

# ESG Disclosures FY'2022-23

 **SBI card**

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# ESG at SBI Card

At SBI Card, ESG practice is considered as a crucial component to operate in a socially responsible manner. It allows us to manage risks, ensure longevity, and minimize negative impacts. At SBI Card, we believe that ESG consciousness involves sustainable business practices that prioritize ethical governance, engage stakeholders, and create social impact. Our mission is to amplify human potential and create opportunities for people, businesses, and communities. We view ESG as an opportunity to contribute to a more sustainable, inclusive, and prosperous society.



**Our ESG strategy is aligned with and contributes to relevant Sustainable Development Goals (SDGs)**



# ESG Highlights



46.02%

Reduction of our Scope 2 from 2018-19 baseline



36%

Reduction in our energy consumption from 2018-19 baseline

Energy consumption reduction measures like installation of timer switches, stabilizers, etc. undertaken in Gurgaon, Ahmedabad and Pune offices.



74.14%

Waste being recovered through recycling and other recovery options



Employees covered under Code of Conduct Policy including Human Rights training



51.87%

Women employees including permanent & other than permanent employees



Employees covered for PF and Gratuity



26.77%

Women in permanent employees



Employees covered under Health insurance, Accidental insurance, Maternity and Paternity benefits



INR 7 Cr.+

Contribution to aspirational districts under our CSR programmes

ISO 31000:2018

Risk management certified



ISO 27001:2013

Information security management standard certified



100%

Penetration of Code of Conduct training





# Environmental Considerations

As an organization, we acknowledge our ethical obligation to safeguard the natural world, and we affirm our resolve to mitigate our ecological footprint and endorse initiatives that align with domestic and international ESG targets. Environmental governance is integral to our commercial agenda, as it serves to mitigate hazards, optimize our value chain, streamline our workflow, and foster a culture of ecological learning among our workforce. Our aim is to persevere in our mission of advancing sustainable practices in line with our efforts to support national and global sustainability targets.

Material Topic	Key Consideration
Energy Consumption	<i>Our primary goal is to improve our environmental sustainability by boosting our digitalization efforts.</i>
Climate Change	<i>We are striving to decrease the energy intensity in our operations.</i>
Waste Reduction & Recycling	<i>We are aware of the impact our emissions have and are actively working to create a record of our emissions</i>

## Emission reduction strategy for Scope 2



- Adapting to energy efficient technologies for Energy Consumption reduction
- In future, we aim to build or leasing novel office spaces that feature a low Energy Performance Index (EPI) through efficient design and building techniques.

## Emission reduction strategy for Scope 3






- Encourage staff to utilize eco-friendly modes of transportation such as carpooling, public transportation, and vehicles with low to zero emissions for their daily commute.

\*Our Direct (Scope 1) GHG emissions are negligible because we don't own any assets

\*We have considered our employee commute, purchased good and services, and business travel to arrive at our Scope 3 emission for the FY22-23

# SBI Card is committed to environmental stewardship and is taking conscious actions to reduce its ecological footprint

Metrics		Actions taken	Progress in FY22-23
	<b>Eliminate waste</b>	<ul style="list-style-type: none"> <li>78% of welcome kits for new cards are digital now</li> <li>Setting up of waste management process at our office premises</li> <li>Sanitary Waste Management Installation of 'Padcare' Bins to recycle plastic pads while ensuring wellness of women; currently covering 34% women population</li> </ul>	<ul style="list-style-type: none"> <li>Operationalized Material Recycling Facility (MRF) in association with IPCA &amp; Greater Noida Authority under CSR</li> <li>Hired authorized waste recyclers resulting in 74.14% waste being recovered through recycling and other recovery options</li> </ul>
	<b>Manage our GHG footprint</b>	<ul style="list-style-type: none"> <li>About 20% employees in Gurgaon enrolled for carpool during promotion campaign as an effort to reduce carbon emissions.</li> <li>24*7 access to digital self-servicing channels – WhatsApp, Mobile App, Website, Chatbot ILA reducing our Scope 3 emissions</li> <li>E – waste collected, packed &amp; sent to authorized vendor for recycling initiative</li> <li>Over 4.8 lakh trees saved through paperless communication from FY'18 to FY'23</li> </ul>	<ul style="list-style-type: none"> <li>Reduction of Scope 2 emissions by 46.02% from 2018-19.</li> <li>Conducted Scope 3 calculation for assessing emissions. We are aiming to set significant targets to reduce it.</li> </ul>
	<b>Efficiency in energy use</b>	<ul style="list-style-type: none"> <li>Installation of sensors to auto control on/off for energy optimization</li> <li>Insulation of AC ducts as well as installation of heat resistant films on façade to preserve Colling and thus save energy</li> <li>Energy consumption reduction measures like installation of digital timers for electrical appliances like coffee machines, microwaves, etc. for auto cut during nonoperational hours</li> </ul>	<ul style="list-style-type: none"> <li>36% reduction in our energy consumption as compared to 2018-19 baseline.</li> <li>About 12% power saving with enhancements in PAC (Precision Air Conditioning) in the last financial year.</li> </ul>

## Key Disclosures | Environment

- We have calculated our Indirect (Scope 2) GHG emissions basis the purchased electricity. The numbers reported does not include self-generation of electricity which is negligible in our overall energy consumption. For Scope 2 emissions based on purchased electricity, the reported numbers (in metric tons CO2e) are FY2018-19: 5077.11, FY2019-20: 3264.308, FY2020-21: 2810.009, FY 2021-22: 2732.265, FY2022-23: 2740.19
- For the year FY 2022-23, employee commute, purchased good and services, and business travel were considered to calculate Scope 3 emissions. The number for the year is 51,794 tCO2. (Purchased Goods and Services- 35401.89 tCO2, Business travel – 377.086 tCO2, Employee commuting - 16015.165 tCO2 )

• The 'key considerations' have been kept generic and the 'key actions taken' have been taken from SBI Investor Presentation link: [Business Presentations \(sbicard.com\)](https://www.sbicard.com/business-presentations)

\*\* Presently, we do not engage a third-party, independent assurance provider to provide assurance on the stated data. The data has been collected and reported on best-effort basis

# Social Considerations



**We are committed to building a more inclusive, responsible business focused on having a positive impact on the world around us. We consider our Social impact.**

**\*Certified as**

**“Great Place to Work”**




**(March’22 – March’23).**



Material Topic	Key Consideration
Colleague Health & Safety	We wish to ensure health & safety of its employees, contractors, customers & suppliers by providing & maintaining a safe working environment.
Employee Learning & Development	We empower our staff to acquire industry specific skills by providing them with training. This helps them to keep up with the growing incorporation of automation, digitalization, and artificial intelligence. We believe that by enhancing skills of our workforce, we would be able to deliver better service to our customers along with giving growth opportunities to our workforce. This is a key factor of our approach to the human capital management which supports us in employee retention.
Colleague Attraction & Retention/ Future Workforce	We believe that by enhancing skills of our workforce, we would be able to deliver better service to our customers along with giving growth opportunities to our workforce. This is a key factor of our approach to the human capital management which supports us in employee retention.
Employee Engagement & Welfare	Our efforts are concentrated on engaging with our employees and guaranteeing that their opinions are heard. We wish to deliver strong employment practices by offering employee benefits.
Consumer Financial Protection	We focus on strong risk governance and controls to ensure to ensure consumer financial protection. We further aim to empower our customers with the information and tools they need to protect themselves against any fraudulent practices and make judicious financial decisions
Inclusion & Diversity	Our aim is to promote a work atmosphere where everyone feels valued and heard and foster an inclusive environment.

*\*[sbi-card-media-fact-sheet.pdf \(sbicard.com\)](https://www.sbicard.com/sbi-card-media-fact-sheet.pdf)*

# We value every employee and endeavor to create a conducive workplace built on equality, diversity and respect for the individual

Metrics		Key actions taken*	Progress in FY 2022-23
	<b>Engage with employees</b>	<ul style="list-style-type: none"> <li>Financial Literacy Workshop for SBI Card Women Employees Specially curated &amp; organized by inhouse Women network team</li> <li>International Women's Day celebrated with fervor including a motivational talk from Ms. Babita Phogat (Indian Wrestling Champion)</li> <li>Quarterly Virtual Townhalls by MD &amp; CEO</li> <li>Regular employee engagements through conducting various events like environment month and Indian festivals</li> </ul>	<ul style="list-style-type: none"> <li>20% increase in women representation in top management of SBI Card</li> </ul>
	<b>Promote employee welfare</b>	<ul style="list-style-type: none"> <li>1 lac+ learning hours for full time employees</li> <li>24 Weeks Executive Development program in collaboration with Management Development Institute, Gurugram enabling junior employees in Band 5 &amp; 6 to upskill themselves</li> <li>5% employees covered under training on Quality Management Tools</li> <li>360-degree employee wellness initiative for employee wellbeing under our Life 2.0 program</li> <li>1,674+ Employees availed Annual Health Checkup benefit to track their Physical Wellbeing which was a 30%+ jump from last year</li> <li>Paternity Leave Increased from 5 to 7 working days for employees</li> </ul>	<ul style="list-style-type: none"> <li>99 projects implemented by employees trained on Quality tools leading to improvements in 137 processes.</li> <li>Winner of <b>Golden Peacock National Training Award 2023</b> in Financial Sector for excellence in training &amp; development.</li> <li>Certified as the <b>"Great Place to Work" (March'22 – March'23)</b>.</li> </ul>
	<b>Protect consumer's financial interest</b>	<ul style="list-style-type: none"> <li>Cyber Simulation drills exercise for senior management and key stakeholders; as a continued effort to improve SBI Card's strength as cyber resilient organization</li> <li>New features on digital self servicing channels such as mobile app, website, chatbot ILA and expansion of WhatsApp channel</li> <li>Availability of Credit Bureau score on App and Website</li> </ul>	<ul style="list-style-type: none"> <li>Awarded <b>"Most Trusted Brand 2022"</b> by Reader's Digest, for the 14th time</li> <li>Awarded <b>"The Economic Times Best BFSI Brand Award 2022"</b> in the Credit Card category</li> <li>Digitally enabled process to fetch customer's KYC via Digi locker channel</li> </ul>

*None of our employees are represented by an independent trade union or covered by collective bargaining agreements*

\*Note: The 'key considerations' have been kept generic and the 'key actions taken' have been taken from SBI Investor Presentation link: [Business Presentations \(sbicard.com\)](https://www.sbicard.com/business-presentations)



# Key Disclosures | Social

Metrics*	FY2023
<b>Diversity indicators</b>	
< 30 years	30.3%
30-50 years	68.9%
> 50 years	0.7%
<b>Gender Diversity</b>	
Male	73.23%
Female	26.77%
<b>Number of new employee hires</b>	
FY 2022-23	1,062**
<b>Employee turnover rate</b>	
FY 2022-23	26.8%

Additional disclosures	FY2023
<b>Average hours per permanent employee spent on trainings</b>	30 hours

\*Presently, we do not engage a third-party, independent assurance provider to provide assurance on the stated data. The data pertains to only permanent/ full time employees of SBI Card

\*The data in the metrics is for Permanent Employees as our Non-Permanent employees are managed by the respective third-party.

\*\* 1062 is the net count of new hires (excluding who left the organization in the same year itself).  
Gross count of new hires during the FY 2022-23 was 1163.

Metrics*	FY2023
<b>Breakdown of employees by management levels</b>	
Non-management	38.57%
Junior/Low level	42.08%
Middle level	15.51%
Senior/Top management	3.84%
<b>Breakdown of female employees by management levels (as a % of total employees at respective level)</b>	
Non-management	38.62%
Junior/Low level	19.22%
Middle level	19.97%
Senior/Top management	18.00%

Additional disclosures	FY2023
<b>Breakdown of female employees in specialized roles</b>	
Revenue generating roles	13.6%
STEM related positions	18%

Additional disclosures	FY2023
<b>Female in management positions (as a % of total management positions)</b>	19.33%

# Governance Considerations






*“We are dedicated towards making the company socially and environmentally responsible.”*

**“SBI Card strives for a continuous desire to become a well-governed model organization for varied talent with an environmentally conscious, inclusive workplace and community strategy to utilize technology for good, reflects the Company's ESG roadmap.”**

Material Topic	Key Consideration
Responsible Digitalization/IT Deployment and Automation	We aim to contribute to a more sustainable and responsible digital future, improving both business and social value.
Responsible Selling Practices	From the perspectives of both stakeholders and creditors, responsible selling is of equal importance. As a company that serves a vast and varied customer base, we are committed to upholding their trust in us by engaging in ethical marketing and selling practices.
Business Ethics/Transaction Integrity	Engaging in fair and transparent business practices has been an integral part of our business. Being a financial services company, we are fully committed towards achieving best in-class business conduct.
Anti-Corruption & Bribery	
Innovative Technologies and Products	Our goal is to utilize cutting-edge technologies such as blockchain and artificial intelligence (AI) in order to expand access to banking solutions to a broader demographic.
Data Privacy & Security	We regularly monitor, manage and mitigate business risks and ensure compliance with applicable laws and regulations. Our investment in preventive measures and systems aims to reduce information security risks, and we affirm our commitment to ensuring the highest level of data privacy and security.

# We are committed to inclusive and sustainable economic growth creating shared value for all our stakeholders

Metrics		Key actions taken	Progress in FY22-23
	<b>Ensure data privacy and security</b>	<ul style="list-style-type: none"> <li>Added security features on contact change process on Digital Channels</li> <li>100% cards are Chip &amp; PIN enabled</li> <li>Various Fraud Awareness Campaign for customers via SMS, E-mail, Website</li> <li>Multilayered security protection of all customer and organization data</li> </ul>	<ul style="list-style-type: none"> <li>ISO 27001:2013 Information security management standard certified</li> </ul>
	<b>Responsible digitalization/ IT Deployment and automation</b>	<ul style="list-style-type: none"> <li>99% cards issued are contactless on a monthly basis</li> <li>95%+ bill payments handled as digital payment modes</li> <li>SBI Card application updated with features to enable online account opening, application of debit and credit card, query management, payments etc. Integration of information from alternate data sources like utility bills, etc. for more efficient credit decisions</li> </ul>	<ul style="list-style-type: none"> <li>ISO 27001:2013 Information security management standard certified</li> <li>Instant generation of eCard &amp; ePIN for customers</li> <li>Provide option to customers to choose E-statements</li> </ul>
	<b>Robust risk and compliances management</b>	<ul style="list-style-type: none"> <li>Adoption of new Vendor Risk Management Policy and introduction of business continuity and reputation risk assessment for the vendors</li> <li>Board oversight on determining existing and emerging risks has been established and disclosed in annual report</li> <li>Incorporate Climate risks – physical &amp; transition risk in the risk register</li> <li>Compliance team is in place which monitors the efficacy of the implemented anti-corruption procedures</li> </ul>	<ul style="list-style-type: none"> <li>100% refresher training penetration of Code of-Conduct including all applicable guidelines and Prevention Of Sexual Harassment (POSH) at workplace for employees</li> <li>ISO 31000:2018 Certification for Risk Management Practices</li> </ul>

**Average Board Tenure - 3.07 years**

Note: The 'key considerations' have been kept generic and the 'key actions taken' have been taken from SBI Investor Presentation link: [Business Presentations \(sbicard.com\)](https://www.sbicard.com/business-presentations)





# Thank You

 **SBI card**