placement to the 475 candidates enrolled. The candidates such placed are followed-up for a year and assisted for further guidance needed.

j) **Skill Development of drug rehabilitated youth:** IndusInd Bank supports SUPPORT an NGO offering long term residential rehabilitation program for substance abusing street children/youth. The two-pronged approach involves rehabilitation (medical and psychological) from substance abuse and then skill development for employability. In the rehabilitation, considering the age, children are enrolled into formal school and youth who have already crossed the age of schooling are sent to SUPPORT's Vocational Skills Training Program. The programme has trained and place around 42 youth. Many of the rehabilitated boys have been absorbed by them on-roll. This has given them immense confidence and motivation to lead a drug free life. Many candidates are re-united with their families and some are weaned in group homes.

Rural Development

a) **Solar Street lights:** Street lighting has been a need for villages in the Pali district of Rajasthan as after dark mobility and safety has been an issue, especially for women and children. IndusInd Bank carried out installation of Street Lights powered by solar panels. The project was carried out in stages in 29 villages in Rajasthan benefitting over 1,65,000 villagers through the installation of 2,000 such lights. The community is educated on the maintenance of panels. The intervention has enhanced mobility of the villagers and has provided enhanced security for the villagers, women and children in particular. Many of the women work in the fields at night and light installations near them, make them feel safe.

b) **Waste Management:** Uttarakhand State in general and in the Dehradun district in particular, have a thriving tourism industry. Villages suffer from infrastructure and maintenance issues for the collection and safe disposal of waste generated by the local population and tourists. For this reason



and for the overall improvement in health and hygiene, the Uttarakhand Government, under the Department of Panchayati Raj introduced India's first Solid waste Management policy for rural areas.

In a project titled 'Jagmagaata Uttarakhand', IndusInd Bank is the first and currently the only private partner for the implementation of this programme in 8 villages of the Bhogpur Cluster in Dehradun District benefitting around 19000 residents.

Activities/Implementation strategy include:

- Segregation of waste and keeping the waste stream un-mixed
- Door to door collection in all the accessible motor-able road
- Minimization of the solid waste generated
- Awareness in schools, youth, adults about Reduce, Re-use and Recycle
- Building capacities at the village level
- Inclusion of women in decision making body
- Building Partnership with Stakeholders
- Making it a model site and sustained it for operational period of 3 years and handover it to village committee

The infrastructure, processes and systems are established for waste management. Nearly 1800 kgs of waste is managed daily. Nearly 80% of door to door collection and 40% of segregation at source has been achieved till now and is expected to improve further in the coming days.

Sports

a) **IndusInd Para Champions Program** aims at encouraging differently abled athletes by supporting through a sports scholarship program partnered with GoSports Foundation. 32 athletes (increased to 45 in FY 2018-'19) are supported to cover their high performance need, travel, injury management, rehabilitation strength training, medical support needs etc. These para-athletes having the spirit of performing and wining but lacked financial support are chosen through a nation-wide search across India. We hope to inspire many others by promoting the stories of these athletes and in the process, help in bridging social barriers. 45 para-athletes in the program had participated at various national and international events had secured several Gold, Silver and Bronze positions. In total they've won 170 Gold, 82 Silver and 59 Bronze medals.

b) **IndusInd Blind Cricket Program** is implemented in association with the Cricket Association for the Blind in India (CABI), the cricketing arm of Samarthanam, who governs Indian cricket tournaments. CABI is the apex body organizing cricket for the blind and is affiliated to World Blind Cricket Ltd. (WBC). IndusInd is principal supporter for 26 players in the Indian Blind Cricket Team. The program gives exposure, infrastructure & training to the visually impaired to practice this sport on a larger scale. Our 'Other Men in Blue' have represented the nation and made us proud in the space of the most favorite and cherished sport of the nation. The team made us proud by winning ODI Blind Cricket World Cup against Pakistan in Sharjah in January 2018 and the 5th ODI World Championship in Dubai.

c) **IndusInd Girl Power Programme:** IndusInd Bank supports 60 girl athletes from lower income families from all across India. They get access to world-class coaching and training facilities at the Inspire Institute of Sports (IIS). They are being groomed to become champions who will represent and win medals for India at international sporting events. We expect that at least 10% of these girls will turn out to be future champions for India competing at international competitions.



Healthcare

a) **Mini-Health Clinics:** In rural Uttar Pradesh, in partnership with Cashpor, IndusInd Bank has supported the setting up of 177 Mini Health Clinics to provide affordable primary healthcare to individuals from poor & Lower Income Group families. The project reaches 20 districts covering more than 15000 villages and a population of around 3 lakhs. The model is low cost and these centres serve as OPD clinics when they are visited fortnightly by experienced Medical Professionals. Patients who come to these clinics are unburdened financially, as they do have to pay any fees to the Doctor and they receive medicines at a 50% subsidy. 84% of the cost will be borne by Cashpor and us and balance by the patient.

b) **Support for Cancer affected children:** The Bank has partnered with Bhagwan Mahaveer Cancer Hospital and Research Centre (BMCHRC) in Jaipur, Rajasthan to support the treatment of 50 children with cancer from rural Rajasthan, whose parents can't afford the treatment.

c) **Distribution of Sanitary Pads**: Under the Stree Swabhimaan initiative, around 4500 girls are provided with supplies of sanitary pads in Madhya Pradesh through our business correspondent Samhita. These pads are manufactured by trained Village Level Entrepreneurs, thus encouraging their livelihoods as well. Awareness workshops are conducted at ground level to make them understand the importance of health and menstrual hygiene. The objective is to penetrate to a section that otherwise was ignored and it also means that illnesses and diseases using unhygienic practices will reduce considerably. Another reason for the absenteeism in schools or work will considerably reduce resulting rising income and savings for the households in general and women in particular.

2. **Are the programs/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?**
   The programs / projects / initiatives are undertaken through an in-house team, NGOs, Implementation Agencies, environmental consultants and business correspondents.

3. **Have you done any impact assessment of your initiative?**
   The Bank plans to carry out 3rd party impact assessment once projects attain maturity. At the same time some of the visible impact of select projects are provided below:
   a. More than 3000 hectares of land and drainage lines treated in 78 villages
   b. 36,097 trees planted with a Carbon Sequestration Potential (CSP) of 8732.1 metric tons of Carbon dioxide (CSP estimated value over a tree life span of 15 years).
   c. 1.8 kms stretch of the Nallah, running parallel to the Wazirabad Bundh in Sector 53-56 Gurugram, Haryana was cleaned & rejuvenated and saplings planted along the restored bund.
   d. 131 sportspersons, including differently abled, nurtured and trained for national and international tournaments and won multiple medals making the country proud.
   e. Generation of 91,000 units of electricity has been established in total through solar installation in schools. This also represents a combined carbon emission reduction of 74.62 MTCO2e per annum.
   f. More than 3 lac lives touched under various healthcare initiatives.
   g. More than 13 lac people benefitted from various education initiatives.

4. **What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken.**

The Bank has spent Rs. 55.46 Crores on various social and environmental activities during the year 2018-19. The details of our community development initiatives have been highlighted in Point 1 of Principle 8.

5. **Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.**
   As an effective approach of engaging the community, they are trained to take ownership through training and capacity building. Local leadership is identified and groomed for the same. Village level institutions are formed which are inclusive of members from all the economic strata, gender, and other hierarchies. The projects are handed over to such village institutions and/or heads of the institutions (in case of school programs) and are monitored for a specific period of time to facilitate hand-holding and troubleshooting.

Principle 9

1. **What percentage of customer complaints/consumer cases are pending as on the end of financial year.**
   1.82% customer complaints were pending at the end of financial year (FY 2018-19) which got subsequently resolved.

2. **Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A./Remarks (additional information)**
   Not Applicable.

3. **Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.**
   No.

4. **Did your company carry out any consumer survey/ consumer satisfaction trends?**
   The Bank conducts monthly transactional surveys called 'Voice of Customer' conducted through net-banking portals, ATMs, and e-mails to gauge customer engagement & experience with day-to-day transactions. Additionally, to understand and analyze trends in customer satisfaction over extended periods, the Bank conducts an annual loyalty survey which offers a deeper understanding of customer satisfaction, as well, as a way to identify process and product improvement opportunities. The Bank also undertakes regular customer service monitoring and assessment at the branch level through random branch audits.