






# ESG Disclosures FY'22

 **SBI card**

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




Metrics		Key considerations*	Key actions taken*
	<b>Eliminate waste in our operations</b>	We are focused on greening our operational footprint through enhanced digitization	<ul style="list-style-type: none"> <li>• Paperless PO process implemented. 11.1K POs issued digitally</li> <li>• Paperless Contracts - 1100 digitally e-signed</li> <li>• 80% of welcome kits for new cards are digital now</li> </ul>
	<b>Efficiency in energy use</b>	We are working towards reducing energy intensity of our operations	<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> </ul>
	<b>Manage our GHG footprint</b>	We are cognizant of our emissions footprint and are actively working towards developing our emissions inventory	<ul style="list-style-type: none"> <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>• Non Face to Face processes: Video KYC &amp; E-sign implemented mitigating emissions due to customer travel to our physical centres/ offices</li> <li>• Over 3.1 lakh trees saved through paperless communication from FY'18 to FY'22</li> </ul>

## Key Disclosures | Environment

- Our Direct (Scope 1) GHG emissions are negligible because we don't own any assets
- We are currently reporting Indirect (Scope 2) GHG emissions which have been calculated 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 for select offices, the reported numbers (in metric tons CO2e) are FY2018-19: 5077.11, FY2019-20: 3264.308, FY2020-21: 2810.009 and FY 2021-22: 2732.265
- The 'key considerations' have been kept generic and the 'key actions taken' have been taken from SBI Investor Presentation from the attached link: <https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/sbi-card-investor-presentation-Q421.pdf>  
<https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/sbi-card-investor-presentation-q2FY22.pdf>  
<https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/sbi-card-annual-report-fy-2021-22.pdf>

\*\* 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

# We Value Every Employee and endeavor to create a conducive workplace built on equality, diversity and respect for the individual

Metrics		Key considerations*	Key actions taken*
	<b>Engage with employees</b>	We are making focused efforts to engage with our employees and ensure their voices are heard	<ul style="list-style-type: none"> <li>• Quarterly Virtual Townhalls by MD &amp; CEO</li> <li>• Well-structured senior leadership connects every month across all location offices</li> <li>• All Employee survey at SBI Card conducted in association with globally recognized partner</li> <li>• Engagement activities during festival season across all locations</li> </ul>
	<b>Promote employee welfare</b>	We strive to create a conducive work environment that promotes well-being of our employees	<ul style="list-style-type: none"> <li>• Average 31 hours of learning spent by each employee during FY 2021-22</li> <li>• Enabled employees to Work from Home during COVID 19</li> <li>• Core Quick Response Team (CQRT) and local QRTs at all SBI Card office locations for employee's assistance during Covid 19</li> <li>• COVID-19 Specific Health Insurance cover &amp; vaccination for employees &amp; dependents</li> <li>• Robust recognition framework “Wings” &amp; Sigma Wellness Network for Employees – Life 2.0</li> <li>• Daycare facility available for employees</li> <li>• Maternity leave for female employees - 119 employees availed its benefit in FY'21-22</li> <li>• Flexible working shifts/ hours for employees</li> </ul>
	<b>Protect consumer's financial interest</b>	Continuing our efforts, 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	<ul style="list-style-type: none"> <li>• New features on digital self servicing channels such as mobile app, website, chatbot ILA and expansion of WhatsApp channel</li> <li>• Digitally enabled process to fetch customer's KYC via Digi locker channel</li> <li>• Availability of Credit Bureau score on App and Website</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 & annual report from the attached link:

<https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/sbi-card-investor-presentation-q1-22%20vf.pdf>

<https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/sbi-card-investor-presentation-Q3-FY22.pdf>

<https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/sbi-card-investor-presentation-Q4-FY22.pdf>




## Key Disclosures | Social

Metrics*	FY2022
<b>Diversity indicators</b>	
< 30 years	34.8%
30-50 years	64.5%
> 50 years	0.7%
<b>Gender Diversity</b>	
Male	72%
Female	28%
<b>Number of new employee hires</b>	
FY 2021-22	1243
<b>Employee turnover rate</b>	
FY 2021-22	26.5%

Metrics*	FY2022
<b>Breakdown of employees by management levels</b>	
Non-management	41.6%
Junior/Low level	51.9%
Middle level	5%
Senior/Top management	1.5%
<b>Breakdown of female employees by management levels</b>	
Non-management	39.6%
Junior/Low level	20.3%
Middle level	18%
Senior/Top management	15.8%
<b>Breakdown of female employees in specialized roles</b>	
Revenue generating roles	12.2%
STEM related positions	15.8%

\*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

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

Metrics		Key considerations	Key actions taken
	<b>Ensure data privacy and security</b>	We have invested in preventive processes and systems to mitigate information security risks and are committed to providing top notch data privacy and security	<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>
	<b>Responsible digitalization/ IT Deployment and automation</b>	We constantly engage with our customers and employees to increase awareness about increasing digital risks	<ul style="list-style-type: none"> <li>• Instant generation of eCard &amp; ePIN for customers</li> <li>• 99% cards issued are contactless on a monthly basis</li> <li>• 95%+ bill payments handled as digital payment modes</li> <li>• Integration of information from alternate data sources like utility bills, etc for more efficient credit decisions</li> </ul>
	<b>Robust risk and compliances management</b>	We regularly monitor, manage and mitigate business risks and ensure compliance with applicable laws and regulations	<ul style="list-style-type: none"> <li>• 100% training penetration of Code of-Conduct including all applicable guidelines</li> <li>• 100% cards are Chip &amp; PIN enabled</li> <li>• ISO 31000:2018 Certification for Risk Management Practices received</li> <li>• Adoption of new Vendor Risk Management Policy and introduction of business continuity and reputation risk assessment for the vendors</li> </ul>

Note: The 'key considerations' have been kept generic and the 'key actions taken' have been taken from SBI Investor Presentation from the attached link:

<https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/sbi-card-investor-presentation-q1-22%20vf.pdf>

<https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/sbi-card-investor-presentation-Q3-FY22.pdf>

<https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/sbi-card-investor-presentation-Q4-FY22.pdf>

Metrics	FY2021-22
<b>Board average tenure</b>	2.17 years
<b>Number of substantiated complaints concerning customer privacy</b>	There has not been any substantiated data breach concerning customer privacy in last financial year



# Thank You

 **SBI card**