

# Building a Sustainable Future



SBI Cards and Payment Services Limited  
SUSTAINABILITY REPORT  
2022-23

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# About the Report

# ESG

ENVIRONMENTAL      SOCIAL      GOVERNANCE

This is SBI Card’s first Sustainability Report, prepared with the objective of providing our stakeholders with a concise, complete, and transparent assessment of our ability to create long-standing value. The Sustainability Report is aligned with the principles of the Global Reporting Framework and the United Nations Sustainable Development Goals (UNSDGs). This report provides pertinent information about our policies, practices, and governance system.

We are committed towards sustainability and creating a responsible business through integration of ESG strategies and initiatives. This report has been developed to communicate our economic, environmental, social and governance performance that has helped us drive both tangible as well as intangible growth.

### REPORTING APPROACH

This report has been prepared with reference to the Global Reporting Initiative (GRI) 2021 standards and is aligned with UNSDGs. The report elaborates on our performance across the prioritised material topics that have an impact on our business and our ability to create value.

### REPORT BOUNDARY AND SCOPE

In our Sustainability Report FY 2022-23, we have included SBI Card’s Head Office in Gurugram and office locations across India.

The applicable national and local laws, rules and regulations have been considered for the calculation and disclosure of environmental, social and safety performance indicators. This Report includes information which is material to our stakeholders, and it presents an overview of our businesses and associated activities that help in achieving short-, medium- and long-term goals.

### REPORTING PERIOD

The information disclosed in the report pertains to the period 1<sup>st</sup> April 2022 – 31<sup>st</sup> March 2023, unless stated otherwise. In specific scenarios, to provide a holistic perspective to the stakeholders, we have conducted trend analysis of data for some key parameters. The trend analysis presented in this report will help us benchmark our progress over the medium and long term.

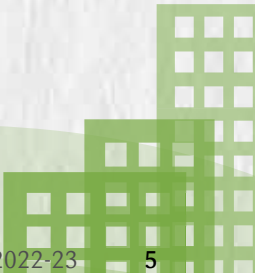
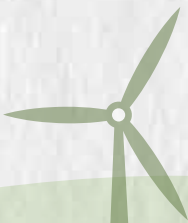
### FORWARD-LOOKING STATEMENTS

This report contains forward-looking statements that describe our projections and expectations, based on reasonable assumptions and past performance. These statements can be identified using words like “intend”, “anticipate”, “believe”, “expect”, “project”, and “plan”. These statements are subject to change with changing industry standards, market conditions, geo-political developments, government regulations & laws, and other incidental circumstances. These statements must not be interpreted as assurances of future performance since these underlying assumptions may change materially.

### SUGGESTIONS & FEEDBACK

We, at SBI Card, are always striving to improve our performance in all aspects of our business. To do so, we seek your valuable feedback for the Sustainability Report. This will help us disclose the relevant ESG data in the most effective and transparent manner in future editions. We would be delighted to respond to any questions or comments you may have about our performance or this report. You may write to us at [esg.sbic@sbicard.com](mailto:esg.sbic@sbicard.com).

For additional information, please visit our website at SBI Impact 360 (<https://www.sbicard.com/sbi-card-en/assets/docs/html/personal/esg/index.html>)







# Foreword

## From the Chairman's Desk



“The SBI Card brand is built around the value promise “Make Life Simple”. The proposition is reflected in the ongoing efforts to make the lives of our customers, workers, and other business stakeholders easier. The platform for constantly delivering on this promise is provided by our innovative products and services, as well as our dedication as a responsible corporate citizen.

I take pleasure in sharing our Sustainability Report for FY 2022-23. We have made sustainability an integral part of the business operations at SBI Card. Adherence to Environmental, Social, and Governance (ESG) principles in the Company's operations has assisted us in developing resilience, changing culture, and embarking on a journey of creating long-term value for all our stakeholders. For the public disclosures, we follow international standards of sustainability reporting. This Sustainability Report provides a detailed overview of the Company's sustainability performance and ongoing initiatives.

Environmental, Social, and Governance (ESG) considerations play a critical role in ushering in sustainable and inclusive growth. We are striving hard for ensuring environmental preservation, social inclusion and cohesiveness, and resilient communities along with customer happiness, financial inclusion, innovation while ensuring strong governance with adequate risk mitigation measures.

The SBI Card brand is built around the value promise “Make Life Simple”. The proposition is reflected in the ongoing efforts to make the lives of our customers, workers, and other business stakeholders easier. The platform for constantly delivering on this promise is provided by our innovative products and services, as well as our dedication as a responsible corporate citizen.

We, as the country's second-largest credit card provider, realise the responsibility that comes with our market position, and SBI Card is committed to fulfilling its ESG promises to make a positive impact with our stakeholders. As part of our ESG initiatives, we have initiated GHG Inventorisation wherein we have also started recording scope 3 emissions. Also, to measure the sustainability at SBI Card based on the environmental, social and corporate governance (ESG) performance we have undertaken Sustainalytics rating. As mandated by SEBI, we are also reporting our social, environmental and economic impact through Business Responsibility and Sustainability Reporting (BRSR) which will help in increasing stakeholder trust with its holistic disclosure. In addition, we are also aspiring to be green building certified at our new office locations. We are also aiming to create PwD-friendly work environments and reconsidering our Equal Opportunity Policy to align it with the PwD Act 2016. Above all, by including ESG risk into existing Enterprise Risk Management and defining risks and mitigating actions, we hope to fully prepare SBI Card for any future environmental threats.

Having stated that, we shall continue to build a sustainable future using our technology, experience, partners, and people.

**Dinesh Khara**  
Chairman





## MD & CEO's Message



We strongly believe in the power of financial inclusion to uplift communities and drive socio-economic development. Through our extensive network and innovative products, we are reaching out to underserved segments and empowering them with access to credit and financial services.

### Dear Stakeholders,

With great pride, I am delighted to present SBI Card's very first Sustainability Report, prepared in line with Global Reporting Initiative (GRI) Standards, demonstrating strong environmental, social and governance practices of international standards and the progress made in achieving our ESG commitments in the reporting year. At SBI Card, we aim to make meaningful contributions to the society with practical ESG solutions that make a difference.

### ENVIRONMENTAL SUSTAINABILITY:

We recognise the urgent need to address climate change and promote environmental stewardship. To create a positive impact on the world around us, we have implemented various measures to diminish our carbon emissions and minimise our environmental impact. We have adopted energy-efficient practices across our operations, promoted paperless processes, and implemented recycling and waste reduction initiatives. We are going the extra mile by exploring opportunities to enhance our green infrastructure.

### FINANCIAL INCLUSION AND SOCIAL IMPACT:

We strongly believe in the power of financial inclusion to uplift communities and drive socio-economic development. Through our extensive network and innovative products, we are reaching out to underserved segments and empowering them with access to credit and financial services. We have launched several initiatives to promote financial literacy, skill development, and entrepreneurship, thereby fostering sustainable livelihoods and economic growth.

### ETHICAL GOVERNANCE AND RESPONSIBLE BUSINESS:

Maintaining the highest standards of ethics and governance is integral to our agenda. It is important that corporate ethics is prioritised as well as sustainability. We have robust systems

and processes in place to ensure transparency, accountability, and compliance with applicable laws and regulations. Our employees are trained to uphold ethical conduct, and we actively engage with our supply chain partners to promote responsible sourcing practices.

### PARTNERSHIPS AND COLLABORATION:

We recognise that addressing global sustainability challenges requires collective action. We endeavour to actively engage with industry associations, non-governmental organisations, and other stakeholders to drive meaningful collaborations and share best practices. By leveraging these partnerships, we look forward to creating a more sustainable future together.

Our ethical and efficient operational processes have enabled us to win the trust amongst our employees and the stakeholders in our value chain. We strongly believe that transparency is the key to building trust, and we have been successful to incorporate it into our company's work culture. We endeavour to create a roadmap to ensure that our business is compliant, and the benefits could be shared with most disadvantaged segments to create an equitable, inclusive and sustainable society for all.

I look forward to your valuable comments and feedback on our work to further alleviate the sustainable future. I would like to express my gratitude to our employees, customers, shareholders, and other stakeholders for their unwavering support in our sustainability journey. We've built a great company with purpose and together, we shall continue to soar to greater heights and build a sustainable future for all.

**Abhijit Chakravorty**  
Managing Director & CEO



# Company Profile



## Vision

To contribute effectively to a better tomorrow by taking unified and holistic actions towards becoming a carbon neutral business, along with empowering employees, customers, communities, and stakeholders responsibly and transparently. ESG is an important element of our present and future.



## Mission

We're committed to building a more inclusive and responsible business focussed on positively impacting the world around us. ESG is at the core of our business and everything that we do. We continue to ensure that the environmental, social, and governance risks are prioritised and embedded into our company-wide policies and frameworks to have the right level of governance on such issues.

SBI Card values symbolise what is significant to us as an organisation and how we ensure that each of our employees are working towards the same goal and share a bigger purpose.

The vision and mission statements of SBI Card demonstrate the company's ambitious vision, customer-centric approach, commitment to technological advancement, stakeholder value creation, and ethical business practices. These statements serve as a compass for guiding strategic decisions, shaping the organisational culture, and driving sustainable growth. By aligning its actions with its vision and mission, SBI Card aims to be a leader in the payment solutions industry, delivering superior value to its customers, shareholders, employees, and society.

### OUR VALUES

Customer First



Act with Integrity



Earn Trust



Respect for All



Lead with Courage

# Geographical Presence

SBI Card provides services across the Indian market and has office locations spanning the entire Indian subcontinent; in Gurugram (headquarters), Kolkata, Chennai, Delhi, Ahmedabad, Jaipur, Chandigarh, Bhubaneswar, Noida, Hyderabad, Bengaluru, Mumbai and, Pune.

Thus, this section aims to provide an overview of SBI Card's significance in the context of its strategic objectives.

Understanding the SBI Card's geographical reach is critical for evaluating its footprint, market penetration, and possible growth possibilities. Some key reasons highlighting the importance of its footprint include:

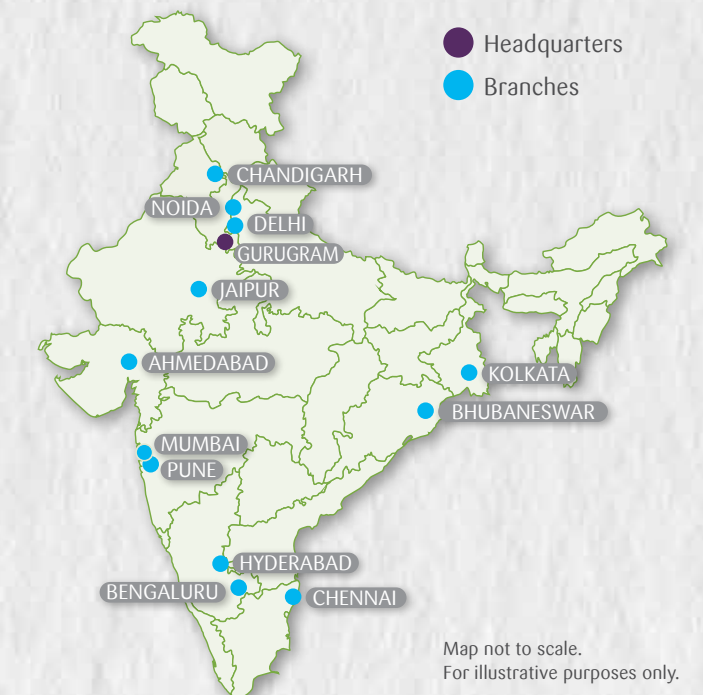
**Market Access:** By having a diversified geographical presence, SBI Card gains access to a wide range of markets, reducing dependence on any single region and mitigating risks associated with regional economic fluctuations.

**Localisation:** Establishing a local presence allows SBI Card to tailor its products, services, and marketing strategies to suit regional preferences, cultural nuances, and regulatory requirements. This localisation approach enhances customer satisfaction and fosters stronger relationships with stakeholders.

**Supply Chain Optimisation:** A well-distributed geographical presence enables SBI Card to optimise its supply chain, ensuring the implementation of successful strategies and innovative services to customers worldwide. We optimise our supply chain operations to provide the best professional services and beyond.

**Talent Acquisition:** SBI Card's operations in diverse regions have enabled us to tap into a varied talent, enabling the recruitment of skilled professionals from different backgrounds and expertise. This multicultural workforce enhances innovation, fosters creativity, and promotes a broader perspective within the organisation.

SBI Card has strategically established its geographical presence across various regions, leveraging local advantages and capitalising on market opportunities. Such a vast outreach has enabled us to serve a diverse customer base, optimise its supply chain, attract top talent, and position itself for sustained growth. By maintaining a well-balanced and agile geographical presence, SBI Card is well-positioned to navigate the complexities of the business landscape and drive long-term success.





**E**NVIRONMENTAL

**S**OCIAL

**G**OVERNANCE

## Our ESG journey

We, as a leading credit card issuer in the country, have a mission to become trusted partners to our clients. At SBI Card, we have a strong commitment to the pursuit of incorporating environmental, social and governance principles in the organisation, and are taking measures to embed fundamentals of sustainability into our everyday working. We are on a journey to incorporate environmental, social and governance principles throughout the organisation, as we have taken actions to embed sustainability into our purpose and corporate strategy. This chapter summarises the ESG journey of SBI Card, highlighting our commitment to creating long-term value while addressing the key challenges and opportunities presented by environmental, social, and governance factors.

## Our ESG Milestones




Figure 1: SBI Card ESG Milestones



# Our Commitment to ESG

We are committed to becoming a more sustainable and responsible employer that has a positive global impact, along with empowering all stakeholders, by valuing their opinions. ESG is important to our business and is integrated into the essence of the company values. We continue to prioritise and incorporate environmental, social, and governance risks into our policies and frameworks to maintain high standards of governance and meet our responsibilities to society. We see ESG as a factor in both managing risks and seizing opportunities. SBI Card is committed to Environment and Health & Safety as mentioned below:



Environmental Commitment

### ENERGY MANAGEMENT


- Procuring products that are energy-efficient, recyclable, and environment-friendly
- Installing appropriate controls in place to monitor energy consumption within our workings
- Adopting energy-efficient operating procedures in our operations across facets such as facility management, travel, etc.
- Increasing the share of clean energy in our overall energy consumption
- Spreading awareness of the importance of conservation of energy and using energy sustainably

### CLIMATE CHANGE MANAGEMENT

- Tracking and reducing our greenhouse gas emissions (i.e., Scope 1, 2 and 3) year-on-year
- We aim to lower emissions by promoting carpool initiative and encouraging employees for the same
- Establishing a strong management system to assess climate risks and take appropriate action

### WATER AND WASTE MANAGEMENT

- Complying with legal requirements regarding waste (hazardous; non-hazardous) generation, management, and disposal regulations
- We encourage our offices to drive initiatives to reduce waste, including sorting and recycling materials, replacing used technology equipment, reducing food waste, and running recycling campaigns
- Monitoring, measuring, and reporting on waste management practices while following recognised national and international guidelines
- Spreading awareness and influencing our business partners about best waste management practices across all value chains



Health & Safety Commitment

- We are committed to protecting the safety and wellbeing of our colleagues, customers, suppliers, and any individuals using our premises, by providing and maintaining a safe working environment that protects both physical and mental wellbeing
- Demonstrate proactive leadership in every single matter and ensure that employees at all levels take responsibility for health and safety as part of their day-to-day role
- Comply with all relevant legislative requirements and where practical to do so seek opportunities to promote higher standards of health and safety
- Identify, and eliminate, hazards; or where we cannot eliminate hazards, minimise the risks
- Provide employees with appropriate safety and wellbeing information, instruction, training, and supervision relevant to their role and responsibilities
- Ensure that risk assessments are being carried out on regular basis to identify, assess, and control any known or potential Occupational Health and Safety (OHS) related risk to employees and visitors
- Provision of first aid and medical treatments in case of accidents

SBI Card prioritises ESG issues based on their relative importance to our business and to our stakeholders. We conducted a detailed assessment in FY2021 to identify our priority ESG issues through a comprehensive Stakeholder engagement and materiality assessment (SEMA).

## Our approach to materiality assessment involved the following steps:

- 1 Stakeholder Identification:** SBI Card identified its key stakeholders and mapped their interests, concerns, and expectations related to sustainability issues. Stakeholders included customers, employees, regulatory agencies, suppliers, investors, and shareholders.
- 2 Issue Identification:** The company conducted a comprehensive analysis to identify and evaluate a wide range of sustainability issues relevant to its business and stakeholder expectations. These issues included environmental impact, data privacy, financial inclusion, product safety, and ethical business practices.
- 3 Prioritisation:** SBI Card prioritised the identified sustainability issues based on their significance and potential impact on stakeholders and the business. The company considered the relevance of issues to its industry, the expectations of stakeholders, and the potential risks and opportunities associated with each issue.
- 4 Reporting and Action:** The prioritised sustainability issues were integrated into SBI Card's reporting framework, enabling the company to transparently communicate its approach, performance, and progress in addressing those issues. The company is further strategising to develop action plan, sets targets, and implement initiatives to effectively manage and mitigate the identified material issues.
- SBI Card recognises the importance of stakeholder engagement and prioritisation of ESG topics in shaping its sustainability strategy. Our proactive approach has helped in strengthening stakeholder relationships, enhance transparency, and drive sustainable value creation throughout its operations and beyond.

## Our material topics are as follows:

ENVIRONMENTAL	SOCIAL	GOVERNANCE
<ul style="list-style-type: none"> <li>Energy Consumption</li> <li>Waste Reduction &amp; Recycling</li> <li>Climate Change</li> </ul>	<ul style="list-style-type: none"> <li>Colleague Health &amp; Safety</li> <li>Employee Learning &amp; Development</li> <li>Employee Engagement &amp; Welfare</li> <li>Consumer Financial Protection</li> <li>Colleague Attraction &amp; Retention / Future Workforce</li> <li>Inclusion &amp; Diversity</li> </ul>	<ul style="list-style-type: none"> <li>Responsible Digitalisation</li> <li>Responsible Selling Practices</li> <li>Business Ethics</li> <li>Innovative Technologies &amp; Products</li> <li>Data Privacy &amp; Security</li> <li>Anti-Corruption &amp; Bribery</li> <li>Risk Management and Compliance</li> </ul>



# ESG Highlights (FY 2022-23)



# ESG Governance at SBI Card

Good governance is a fundamental principle at SBI Card. We endeavour to disclose information on our performance including our policies, procedures and initiatives in a transparent manner; while ensuring compliance with the laws, rules and regulations that govern our businesses.

Our ESG and sustainability related performance is overseen by the Corporate Social Responsibility & ESG Committee (CSR & ESG) of the Board. Board meeting occurs every quarter to review Sustainability performance. SBI Card's Sustainability Team is responsible for policy implementation and coordinating with respective functions to execute sustainability initiatives. The core team is a multifunctional team which is responsible for the implementation of sustainability initiatives. The ESG Governance structure at SBI Card is as depicted below:



Figure 2: ESG Governance at SBI Card



# Sustainability Initiatives

The company recognises that sustainability is essential for long-term value creation and for positively impacting the communities and environment in which it operates. Here are some key aspects of sustainability at SBI Card:



ENVIRONMENTAL STEWARDSHIP

SBI Card is committed to environmental stewardship and is taking conscious actions to reduce its ecological footprint by managing its Greenhouse Gas (GHG) emissions, increasing efficiency in energy use and eliminating waste. The various initiatives undertaken by SBI Card to promote environmental sustainability are as depicted below:

Enhancements in PAC (Precision Air Conditioning) which has led to power saving of about 12%.

Calculation of Scope 2 & Scope 3 GHG emissions to assess the same and reduction of Scope 2 emissions by 46.02% from 2018-19.

Investment in installation of digital timers for electrical appliances like coffee machines, microwaves, etc. for auto cut during nonoperational hours.

Plan to create sustainable infrastructure by considering Green Buildings criteria for new office building selection.

74.14% waste being recovered through recycling or other recovery options.

99%+ vendor payments and encouraging Employees outbound customer payments are digitised.

The usage of PET water bottles is discontinued in office premises to reduce waste & protect environment.

20% employees in Gurugram enrolled for carpool facility, thereby reducing vehicular emissions and managing our GHG footprint.

70% Welcome Kits for new cards are digitised now.

The incorporation of energy-efficient units in Delhi/NCR office and replacement of old inefficient UPS batteries with new energy-efficient ones.

Over 4.8 Lakh Trees (from FY 2018-23) saved through paperless communication.



SOCIAL RESPONSIBILITY

The essence of social responsibility lies in building strong relationships with stakeholders and considering the issues that matter to them. We believe that engaging with stakeholders on a frequent basis is crucial in understanding the interests and viewpoints of the people who are most important to our business. For stakeholder interaction, a systematic mechanism for identifying and prioritising stakeholders has been devised and executed, guided by the principles of inclusiveness, materiality, and responsiveness. SBI Card is in a quest to be socially accountable and continually contribute to social and economic development while improving the quality of life of the local communities through its various CSR activities. SBI Card has been working tirelessly on social initiatives in the thematic areas such as Education, Environment, Healthcare and Skill Development for past many years. Detailed overview of our vision and mission is elaborated in the subsequent section. SBI Card regularly sensitises employees about social issues through employee engagement initiatives and encourages employees to be a part of such initiatives.

Further, we aim towards building an organisation that prioritises inclusion, resilience, well-being, invests in learning, and prepares our colleagues for the future of work. Various employee-oriented initiatives taken by SBI Card are as follows:

Financial Literacy Workshop for SBI Card Women Employees specially curated & organised by inhouse Women Network team (AIM).

Conducting various wellness webinars on topics covering Ayurveda, Family and Financial Wellbeing.

1,674+ Employees availed Annual Health Checkup benefit to track their Physical Wellbeing which was a 30%+ jump from last year.

Launched a telemedicine app for employees & their family members offering free medical consultations.

Paternity Leave increased from 5 to 7 working days.

Quarterly virtual townhalls by MD and CEOs.

Regular Employee engagements through conducting various events such as environment month.

Employee survey conducted in association with globally recognised partner.

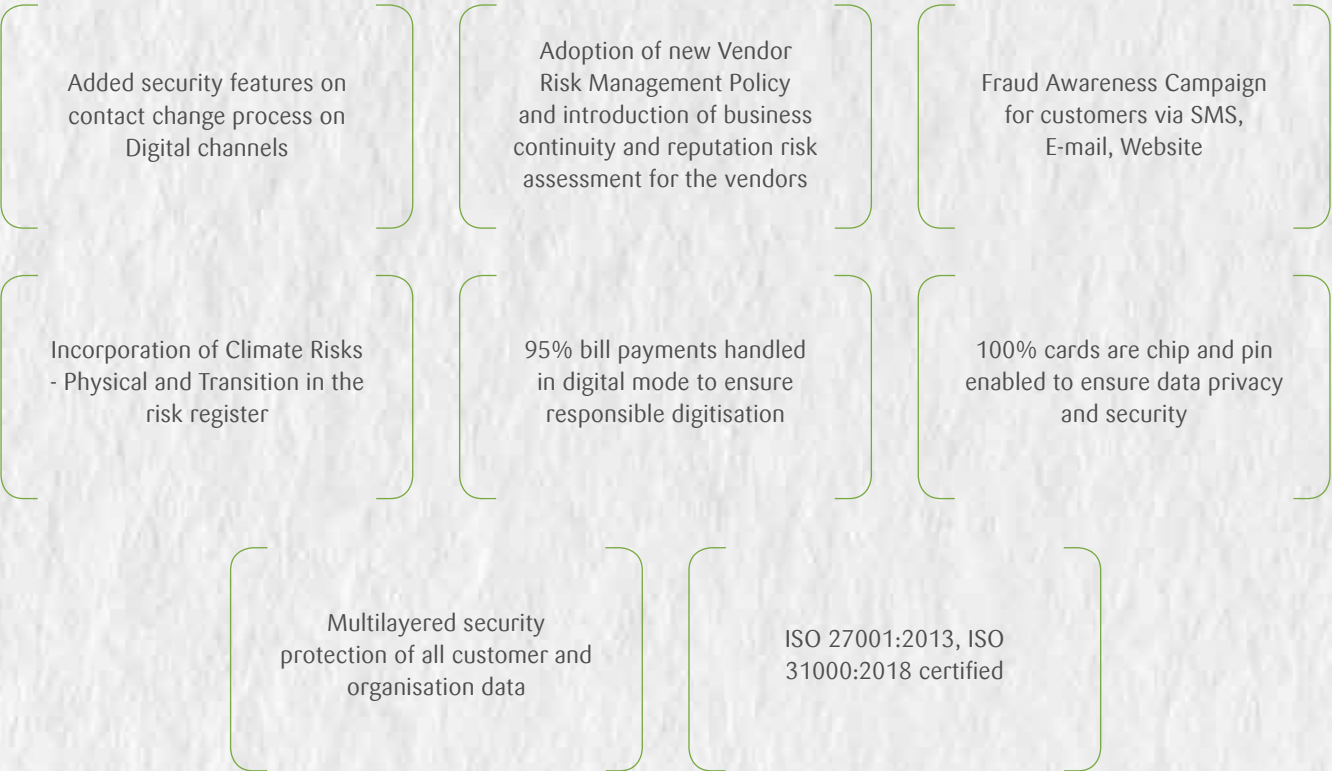




GOVERNANCE AND ETHICS

SBI Card adheres to robust governance frameworks, policies, and practices to ensure transparency, accountability, and ethical conduct. The company maintains high standards of integrity, risk management, and compliance with regulatory requirements. Thus, to adequately prepare SBI Card for any future environmental issues, we are in the process of integrating ESG risk into existing Enterprise Risk Management by outlining climatic risks and aligning them with mitigation strategies.

SBI Card also has a comprehensive range of systems in place to ensure a well-managed company with effective oversight and control. Awareness is also being raised among relevant suppliers about ESG material issues to ensure sustainable procurement, as well as developing supplier evaluation criteria for vendor selection. There are also regular interactive sessions in place for employees to connect with Compliance leader to emphasise on business ethics, create awareness on code of conduct and receive feedback. Thus overall, we, at SBI Card, are working towards more ideal system of governance.



# Awards and Accolades





# ACHIEVING ENVIRONMENTAL SUSTAINABILITY

We, at SBI Card, are committed to environmental preservation and restoration alongside responsible long-term growth. We are cognizant of our impact on the environment and are focussing on adopting and integrating sustainable environmental management practices throughout the value chain and in our operations.

Our vision for minimising the impact on the ecology is demonstrated by our efforts to conduct responsible business practices by focussing on three material topics:



ENERGY  
CONSUMPTION



WASTE REDUCTION  
& RECYCLING



CLIMATE  
CHANGE

**13,893.92 GJ**

Total Energy Consumed

**26,225.47 KL**

Total Water Consumed

**113.62 MT**

Total Waste Generated

Figure 3: Key highlights of Environmental Performance for FY 2022-23

Note: The quantitative values mentioned are out of daily operations and do not include the production of cards





# Greenhouse Gas (GHG) Emission

We recognise the importance of minimising our climate impact and managing our climate-related risks such as reducing greenhouse gas (GHG) emissions to mitigate environmental impacts. As part of our commitment to the environment, we are conscious of measuring and managing our GHG emissions. We have assessed our GHG emissions to understand our GHG contributions and implement integrated initiatives into our business practices to guide a smooth transition toward a low-carbon economy.

## GREENHOUSE GAS EMISSION ASSESSMENT

To quantify and comprehend the greenhouse gas (GHG) emissions caused by our operations, we have conducted a comprehensive assessment to evaluate our operations and the value chain, as well.

The assessment considers only Scope 2 and Scope 3 emissions, as defined by the Greenhouse Gas Protocol. Furthermore, since we operate from leased office buildings, there are no direct emission sources. Hence, Scope 1 emissions are redundant.

From FY 2021 to FY 2023, conscious efforts have been made to reduce overall CO<sub>2</sub> emissions. Our electricity consumption is regularly monitored as 100% of the workforce has returned to office after the pandemic. We, at SBI Card have continuously demonstrated our obligation to relieve environmental change and add to a more sustainable future through continuous evaluation and monitoring our progress to a low-carbon economy. By collaborating with stakeholders and incorporating environmentally friendly practices into their operations, we aim to lessen the negative impacts on the environment and heighten our positive contributions.

## GHG MEASUREMENT AND REPORTING

To calculate our GHG emissions, we have ensured that appropriate methodologies and standards are referred to, in line with the current and emerging regulations as well as technology advances. We have collected pertinent data on our energy consumption, business travel, and other emission sources throughout our operations, as well as that from our vendors and suppliers. Most importantly, we have guaranteed transparency and accountability to regularly report our GHG emissions and determine our progress towards reducing the contribution to such emissions.

Table 1: Total Emissions at SBI Card

Emission Scope for FY 2022-23	Unit (tCO <sub>2</sub> )
Scope 2 emissions	2,740.19
Scope 3 emissions	51,794.14
*Category 1: Purchased Goods & Services	35,401.89
*Category 6: Business Travel	377.086
*Category 7: Employee Commute	16,015.16

\*Breakdown of Scope 3 emissions

### Scope 2 Emissions

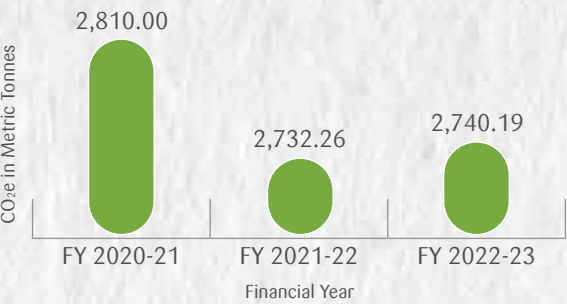


Figure 4: Scope 2 emissions across FY 2020-21, FY 2021-22 and FY 2022-23

## EMISSION REDUCTION EFFORTS

SBI Card is entrusted with reducing its GHG emissions and minimising its environmental impact. We have implemented various strategies and initiatives to achieve emission reduction:



**Energy Efficiency:** SBI Card focusses on optimising energy use and reducing associated emissions in its facilities and operations by implementing energy-efficient technologies, improving insulation, and upgrading equipment.

**Employee Awareness and Engagement:** We acknowledge that employee engagement is crucial for reducing the carbon footprint. As a responsible organisation, we regularly conduct awareness workshops and training sessions, along with establishing internal communication channels to educate and engage employees on sustainable practices, energy conservation, waste reduction, and responsible commuting. By fostering a culture of environmental responsibility, we, at SBI Card, encourage our employees to actively contribute towards carbon mitigation efforts.

**Business Travel Management:** Employees at SBI Card are encouraged to travel sustainably. For example, in Gurugram, about 20% of employees have signed up for carpooling. There are also regular campaigns to reduce carbon emissions which are being carried out through the Carpool Promotion Campaign. Additionally, we promote the use of video conferencing, virtual meetings, and other tools for remote collaboration.

The GHG emission intensity for FY 2022-23 was 3.82 Metric tonnes of CO<sub>2</sub> equivalent/crore turnover.



# Energy Management

SBI Card recognises the significance of effective energy management in promoting sustainability and reducing environmental impact. We strive to work to reduce our energy use and find ways to reduce our environmental impact, we aim to operate facilities that consume fewer resources and improve the quality of the indoor environment for our colleagues’ well-being. We are committed to doing so by implementing energy efficiency initiatives.

SBI Card’s energy management initiatives, focus on efforts to cut down on energy use, combat climate change, and contribute to a future with lower carbon emissions.

Total Non-Renewable Energy Consumption

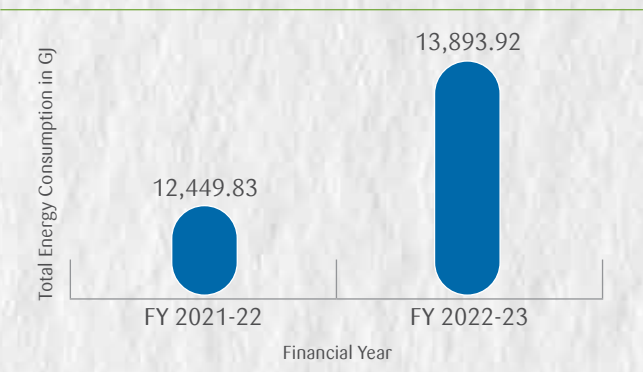


Figure 5: Energy Consumption in FY 2021-22 and FY 2022-23

SBI Card’s total energy consumption shows an 11.6% increase in energy consumption from FY2022 to FY2023. This is in line with the increased office space and reduction in work-from-home arrangements which leads to an increased energy consumption at SBI Card. We, at SBI Card, recognise the need to work towards integrating numerous energy-saving initiatives, which help in reducing energy consumption.

## ENERGY EFFICIENCY INITIATIVES

SBI Card sources electricity from the respective State Power Boards through the landlords/building owners; and given our offices are mostly located in leased premises, we are unable to switch to clean energy resources completely. Nonetheless, we are implementing a range of energy efficiency initiatives across our offices to minimise energy consumption and improve operational efficiency. Some key initiatives include:

**Energy Monitoring:** SBI Card conducts regular energy checks to assess energy usage patterns, identify areas of inefficiency, and implement targeted energy-saving measures. These regular checks help identify opportunities for optimising energy consumption and reducing waste.

**Equipment Upgrades:** SBI Card continuously implements energy-saving technologies into its infrastructure and equipment. This includes installing appliances that save energy, and lighting that uses less energy. We also focus on purchasing energy-efficient equipment aids in lowering operating expenses and energy consumption. The HVAC systems are provided by the building owners for all our leased offices.

**Employee Awareness and Training:** SBI Card promotes energy conservation practices among its employees through awareness campaigns, training programmes, and internal communication initiatives. Employees are encouraged to adopt energy-saving habits, such as turning off lights and equipment when not in use, reducing paper waste, and using energy-efficient modes of transportation.

**Lighting Systems:** We employ energy-efficient lighting systems, such as LED bulbs and sensors, to minimise electricity usage. Additionally, SBI Card replaces traditional lighting fixtures with energy-saving alternatives in its offices, branches, and other facilities.

**HVAC Optimisation:** For energy optimisation, the SBI Card uses sensors to automatically control on and off; installation of heat-resistant films on the façade, and insulation of the air conditioning ducts to maintain cooling and reduce energy consumption. To cut down on the amount of energy used by HVAC operations, smart control systems, energy-efficient equipment, and routine maintenance procedures are in place.

Table 2: Key energy saving initiatives and the total energy saved

Key Energy-Saving Initiatives	Total Energy Saved in FY 2022-23
Ductable unit 8.5TR X 2 replaced with New Units (Gurugram)	6,125 kWh
Ductable unit 8.5TR X 1 replaced with New Units (Delhi)	3,066 kWh
Timer Switches for Non-critical Assets (Gurugram)	3,0734 kWh
Hub Room AC Circulation (By the installation of Additional AC Vents)	1,413 kWh

**Equipment and Appliance Efficiency:** When choosing energy-efficient alternatives, we consider lifecycle costs, certifications, and energy ratings, while performance is improved through regular maintenance and equipment upgrades.

**Operational Optimisation:** SBI Card continuously evaluates and optimises its operational processes to identify opportunities for energy savings. A major aspect is streamlining workflows, reducing idle time, and implementing efficient resource allocation practices.

**Green IT Practices:** SBI Card promotes green IT practices to reduce energy consumption related to information technology. The use of energy-efficient hardware, virtualisation, cloud computing, increased digitisation leading to paperless processing, leveraged Robotics, AI & ML technologies to automate manual processes and server consolidation are encouraged to minimise energy usage in data centres and IT infrastructure.

The energy intensity per rupee of turnover i.e., total energy consumption/turnover in rupees is 97.25 Joules per unit of turnover.

Additionally, SBI Card envisions green building certification in all its future workplaces. Our energy management initiatives demonstrate our commitment to optimise energy consumption, reduce greenhouse gas emissions, and promote sustainability. Through energy efficiency initiatives, employee engagement, and transparent reporting, we aim to minimise our environmental impact and contribute to a low-carbon future. SBI Card’s holistic approach to energy management aligns with its broader sustainability objectives and showcases its dedication to responsible and sustainable business practices.



# Water Security and Stewardship

SBI Card’s commitment to environmental sustainability is centred on crucial aspects such as water security and stewardship. To reduce risks, preserve water resources, and contribute to the well-being of communities and ecosystems, we recognise the significance of responsible water management.



Water as a resource is becoming increasingly scarce globally. It is a resource that is crucial for the advancement of economy, communities, and biodiversity. We aim to integrate a sustainable water management approach and thus actively promote water conservation and efficiency measures across our operations, which includes implementation of various initiatives to reduce water consumption.

Water is withdrawn as per consumption requirement hence water withdrawn, and water consumed are the same, that is, 26,225.47 KL.

## WATER CONSERVATION AND EFFICIENCY

SBI Card actively promotes water conservation and efficiency measures across its operations, which includes implementation of various initiatives to reduce water consumption and minimise wastage:

**Efficient Infrastructure:** SBI Card invests in water-efficient infrastructure, including plumbing fixtures, fittings, and equipment. We adopt technologies that optimise water use, such as low-flow faucets, dual-flush toilets, and sensor-based taps in washrooms and cafeterias to minimise water consumption in its offices, branches, and facilities.

**Leak Detection and Repair:** We regularly conduct inspections and implement leak detection systems to identify and address water leaks promptly. Alongside this timely repairs and maintenance help minimise water losses and conserve this precious resource.

**Water Recycling and Reuse:** SBI Card promotes water recycling and reuse practices wherever feasible, as this approach minimises the demand for freshwater resources.

All our offices are operated from leased premises and co-working spaces. The water is provided by building owners and thus we don’t control water discharge within the building. However, our water security and stewardship initiatives underscore its commitment to responsible water management. By implementing water conservation measures, and promoting water efficiency, we strive to minimise water consumption, preserve water resources, and contribute to the well-being of communities and ecosystems. SBI Card’s efforts align with its broader sustainability objectives and contribute to building a more water-secure and sustainable future.

## SUSTAINABLE WASTE MANAGEMENT

SBI Card is conscious of the significance of sustainable waste management and is committed to reducing its overall environmental impact, encouraging recycling and environmentally responsible disposal, and minimising waste generation. We are focussed on sustainable waste management, focussing on our transition plan towards a circular economy, encouraging recycling, and reducing waste generation and disposal.

TYPES OF WASTE GENERATED	WASTE MANAGEMENT AND DISPOSAL
<ul style="list-style-type: none"> <li>Paper Waste</li> <li>Plastic Waste</li> <li>Food Waste</li> <li>Biomedical Waste</li> <li>Other/General Waste</li> <li>Battery Waste</li> </ul>	<ul style="list-style-type: none"> <li>Waste disposal is handled differently at each location</li> <li>The waste from Gurugram Office is handed over to the building management for further processing</li> <li>While at other locations the waste is given to the Municipal Corporation for safe disposal</li> <li>SBI Card obtains a monthly certificate for waste disposal from the building management team at Gurugram office</li> </ul>

## WASTE GENERATION

We are committed to sustainable development and are accountable for our environmental responsibilities. To reduce our waste generation, we are dedicated to effective waste management practices and keep an account of Total Waste generated and Total Waste disposed, as summarised below:

Total Waste Generated

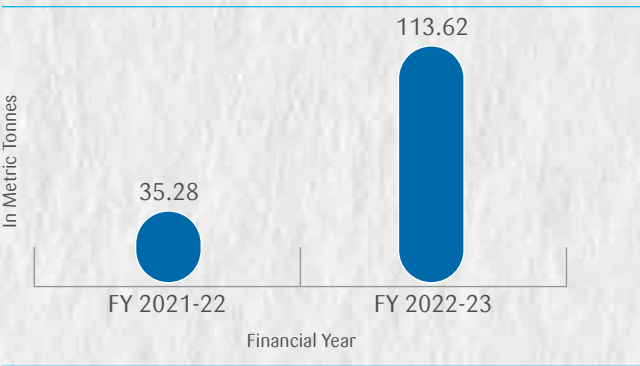


Figure 6: Total Waste generated in FY2022 and FY2023

Table 3: Waste generated by SBI Card in FY 2022-23

Waste Generated	Unit (MT)
Battery Waste	31.81
Paper Waste*	33.38
Plastic Waste^	3.48
Food Waste (Leftover food by users)	28.31
Biomedical Waste (Medicine Waste)	0.02
Others (General Waste)	14.21

\* A4 sheet paper, Courier covers, Carton boxes, Newspaper, Tissue papers, Toilet rolls, Milk cans, & Paper cups  
^ (Biodegradable plastic bags, Courier wrap & Food wrap plastic foils)

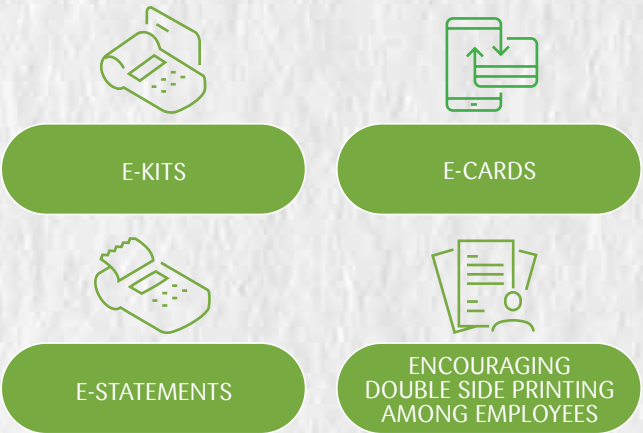




## WASTE MANAGEMENT

**Source Segregation:** SBI Card encourages employees to segregate waste at the source, ensuring proper separation under three categories i.e., paper, plastic, and food waste. This practice facilitates effective waste management and enhances recycling opportunities.

**Paperless Operations:** We promote a paperless work environment by reducing printing requirements such as limiting access to printers to employees for large-scale communications, and promoting digital communications like:



We also have “Follow me” feature enabled on printers which helps reduce paper usage by ensuring that documents are only printed when the user is physically present at the chosen printer, minimising unnecessary printing and paper waste, promoting eco-friendly practices. By minimising paper usage, SBI Card reduces waste generation and contributes to forest conservation. SBI Card also aspires to use FSC-certified paper in the future.

**Reduce, Reuse, and Recycling:** SBI Card places a strong emphasis on the 3 R’s, that is, reduce, reuse, and recycle. Some key initiatives undertaken at SBI Card include:



**Management of E-Waste:** SBI Card employs ethical methods for managing electronic waste. By applicable regulations, authorised recyclers collect and process 100% of electronic waste generated by our operations. We accomplish this by promoting the recovery of valuable resources and preventing the improper disposal of hazardous electronic waste.

**Engagement among Workers:** Employees are encouraged to actively participate in initiatives to reduce waste and recycle through the SBI Card. To educate employees about sustainable waste management practices, recycling guidelines, and the significance of individual contributions to waste reduction efforts, we organise awareness campaigns, training programmes, and engagement activities.

## WASTE DISPOSAL

**Table 4: Waste Diverted from Disposal (Recycling) in FY 2022-23**

Waste Diverted from Disposal (Recycling)	Unit (MT)
Battery Waste	32
Paper Waste	21
Plastic Waste	2
Food Waste	19
Others	10

Sustainable waste management initiatives implemented by SBI Card demonstrate our commitment to recycling and reducing waste production. SBI Card aims to reduce its impact on the environment and contribute to a more sustainable future by implementing waste reduction strategies, investing in recycling infrastructure, and engaging employees and suppliers. The practices of the SBI Card in terms of reporting and goal setting further demonstrate its dedication to waste management transparency and continuous improvement.

# Product Innovation

Product innovation and life cycle assessment (LCA) play a crucial role in SBI Card’s commitment to sustainability. As a responsible organisation, SBI Card recognises the importance of developing innovative products and services that minimise environmental impacts throughout their life cycles. Our efforts in product innovation and its approach to conducting life cycle assessments help us understand and mitigate the environmental footprint of our offerings.

## LIFE CYCLE ASSESSMENT (LCA)

SBI Card is conscious of the importance of conducting Life Cycle Assessment (LCA) to understand the environmental impacts associated with its products and services. LCA will aid SBI Card in identifying hotspots, assessing the SBI Card’s environmental footprint, and identifying opportunities for improvement. Key aspects of SBI Card’s LCA approach include:

**Scope and Boundaries:** We define the scope and boundaries of LCA to capture the environmental impacts associated with its products and services. The assessment considers various stages, including raw material extraction, manufacturing, use, and end-of-life disposal or recycling.

**Impact Categories:** We evaluate a range of impact categories in its LCAs, including greenhouse gas emissions, water usage, energy consumption, waste generation, and other relevant environmental indicators. This comprehensive assessment enables us to identify priority areas for environmental improvement.

**Table 5: Raw material used in manufacturing in SBI Card**

List of all the materials used in the manufacturing of a card (within SBI Card’s scope)	List of all the outsourced materials used in the manufacturing of a card (outside SBI Card’s scope)
<ul style="list-style-type: none"> <li>Transparent PVC</li> <li>PVC</li> <li>Hololam</li> <li>Tungsten</li> <li>Copper</li> <li>UV inks (no solvent)</li> <li>Water-based glue</li> </ul>	<ul style="list-style-type: none"> <li>Chip</li> <li>Hologram</li> <li>Magnetic strip</li> </ul>

**Supplier Engagement:** SBI Card engages with its suppliers to gather relevant data and promote sustainable practices throughout the supply chain. This is because collaborative efforts with suppliers help ensure the accuracy and completeness of LCA data, leading to more robust assessments and informed decision-making.

**Continuous Improvement:** SBI Card looks forward to implementing the LCA results to drive continuous improvement in its products and services and simultaneously identifying opportunities to reduce environmental impacts, sets targets for improvement, and adopt initiatives to optimise resource use, reduce emissions, and minimise waste generation.

## PRODUCT INNOVATION

We emphasise product innovation to develop sustainable and customer-centric solutions. SBI Card aims to integrate environmental considerations into its product development processes, ensuring that its offerings meet the evolving needs of customers while minimising their environmental impact. Some key aspects of SBI Card’s product innovation approach include:

**Green Products:** The objective of our product Lifecycle Assessment is to incorporate eco-friendly design principles while considering aspects such as energy efficiency, recyclability, product durability, and the choice of materials. This will ensure reduced negative impact of card’s life cycle on the environment.

**Digital Revolution:** SBI Card embraces digital transformation to lessen the impact that traditional paper-based processes have on the environment. To reduce waste and resource consumption, we promote digital alternatives like e-statements, online transactions, and virtual customer interactions.

SBI Card’s commitment to product innovation demonstrates its dedication to develop long-lasting, eco-friendly solutions. Through eco-friendly product design, and digital transformation, SBI Card strives to incorporate sustainability into its offerings. By continuously improving its offerings and reporting on its progress, SBI Card hopes to bring about positive change and contribute to a more sustainable future.



# WORKING FOR THE PEOPLE



## Workforce Diversity, Equal Opportunity, and Inclusion

SBI Card believes that as an organisation, we are responsible towards building resilient, equitable, and inclusive communities for generations to come. This is also reflected in the way we take care of our own people. Promoting diversity, equity, and inclusion is not only one of the pillars of SBI Card's ESG strategy but is also an integral part of our values and culture.

SBI Card is conscious of increasing diversity at all levels, from the Board of Directors to all employees. We acknowledge and embrace the advantages of having a diverse Board with a mix of skills, experience, expertise, and perspectives. We foresee increasing diversity in the Organisation as an essential component as a truly diverse workforce will include and effectively utilise differences in the skills, regional and industry experience, background, race, gender, and gives us a competitive edge in terms of having better performance and outcomes, foster a more innovative and productive work environment, as well as attract and retain top talent from diverse backgrounds.

We pledge to provide all employees, coworkers, consultants, and other business associates with equal opportunity, fair treatment, and a harassment-free work environment without regard to their race, colour, religion, national origin, gender (including pregnancy), sexual orientation, age, disability, or other legally protected characteristics in its commitment and compliance to:



CODE OF CONDUCT



SEXUAL HARASSMENT OF WOMEN AT WORKPLACE (PREVENTION, PROHIBITION, AND REDRESSAL) ACT OF 2013

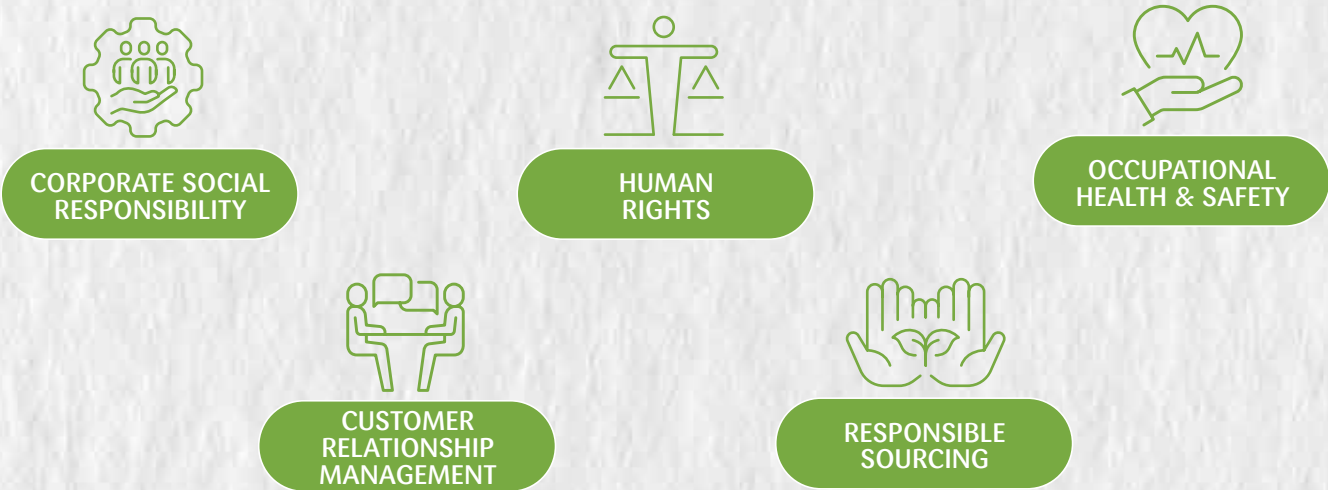
We, at SBI Card, believe in embracing diverse teams, ideas, and possibilities which eventually drive our progress. We have taken steps to enhance and expand how we work internally to strengthen external impact. Some workforce highlights include:

- 27% of the total workforce comprises women while there is 18% female representation in the senior management
- 30.3% of the workforce was under the age of 30 years
- The 'Women Alumni' hiring programme was initiated along with inclusive hiring for people with special needs
- Infrastructural changes implemented to make our office spaces more accessible for people with special needs
- Continuous Employee engagement activities conducted across the organisation
- SBI Card's Women network team (AIM) curated and organised Financial Literacy Workshop for women employees







SBI Card has significant focus upon the following aspects to strengthen its Social Pillar which in turn is crucial for creating a sustainable and responsible organisation.



**Table 6: Employees within the organisation’s governance bodies in each of the following diversity categories:**

Employees by category	FY 2022-23				
	Gender		Age Group		
	 Male	 Female	<30	30-50	>50
Senior Management	123	27	0	136	14
Middle Management	485	121	15	581	10
Junior Management	1328	316	340	1298	6
Non-Management	925	582	831	676	0

SBI Card has employed total 3,907 employees, out of which 73.23% are male and 26.77% female.

SBI Card has a great diversity across the employees as can be observed from the above table. Majority of our employees lie in the age group – 30-50, with the youngest age group (<30) in the non-management category.

“SBI Card aims to create and sustain a work culture in which diversity is respected and all employees are treated fairly. In the reporting year FY 2022-23, we have hired 1,062 new employees, out of which 26% were female. Furthermore, SBI Card has recently begun with Women Rehiring programme, which is run on an annual basis, wherein we are contacting our previous women employees and providing them an opportunity to rejoin SBI Card”.

**New Joiners (Permanent)**

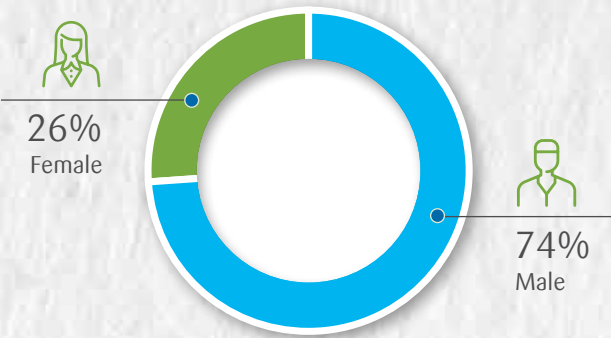


Figure 7: Percentage of new joiners during FY 2022-23

**Employee turnover gender-wise**

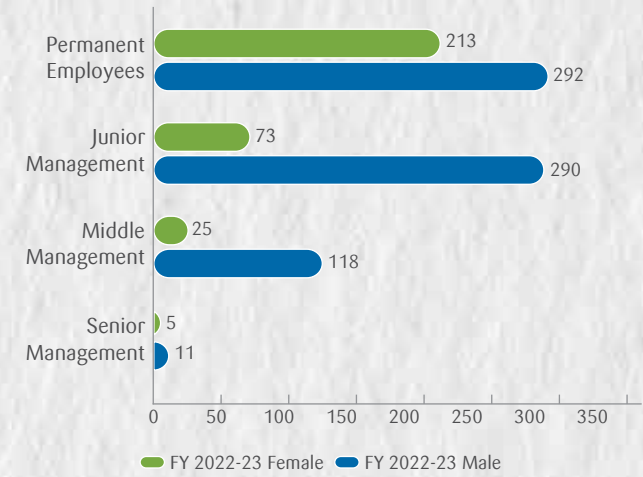


Figure 8: Workforce turnover Gender-wise (including VRS, retirement and death)

We work tirelessly to foster a culture of excellence for our people by investing in their growth and well-being. At SBI Card, we are embracing inclusive and equitable working environment to resources and benefits to support our employees. As a result of our continual efforts, we maintain a consistent relationship with our employees as reflected by the notable high retention of both male and female employees by the senior management. This has resulted in an effective management of the company followed by middle management and junior management. Also, it can be observed that the female employee’s retention is more than that of their male counterparts, which demonstrates the inclusivity that SBI Card focusses upon.

Our benefit programmes and initiatives support the immediate and long-term well-being of colleagues, and we encourage our employees to avail benefits like parental leaves. During FY 2022-23, out of the total entitled male and female employees, 8.24% of male and 6.21% female employees availed parental leave.

SBI Card considers employee retention as a key factor in their approach to human capital management and strives to create a conducive work environment. In FY 2022-23, 100% of male and female employees who took parental leaves returned after their parental leave ended. Further ~73.79% male and ~48.86% female employees have been working for more than a year post their return from leave.





# Training and Awareness

SBI Card recognises the importance of training and education as critical components of its sustainability strategy. We understand that to strengthen accountability, we need to conduct regular colleague training on compliance with applicable laws and regulations. SBI Card has initiatives in training and education, which focus on building awareness, knowledge, and skills related to sustainability and responsible business practices.

SBI Card is regularly conducting trainings on various programmes for employees at all levels starting from Board of Directors, Key Managerial Personnel to other functional level employees. The trainings were attended by 100% of the total employees at senior management, middle management, junior management and non-management in the FY 2022-23.

Further, in the FY 2022-23, SBI Card provided 1 lakh+ learning hours for full time employees. With an emphasis to upgrade employee skills, SBI Card coordinated 24 Weeks Executive Development programme in collaboration with Management Development Institute, Gurugram enabling junior employees in Band 5 & 6 to upskill themselves.

Around 5% employees were covered under training on Quality Management Tools.

Average learning hours per employee in FY 2022-23

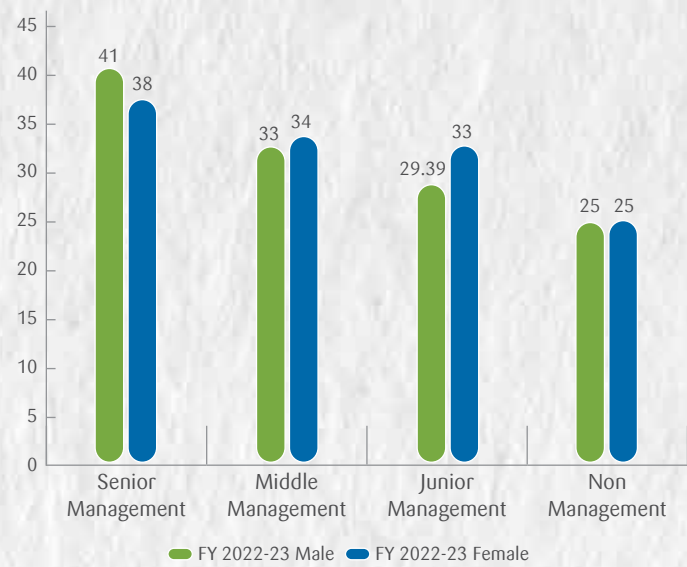


Figure 9: Average training hours completed per year by male and female employees.

The average training hours for the employees is 30 hours and equal learning hours is dedicated to both male and female employees.

There is an equal focus on training the male as well as female employees. SBI Card believes that training is essential at all the levels and therefore, we emphasise on training our senior as well as middle, junior and non-management level employees rigorously.

## EMPLOYEE TRAINING AND DEVELOPMENT

SBI Card places a strong emphasis on employee training and development to build a sustainability-oriented culture within the organisation. We offer various programmes and initiatives to enhance employee knowledge, skills, and awareness of sustainability:

1
Skill Development Workshops

2
Leadership Development

3
Sustainability Awareness Programmes

SBI Card organises skill development workshops and sessions to enhance employees' competencies in areas relevant such as data analysis, risk management, and stakeholder engagement. These workshops enable employees to effectively contribute to sustainability initiatives and support informed decision-making.

SBI Card offers leadership development programmes that incorporate sustainability principles. The goals of these programmes are leaders who can drive sustainable practices, motivating teams, and incorporating sustainability considerations into business strategies and dynamic cycles.

SBI Card sends out awareness emails with information about sustainability-related topics. To be in line on sustainability-related events occurring around the world, SBI Card also regularly shares ESG and sustainability-related news on a weekly basis to the Senior Management.

At SBI Card, 95.36% of employees receive regular performance and career development reviews.

## REPORTING AND TRANSPARENCY

SBI Card transparently reports its training and education initiatives, including employee training programmes, customer education efforts, and stakeholder engagements, in its sustainability reports and disclosures.

SBI Card's training and education initiatives reflect its commitment to building a sustainable and responsible business culture. By investing in employee training and development, promoting customer education, and fostering stakeholder engagement, SBI Card aims to create awareness, enhance knowledge, and drive behavioural change toward sustainable practices.



# Occupational Health & Safety

SBI Card invests significant resources in augmenting its policies, methods, and procedures to ensure the security and well-being of all of its workforce while taking the possibility of exceptional events into consideration. SBI Card follows a standard EHS checklist in order to ensure that our office premises are complied with prevalent industry practices. SBI Card undertakes EHS self-audit on a quarterly basis at all the SBI Card offices, where implementation of all EHS parameters is checked. The self-audit is undertaken by competent and experienced professionals from Administration function. The observations from the self-audit are then reviewed and based on that improvements are made in office premises, to provide better health and safety to employees.

SBI Card recognises its duty to protect employees from the risk of harm during day-to-day business activities and therefore commits to ensuring the health and safety of its employees, contractors, customers, and suppliers by providing and maintaining a safe working environment and comprehensive wellness measures. Since SBI Card is into service industry, the nature of work doesn't expose employees to any hazards/hazardous situations. The employees are thus provided occupational health and safety trainings which include, generic training such as:

- 1** A wellness programme i.e., Life 2.0 has been introduced within the organisation under which sessions and online seminars related to Yoga, Ayurveda, Healthy Meal Plans, Medical Consultation & Wellness are conducted to improve employee's physical and mental health.
- 2** Drills related to Fire & Medical emergencies in order to spread awareness amongst employees.
- 3** Regular communication related to Earthquake, Smog, Road Safety, Fire, Flood etc. is circulated to employees.



We believe in demonstrating proactive leadership in health and safety matters and ensuring that employees at all levels take responsibility for health and safety as part of their day-to-day role. Adequate health and safety information, instruction, training, and supervision are provided to all employees, relevant to their roles and responsibilities.

The leadership team at SBI Card holds overall accountability for all health and safety issues and responsibility to ensure that Health and Safety Standards are duly implemented. We are personally committed to the effective delivery and continual improvement of health and safety standards and believe that a strong health and safety culture ensures business sustainability.

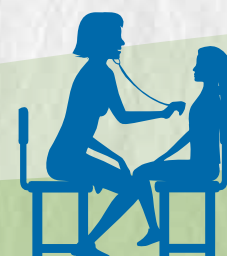
Despite the low likelihood of significant health and safety incidents in the BFSI industry, SBI Card is devoted to reducing the possibility of any such situations to ensure that there are no work-related injuries or fatalities.

SBI Card acknowledges ergonomic stress, lifestyle diseases, and mental health difficulties as plausible occupational health and safety threats to its employees, in addition to work-related hazards including fires, electrical shocks, and other safety-related problems.

We work towards Employee Wellness & Engagement and enabling work-life balance has introduced flexible working hours. Further, under the wellness theme, multiple sessions with medical and other experts were conducted on a wide range of topics such as mental and physical well-being. Enhanced and comprehensive insurance coverage with increased insurance limit and enrollment of parents. Quarterly employee town halls are conducted across India, and SMT connects are initiated every quarter to increase Facetime as well as visibility.

During the COVID-19 pandemic, SBI Card established a Core Quick Response Team (CQRT) and local QRTs at all SBI Card offices. The purpose was to create a safe and healthy environment for all our employees. Necessary precautions such as thermal scanning, the regular use of the Aarogya Setu app, the implementation of strict social distancing norms, and regular sanitisation were taken. Regular awareness amongst employees was created by sharing government advisories and protocols.

The organisation also continues to focus on employees' overall wellness. Wellness sessions and webinars are organised on physical fitness, mindfulness, heart health, and lifestyle disease management for diabetes, thyroid, and kidney-related diseases.





## Human Rights

SBI Card is committed to imbining strong respect for human rights, which is reflected in all its business practices being compliant with its values. We promote human rights and are committed to responsible workplace practices and for the same we take a zero-tolerance approach towards any kind of workplace human rights violations, including discrimination and sexual harassment.

During FY 2022-23, all employees received training on Code of Conduct emphasising on adherence to fair employment practices, including avoidance of discrimination and sexual harassment everywhere within the company and at places of work and business. This was done to ensure that employees are aware of the significance of the issue.

SBI Card believes in the philosophy of respecting human rights everywhere within the workplace. Our commitment towards the same is mapped in the Code of Conduct. All our agreements/contracts have a stated clause wherein the

third party is required to confirm that they comply with and abide by local and other applicable laws/legal requirements, regulations and any additional SBI Cards and Payment Services Limited standards relating to labour, environment, health and safety, intellectual property rights and improper payments, etc.

The Policy for the Prevention, Prohibition, and Redressal of Sexual Harassment of Women at Workplace ensures that women shall not be subjected to sexual harassment in the workplace and thereby allowing women to work in a safe environment.



## Corporate Social Responsibility

At SBI Card, the powerful backing we provide our customers is at the heart of our beliefs. Our service extends beyond our customers to include the way we treat our colleagues, the communities in which we live, and the planet. In conducting our business around the world, we work hard to not just be environmentally conscious and socially responsible but be compassionate towards our employees.

Corporate Social Responsibility is an important aspect of our continuing commitment to contribute to social and economic development while improving the quality of life of the local community and society at large.

SBI Card is committed to supporting programmes that improve the well-being of the nation's citizens and ensuring that people of all social classes, regions, and abilities can grow the same. To bring about real change in society, our goal is to go above and beyond our founding principles. For the same, we have developed and implemented programmes based on the identified key focus areas to accomplish the empowerment of the community.

SBI Card is committed to catering to the society through its CSR initiatives. We have designed and implemented programmes based on the key focus areas that have been identified after consulting and considering relevant stakeholders. SBI Card has a well-curated CSR policy that addresses relevant problems and caters to people in need who otherwise would have been excluded from society.





# CSR Vision and Mission

SBI Card's vision is for an inclusive society where everybody has access to opportunities, financial security, and quality of life. While our CSR mission is to be a significant contributor in India's growth story, by undertaking innovative, technology-driven, and impactful CSR programmes with underprivileged communities.



## EXPENDITURE AND INITIATIVES

SBI Card have a long-standing commitment to empowering its teams to drive impact with non-profit organisations spread across the country. We spent a generous Rs. 37.98 Crores for our CSR initiatives in FY 2022-23. SBI Card has undertaken multiple CSR initiatives in identified focus areas, which include:



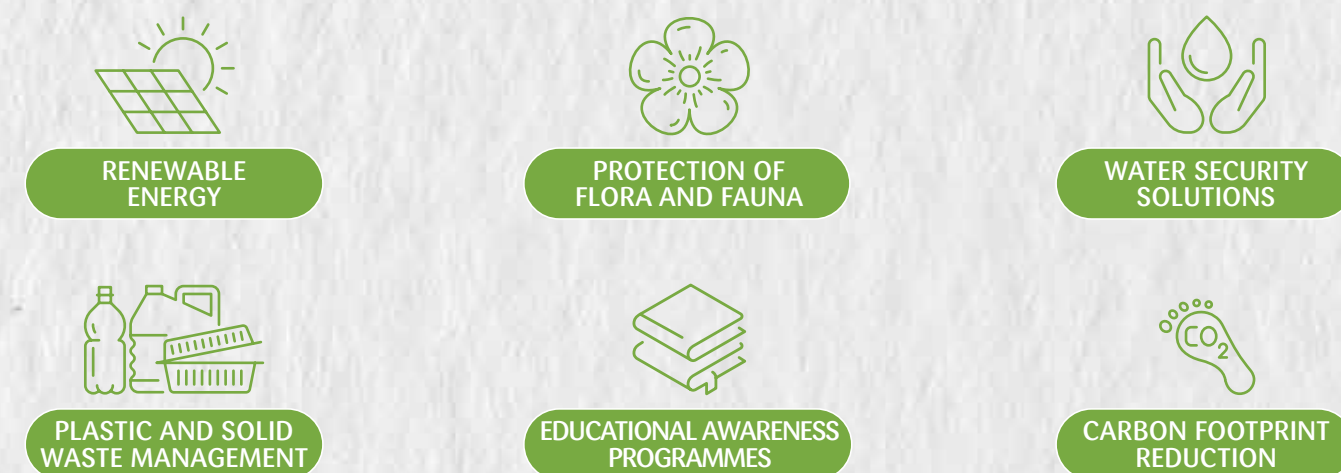
## FOCUS AREA: EDUCATION

The educational initiatives of SBI Card are in line with the current technological development trends in terms of strengthening digital infrastructure and adapting to new pedagogies. SBI Card ensures a conscious commitment to building expressive autonomy in learning, makes education accessible to low-income community children, and prepares the community by developing digital classrooms and tinkering labs in government schools, which give students practical exposure to new advancements and evolving information. Highlights under Education include:

- o Empowering students through technological support to more than 40 schools in Haryana to enhance learning outcomes
- o Installation of solar plants in 20 government schools in Delhi and Haryana
- o Establishing 50 tinkering labs in government schools across Delhi-NCR, Haryana, Assam, Punjab and UP

## FOCUS AREA: ENVIRONMENT

SBI Card is committed to the common goal of sustainability through its variety of environment restoration initiatives. The objective is to create a positive impact on the environment based on the specific needs of the geographic location. With a keen focus on:



Through various projects or initiatives, SBI Card works towards:



## Detailed initiatives include:

- o Project MASS: The flagship CSR project that has enhanced the management of solid and plastic waste by setting up material recovery facilities and plastic recycling facilities and has added value to non-commercial low-grade plastic waste. As a part of the initiative, we also organise IEC activities for spreading awareness in public.
- o The designing, supplying, and commissioning of 750 kWp grid-tied Solar PV plants at two government hospitals and one government college.
- o The establishment of rainwater harvesting structures in the Aspirational district, Nuh.
- o The plantation of a total of 30,000 tree saplings of different varieties in the Aravalli Hills, Gurugram with the aim to enhance the green cover.



## FOCUS AREA: HEALTHCARE

SBI Card has a comprehensive approach to healthcare through its interventions. SBI Card has impacted lives by providing infrastructural support in:

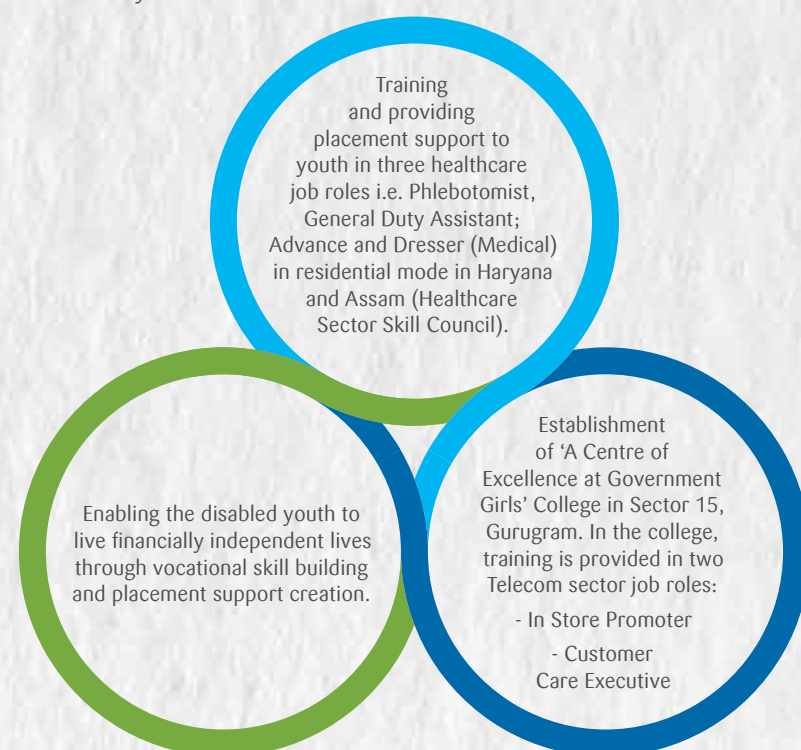
- Primary and critical healthcare
- Mother and child hospitals
- Treatment of congenital heart diseases
- Catering to people with disabilities, mental health, and well-being of youth and by providing elderly care
- Strengthening infrastructure and processes at 10 sub-centres of the primary healthcare system through telemedicine support in Nuh, Haryana

Our initiatives have strengthened both government and charitable hospitals by facilitating their capacity building thus contributing to smooth functioning of their essential services. SBI Card has been inclusive in its approach by serving marginalised communities, improving their access to healthcare for those who otherwise could not afford it and face serious repercussions due to the lack of it in their lives.






## FOCUS AREA: SKILL DEVELOPMENT

SBI Card has focussed on forming a reservoir of the proficient workforce via its endeavours that present opportunities for skill development to the youth, women, and people with disabilities. SBI Card strives to equip individuals with the necessary skills and knowledge through vocational training initiatives that also offer job prospects to them, which ultimately fuels the economic and social development of the country.



Please visit CSR section (SBI Pehel (<https://www.sbicard.com/sbi-card-en/assets/docs/html/personal/csr/about-csr.html>)) of our official website for details of CSR initiatives undertaken in the previous financial year.

Table 7: Impact Creation with CSR Interventions in FY 2022-23

 <b>ENVIRONMENT</b>	 <b>EDUCATION &amp; SKILL DEVELOPMENT</b>	 <b>HEALTHCARE &amp; DISASTER MANAGEMENT</b>
<ul style="list-style-type: none"> <li>Instalment of rainwater harvesting structures across 40 police stations which shall lead to an annual groundwater recharge of approximately 60,000,000 kilolitres</li> <li>2 MTPD of dry waste is separated and processed each day at Delhi's Material Recovery Facility (MRF)</li> <li>Gurugram's MRF processes 1 TPD of solid waste each day</li> <li>The commissioning of the 300 kWp plants resulted in the generation of 15,174 kWh of power</li> <li>Over 3,000 waste workers and 9,530 farmers have been impacted positively through SBI Card</li> </ul>	<ul style="list-style-type: none"> <li>1,765 trainees were imparted skills in a variety of fields, and 1,069 trainees have already been offered jobs</li> <li>Assisted more than 37,802 students in 80 different schools</li> <li>14,500+ students have benefited through the solar panels established in 20 schools, curbing energy deficiency</li> </ul>	<ul style="list-style-type: none"> <li>2,01,485+ lives have been impacted through healthcare and disaster management projects</li> <li>There are 11 healthcare facilities supported by SBI Card including 10 in Nuh</li> <li>Instances of Infrastructural support provided:               <ul style="list-style-type: none"> <li>2 ventilators</li> <li>10 teleconsultation centres in 10 sub-centres</li> <li>10-bed ICU facility</li> </ul> </li> <li>154 wheelchairs cum scooters have been provided by SBI Card</li> </ul>





## SNIPPETS OF KEY CSR EVENTS

### Inauguration of New Projects



Figure 10: Inauguration of 10 Telemedicine Centres (E-Arogya Clinic), comprising Tele-Medicine kiosks with Medicine Vending Machines (MVM)



Figure 11: Inauguration of the Mother and Child Unit at Sai Sanjeevani Hospital



Figure 12: Glimpses from the MoU signing event between Sumangal Foundation and Samagra Shiksha Assam to establish 10 tinkering Labs.



Figure 13: Glimpses from the launch event of the E-Commerce website on Plastic Recycled Products by Shri Rama Mohan Rao Amara, former MD & CEO of SBI Card

### Employment Engagement Activities



Figure 14: A glimpse of the NGO Stall and employee engagement activity wherein multiple games were organised for the employees on Diwali.



Figure 15: Glimpses from the Christmas event organised at SBI Card's office where beneficiary students under SBI Card's CSR programme with Sumangal Foundation exhibited scientific models created by them as a part of the project.

For detailed information, please refer to our Annual Report for FY 2022-23 encompassing details of initiatives undertaken in CSR and Impact stories.



## CUSTOMER RELATIONSHIP MANAGEMENT

At SBI Card, we recognise that our customers are at the heart of our business. Building strong and lasting relationships with our customers is a fundamental aspect of our strategy. SBI Card's commitment to customer-centricity highlights our efforts to deliver exceptional customer experiences, foster trust and loyalty, and provide innovative solutions that meet our customers' evolving needs.

### Customer-Centric Approach

SBI Card's customer-centric approach is embedded in every aspect of our operations. We strive to understand our customers' preferences, aspirations, and challenges to deliver personalised solutions and exceed their expectations. Our customer-centric practices encompass the following key areas:



#### Product and Service Innovation:

SBI Card continuously innovates its products and services to cater to the diverse needs of our customers. We conduct market research, analyse customer feedback, and leverage emerging technologies to develop card offerings that align with evolving customer preferences and provide added value.



#### Seamless Digital Experience:

We prioritise convenience and ease of use in our digital platforms and services. From online application and account management to secure payment options and personalised recommendations, we aim to provide a seamless digital experience that empowers our customers to manage their finances efficiently and securely.



#### Proactive Customer Support:

We are committed to providing proactive and responsive customer support across various channels. Our customer service team is trained to address enquiries, resolve issues, and provide guidance promptly. We leverage technology to offer self-service options and interactive tools that empower customers to find quick solutions to their queries.

### Building Trust and Loyalty

SBI Card values the trust placed in us by our customers and is dedicated to nurturing long-term relationships based on trust, transparency, and integrity. Our initiatives to build trust and loyalty include:



#### Transparent Communication:

We believe in open and transparent communication with our customers. We provide clear and comprehensive information about our products, terms, and conditions, ensuring that customers have the necessary details to make informed decisions.



#### Data Privacy and Security:

Safeguarding customer data and ensuring their privacy and security are of paramount importance to us. We have robust data protection measures in place and comply with applicable regulations to ensure the confidentiality and integrity of customer information.



#### Responsible Lending Practices:

We adhere to responsible lending practices, conducting diligent credit assessments and providing transparent information about interest rates, fees, and repayment options. We aim to promote responsible borrowing and help our customers manage their finances effectively.

## Responsible Sourcing

SBI Card is a part of the Financial Services Sector and therefore material purchases for operations aren't significant except for paper and plastic. This we procure from local and authorised vendors after considering the environmental footprint of the materials being used. However, while procuring electronic equipment such as computers, laptops, lighting devices, ACs, etc., SBI Card ensures that energy efficiency standards are considered.

With our conscious efforts to contribute and ensure responsible sourcing, we moved quickly towards a complete digital transformation of various processes including IT customer service, sourcing, and collections. For instance, SBI Card undertook digitisation of its key customer touchpoints, rolled out membership e-kits, and bolstered the Sales 24 platform for strengthening digital sourcing. With our shift towards digital sourcing, we aim to track and monitor our services efficiently which supports us to ensure transparency and traceability of our services and make more informed decisions in an ethical, sustainable, and socially conscious way. 5% input materials are directly sourced from MSMEs/ small producers.

SBI Card's sustainability policy outlines its commitment to responsible business practices, including responsible sourcing. SBI Card in a quest to achieve the same has focus upon sourcing papers responsibly and further to ensure the same the effort has also been to reduce the paper consumption. One initiative that has been integral to reduce our dependency on paper is integration with YONO mobile app, which increased digital sourcing from SBI Card.





# FOSTERING RESPONSIBLE DECISIONS

Anchored on the philosophy of fair and ethical business practice, transparent disclosures, and reporting, SBI Card focusses on statutory compliance, regulations, and guidelines, and believes in promoting and setting ethical conduct of business throughout the organisation with the primary objective of enhancing stakeholders' value while being a responsible corporate citizen. SBI Card is committed to prioritising development and implementation of a firm corporate governance structure.

SBI Card's Corporate Governance Framework intends to provide empowerment to the executive management of the Company and creates a built-in mechanism of verification and internal controls to ensure that the decision-making process, vested in the executive management, is used with due care and responsibility.

## Governance Structure

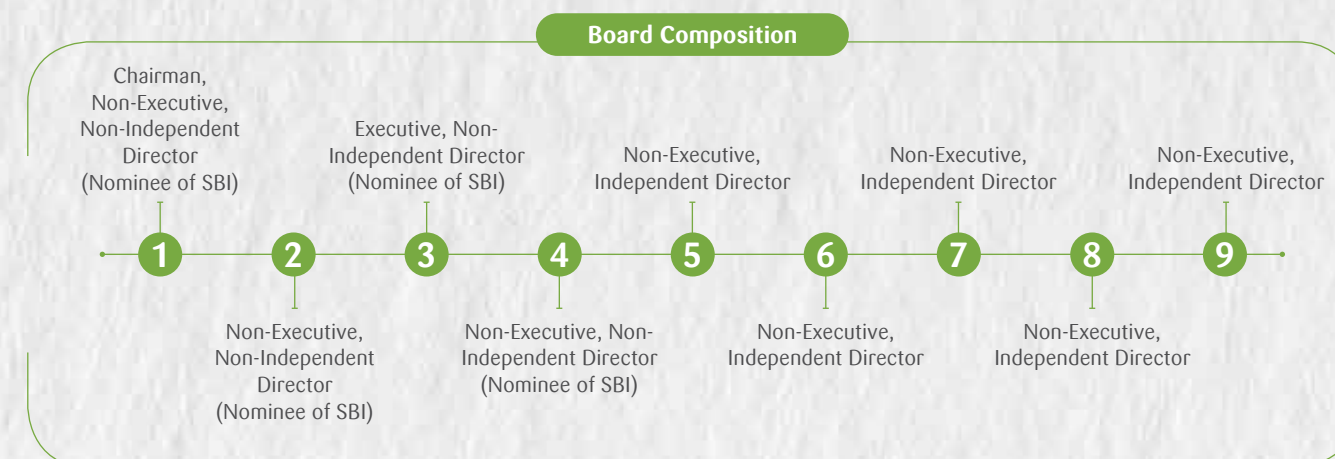
The Board of Directors and various Board committees, remains at the top of the governance system.

### BOARD OF DIRECTORS

The composition of the Board of Directors of SBI Card ("Board") is governed by the provisions of the Companies Act, 2013, RBI Directions, Securities and Exchange Board of India (SEBI) (Listing Obligations and Disclosure Requirements) Regulations, 2015 and other applicable laws.

As on 31<sup>st</sup> March 2023, the Board of Directors consisted of Nine Directors. The detailed information regarding Board of Directors can be found in our Annual Report 2022-23. ([sbi-card-annual-report-for-FY-2022-23.pdf](https://sbicard.com/sbi-card-annual-report-for-FY-2022-23.pdf) ([sbicard.com](https://sbicard.com)))

**Table 8: Board Composition at SBI Card (As on March 31, 2023)**





## BOARD-LEVEL COMMITTEES

The Board, along with its various committees, is responsible for overall corporate governance. The Board of Directors is responsible for approving and reviewing policies, risk appetite statements and strategic issues, which are crucial for the organisation's overall growth and development, and achievement of its strategic and business goals. Each of the Board's Committee has been delegated specific responsibilities as per the provisions of the Companies Act 2013, Securities and Exchange Board of India (Listing Obligations and Disclosure requirements) Regulations 2015, RBI Directions and Guidelines and as per the business requirements. The minutes of all Committee meetings are finalised and recorded in the minute book maintained by the Company Secretary. The Minutes of Committee meetings are also placed before the Board. Further, the Terms of Reference of the Committees are available on our website.

### Board-level committees, namely:

- Nomination and Remuneration Committee
- Risk Management Committee
- Audit Committee
- Stakeholders Relationship and Customer Experience Committee
- IT Strategy Committee
- Corporate Social Responsibility and ESG Committee
- Executive Committee

### Various internal committees:

- Enterprise Risk Management Committee (ERMC)
- Operational Risk Management Committee (ORMC)
- Compliance Review Committee (CRC)
- Information Security Committee (ISC)
- New Product Introduction Committee
- Sustainability & Business Responsibility Committee (SBRC)
- CSR Management Level Committee

The inclusion of both independent and non-independent directors in each committee not only offers diversity to the Board, but also allows it to be fair and just in its proceedings. The following picture elucidate the various Committees at Board Level:

The Board of Directors evaluates and monitors the Board Level Committees' performance on a regular basis.



The elaborate information regarding various Board Committees, can be found in our Annual Report 2022-23. (<https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/sbi-card-annual-report-for-FY-2022-23.pdf>)

SBI Card' Senior Management Team is responsible for implementing strategic initiatives approved by the Business Responsibility & Sustainability Committee and ensuring that social, environmental and governance objectives are integrated in business decisions. SBI Card's Sustainability Team is responsible for policy implementation and coordinating with respective functions to execute sustainability initiatives. Going forward, the Core Team will be a multifunctional team which will be responsible for the implementation of sustainability initiatives. These teams are supported by a Risk Management Team which is responsible for overseeing and integrating ESG risks into Enterprise Risk Management (ERM).

## Business Ethics

SBI Card is committed to upholding the highest standards of business ethics in all aspects of its operations. We recognise that ethical conduct is crucial for building trust with our stakeholders, maintaining our reputation, and creating sustainable long-term value. Therefore, the focus of this chapter is on SBI Card's approach to business ethics, highlighting our commitment:



TRANSPARENCY



INTEGRITY



RESPONSIBLE BUSINESS PRACTICES





# Integrity and Ethical Conduct

Integrity is at the core of SBI Card business ethics. We foster a culture of integrity and expect our employees to uphold the highest ethical standards in their interactions with colleagues, customers, partners, and the broader community. Our approach to integrity includes:



## Code of Conduct:

We have a comprehensive Code of Conduct (Code) that provides clear guidelines on ethical behaviour, compliance with laws and regulations, conflicts of interest, and protection of confidential information. This code serves as a roadmap for ethical decision-making and conduct. All employees as well as SBI Card suppliers, contractors, consultants and third parties representing SBI Card are required to adhere to the code. Additionally, there have been no reported cases of conflicts of interest in last financial year.



## Ethical Decision-Making:

We promote a decision-making process that considers ethical implications and upholds the principles of fairness, honesty, and respect for all stakeholders. Our employees are encouraged to seek guidance and escalate concerns whenever they encounter ethical dilemmas or potential violations. As per SBI Card's Code of Conduct:

“No matter how high the stakes, no matter how great the challenge, SBI Card shall do business only by lawful and ethical means.”

## TRANSPARENCY AND ACCOUNTABILITY

SBI Card believes in being transparent and accountable in all its business practices. We are committed to open communication, disclosure of relevant information, and accountability to our stakeholders. Key elements of our transparency and accountability practices include:



## Reporting and Disclosures:

We provide regular and comprehensive reporting on our financial performance, sustainability initiatives, and corporate governance practices. Our reports comply with relevant regulations and recognised reporting frameworks, ensuring transparency and accessibility of information to stakeholders.



## Whistleblower Mechanism:

We have established a robust whistleblower mechanism that allows employees, customers, and other stakeholders to report concerns or instances of unethical behaviour. It leads to fostering a compliant and ethical culture through early detection of wrongdoings, frauds, wastages, illegal activities and significant risks. We treat all reports with confidentiality, conduct thorough investigations, and take appropriate actions to address any identified misconduct.

## GOVERNANCE POLICIES

SBI Card has strong and committed corporate governance framework which encompasses policies, processes, and people, by directing, controlling, and managing activities with sensible objectivity, transparency and integrity. In pursuit of this, SBI Card has formulated Corporate Governance Code which ensures to promote long-term interest of all stakeholders including consumers, employees, investors, creditors, and local community.

SBI Card has a vigil mechanism to provide for all adequate safeguards against victimisation of director(s) or employee(s) or any other person who avail the mechanism and provide for direct access to the chairperson of the audit committee in appropriate or exceptional cases.

The Directors are also kept abreast on all business-related matters, risk assessment & minimisation procedures, CSR & sustainability interventions, and new initiatives proposed. The Nomination & Remuneration Committee formulates the criteria for evaluation of performance of the Board and its Committees' and individual Director and specifies the manner of such evaluation.

In keeping with SBI Card's belief, the following policies are framed and adopted by the Board, and forms part and parcel of the overall corporate governance framework of SBI Card:

- Compliance Policy
- AML/KYC Policy
- Vigil Mechanism/Whistle Blower Policy
- Related Party Transactions Policy
- Archival Policy
- Code of Conduct for the Company's Board of Directors and Senior Management Team
- Nomination and Remuneration Policy
- Fit & Proper Criteria for Directors
- Code of Conduct for regulating, monitoring, and reporting of trading by Designated persons and for fair disclosure of unpublished price sensitive information
- Policy for determination of Materiality of Events/ Information and disclosure thereof to the stock exchanges
- Dividend Policy
- Corporate Social Responsibility (CSR) Policy
- Document/Record Retention & Disposal Policy
- Sustainability & Business Responsibility Policy
- Policy on Board Diversity
- Policy on Succession Planning for the Board and Senior Management
- Prevention and Redressal of Sexual Harassment of Women at Workplace Policy
- Familiarisation Programme for Independent Directors
- Compensation Policy





# Risk Management

Risk Management is an ongoing process of identifying, analysing, and managing risks within all the operations and SBI Card commits to adhere to all the standards and keep pace with our industry peers, we map and manage both financial and non-financial risks through Enterprise Risk Management (ERM).

SBI Card recognises risk as an integral component and has adopted a comprehensive risk management programme to formalise risk-based decision-making and risk management processes. Our risk management framework is robust, comprehensive and encompasses risk actions across all plausible risks the organisation faces. Risk management is an integral part of all organisational activities, including decision-making. We monitor the changes in internal and external contexts to ensure the risk management framework remains appropriate to the organisation's context. The risk management function enables the business and the senior management to make informed decisions through direction, tools, and aggregation and analysis of the best available information. Our risk management processes have also been ISO 31000 certified.

The Risk Management Committee manages the risk management framework and appetite. The Board of Directors has established the Enterprise Risk Management Committee (ERMC) which is responsible for approving and monitoring our risk management framework. The risk management policies, processes and tools are reviewed regularly to reflect changes in market conditions and our activities.

SBI Card acknowledges risk-taking as a fundamental characteristic of providing financial services. It is inherent to our business and arises in every transaction undertaken by us. SBI Card utilises its risk capacity judiciously in pursuit of its strategic goals and risk objectives, including, but not limited to, adequate capital levels, planned earnings, stable credit ratings, better liquidity management, and covering all regulatory assessments.

Accordingly, Risk Appetite Statement has been created, which is a set of written risk objectives and risk thresholds, both quantified & non-quantified. Enterprise Risk universe categories are risks that SBI Card has identified within its business environment, which, if materialised, could prevent us from achieving its business objectives.

These risks are categorised as Strategic, Credit, Liquidity, Reputational, Regulatory, Concentration, Information & Cyber Security, Talent, Model, Operational and Product Risk. In addition, risk limits, plans and triggers have been established along with their controls, for each Enterprise Risk Category. SBI Card, devotes great deal of resources towards developing its policies and procedures to drive excellence in managing its credit risks and plans to incorporate it in the future.

SBI Card has identified key risks relevant to its business, and devised mitigation plans for the same. The risk framework has been elaborately discussed in our Section on Fortifying Business with Effective Risk Management in our Annual Report 2022-23. (sbi-card-annual-report-for-FY-2022-23.pdf (sbicard.com))



# Responsible Business Practices

SBI Card is committed to conducting its business responsibly and contributing positively to society. Our responsible business practices encompass various areas, including:



## Responsible Lending:

We adhere to responsible lending practices, ensuring that our credit products are offered in a responsible and transparent manner. We conduct thorough credit assessments, provide clear information on terms and conditions, and promote responsible borrowing to protect the financial well-being of our customers.



## Compliance and Regulatory Adherence:

We comply with all applicable laws, regulations, and industry standards governing our operations. As per the code of conduct, it is of utmost importance to maintain accurate records, and accounts that correctly reflect the true nature of all. There are robust internal controls and processes in place to ensure compliance, and we actively monitor changes in the regulatory landscape to adapt our practices accordingly.



## Anti-Bribery and Anti-Corruption:

SBI Card has a zero-tolerance policy towards bribery and corruption. Everyone is required to adhere to the highest standards of honesty and integrity in all contacts on behalf of the Company. We have implemented strict controls, policies, and procedures to prevent bribery and corruption in all forms. Our employees undergo regular training on anti-bribery and anti-corruption practices to ensure awareness and compliance. In the previous year, no such cases have been reported.

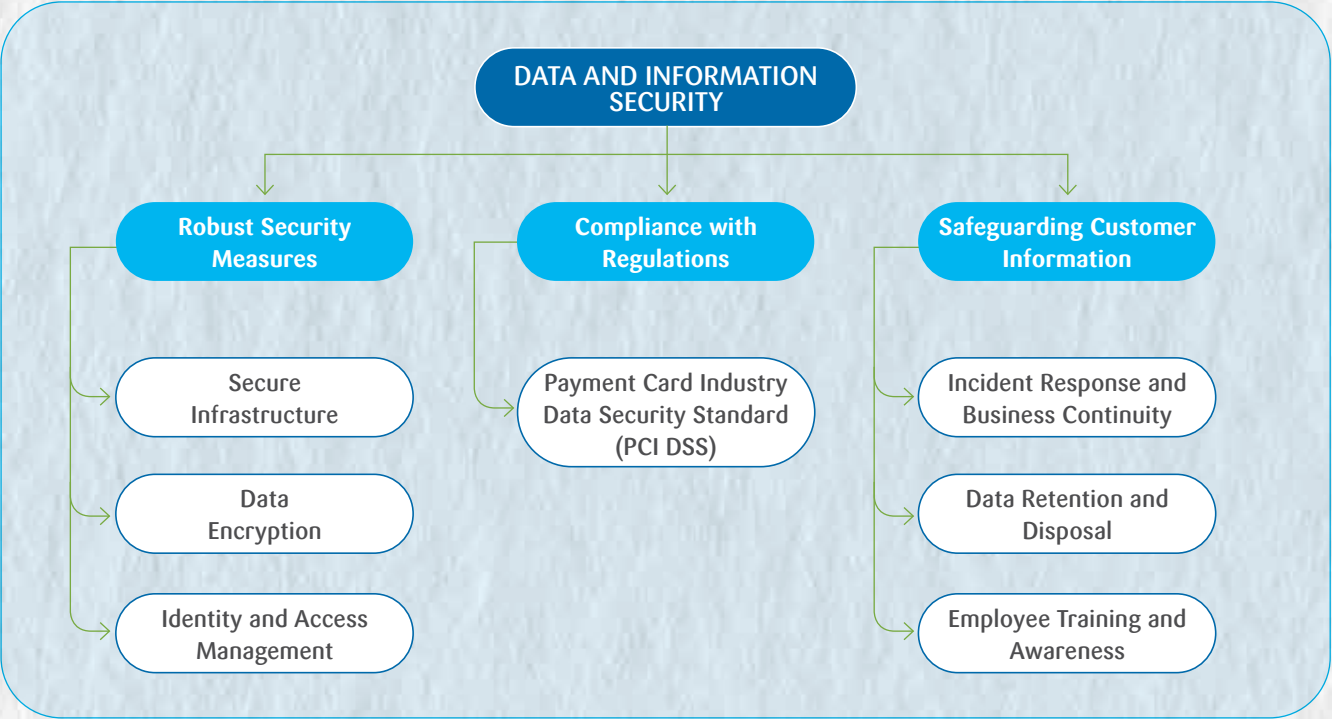




SBI Card also actively engages with its stakeholders to understand their expectations, concerns, and feedback. We value open dialogue and constructive engagement, which enables us to continuously improve our business practices and address stakeholder needs. Our stakeholder engagement initiatives include:

# Data and Information Security

At SBI Card, we recognise the critical importance of data and information security in maintaining the trust of our customers and stakeholders. Protecting the confidentiality, integrity, and availability of data is a top priority for us. This section focusses on SBI Card’s approach to data and information security, highlighting our commitment to powerful security measures, compliance with regulations, and safeguarding customer information.



## ROBUST SECURITY MEASURES

SBI Card has implemented a comprehensive set of security measures to protect the data and information entrusted to us. It stems from the code of conduct, which states “one is to never obtain, use or disclose individual information in ways that are inconsistent with privacy policies or with applicable privacy and data protection laws and regulations.” Our approach to data and information security includes:



### Secure Infrastructure:

We maintain a secure and resilient infrastructure, leveraging industry best practices. This includes firewalls, intrusion detection and prevention systems, encryption mechanisms, and access controls to protect our systems and networks from unauthorised access and cyber threats.



### Data Encryption:

We employ strong encryption techniques to protect sensitive data throughout its lifecycle. There is a set list under the code of conduct that ensures that customer information, including personal and financial data, is securely transmitted, and stored, minimising the risk of unauthorised access or interception.



### Identity and Access Management:

We implement robust identity and access management controls to ensure that only authorised individuals have access to sensitive data and systems. This includes multi-factor authentication, role-based access controls, and regular reviews and audits of user access privileges.

**There have been no reported cases of data breach concerning customer privacy in last financial year.**

## COMPLIANCE WITH REGULATIONS

SBI Card adheres to relevant laws, regulations, and industry standards pertaining to data and information security. We stay abreast of evolving regulatory requirements and update our security practices accordingly. Key areas of compliance include:



### Data Protection Regulations:

We comply with applicable data protection and privacy regulations. SBI Card insists all stakeholders to be aware of the specific regulatory requirements where work is performed and that affects the Company. We ensure that customer data is collected, processed, and stored in accordance with these regulations, and we provide transparency and control to customers over their data.



### Payment Card Industry Data Security Standard (PCI DSS):

SBI Card maintains compliance with the PCI DSS, a global security standard for protecting payment card data. We undergo regular assessments and audits to validate our compliance and ensure the security of cardholder data.





## SAFEGUARDING CUSTOMER INFORMATION

SBI Card understands the sensitivity of customer information and takes extensive measures to safeguard it. Our initiatives to protect customer information include:



### Employee Training and Awareness:

We conduct regular training programmes and awareness campaigns to educate our employees on the importance of data security, privacy, and confidentiality. This helps ensure that our employees understand their responsibilities in handling customer information and are equipped with the knowledge to identify and respond to potential security threats.



### Incident Response and Business Continuity:

We have a well-structured incident response plan in place to address any potential data breaches or security incidents promptly. Our plan includes steps for containment, investigation, communication, and mitigation of the impact. Additionally, we have comprehensive business continuity measures to ensure uninterrupted operations in the event of a security incident or disaster.



### Data Retention and Disposal:

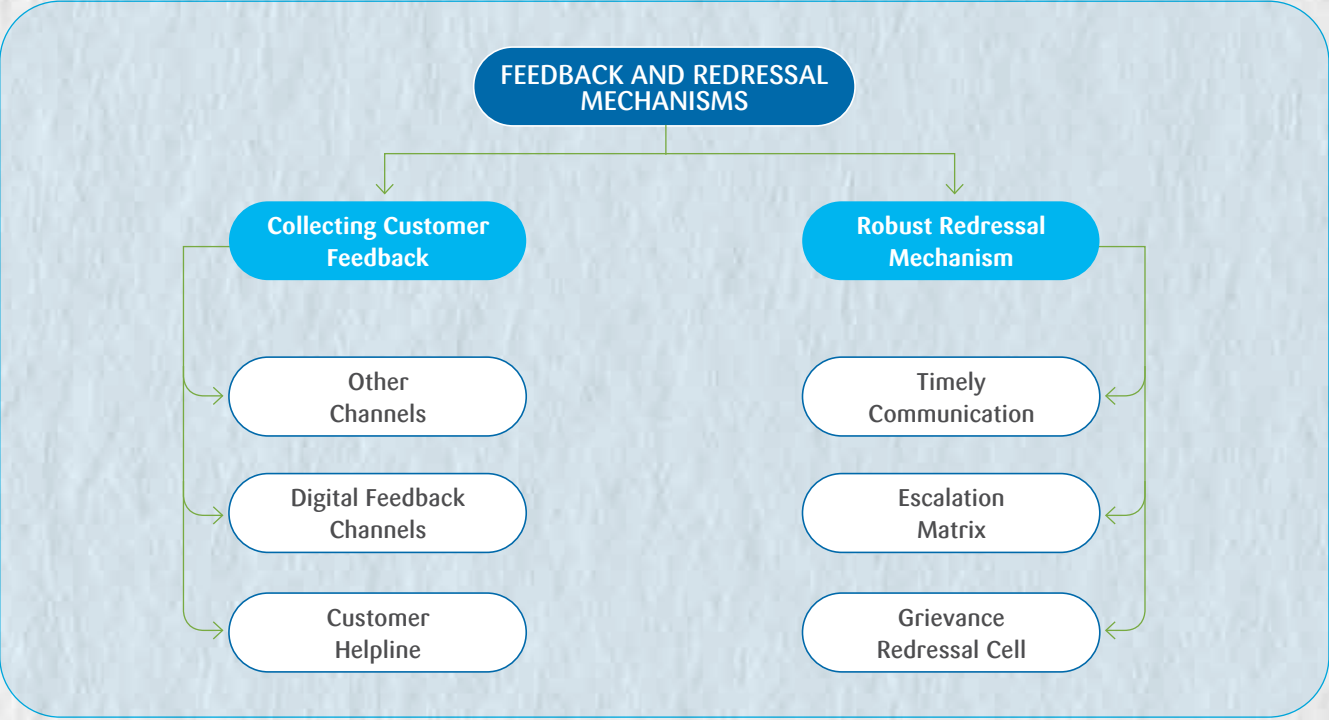
We have defined data retention policies and procedures to ensure that customer information is retained only for the necessary period and is securely disposed of when no longer required. This minimises the risk of unauthorised access to obsolete or unnecessary data.

SBI Card's commitment to data and information security is ingrained in our business operations. We employ robust security measures, comply with regulations, and prioritise the confidentiality, integrity, and availability of customer information. By maintaining a secure infrastructure, implementing strong access controls, and adhering to data protection standards, we aim to safeguard customer data and maintain the trust of our stakeholders.



## Feedback and Redressal Mechanisms

SBI Card provides excellent customer service and ensuring that our customers' concerns are addressed in a timely and effective manner. We believe in open communication, active feedback collection, and a robust redressal mechanism to resolve any grievances or issues that our customers may encounter. This section focusses on SBI Card's feedback and redressal mechanism, highlighting our commitment to customer satisfaction and continuous improvement.





## COLLECTING CUSTOMER FEEDBACK

At SBI Card, we actively seek feedback from our customers and stakeholders to understand their experiences, preferences, and concerns. We employ various channels and methods to collect customer feedback, including:



### Customer Helpline:

We maintain a dedicated customer helpline where customers can reach out to our customer service representatives to share their feedback, voice concerns, or seek assistance. There is a simple hierarchical followed in case of escalation of an issue. Our customer service team is trained to handle customer queries and provide prompt and satisfactory resolutions.



### Digital Feedback Channels:

We leverage digital platforms, such as our website and mobile application, or social media platform, to provide customers with the means to provide feedback. We have feedback forms and interactive features that allow customers to share their opinions and suggestions conveniently. Also, the feedback received during our regular connect with stakeholders is internally reviewed by the management and necessary amendments are made to the policy/procedures as and when required.



### Other Channels:

We have a designated Walk-in Desk Locations for customers to register their feedback/complaint. If the issue is not resolved, we have escalation channels available through contact with Nodal Officer, Principal Nodal Officer, and Customer Services Head. To resolve their complaints, customers can even contact the Banking Ombudsman appointed by RBI.

**In the reporting year, there were no cases reported or complaints received from the customers.**

## ROBUST REDRESSAL MECHANISM

SBI Card has a Grievance Redressal Policy published on the website with details of grievances redressal mechanism to ensure consumer complaints are addressed. SBI Card has established a robust redressal mechanism to address customer grievances and ensure prompt resolution. Our approach to redressal includes:



### Grievance Redressal Cell:

A suitable mechanism exists for receiving and redressing customer grievances courteously, promptly, and satisfactorily. We have a dedicated Grievance Redressal Cell that handles customer complaints and escalations. The cell is staffed with trained professionals who are responsible for thoroughly investigating complaints and working towards satisfactory resolutions.



### Escalation Matrix:

We have an established escalation matrix that ensures appropriate handling of complex or unresolved issues. If a customer's concern is not adequately addressed at the first level of contact, they have the option to escalate the matter to higher levels of management for further review and resolution.



### Timely Communication:

We prioritise timely communication with our customers throughout the redressal process. We acknowledge the receipt of complaints promptly and provide regular updates on the status and progress of the resolution. This ensures transparency and keeps customers informed about the actions being taken to address their concerns.

SBI Card's feedback and redressal mechanism demonstrates our commitment to customer satisfaction and continuous improvement. We actively seek customer feedback, maintain a robust redressal mechanism, and strive to resolve grievances promptly and satisfactorily. Through transparent communication, timely resolutions, and a customer-centric approach, we aim to build strong relationships with all our stakeholders and ensure their satisfaction with our products and services.

# WAY FORWARD

SBI Card is committed towards sustainability and creating shared value chain by imbibing sustainability. We believe that continuous and conscious efforts towards our performance is key towards holistic approach of sustainability. With years passing by, we have progressed towards strengthening our efforts towards three pillars, i.e., ESG which steers our sustainability agenda. We monitor our sustainability performance through various internal as well as external metrics.

We have summarised and communicated our economic, environmental, social and governance performance that has helped us drive both tangible as well as intangible growth, for FY 2022-23 in this Report.

Going forward, we aim to increase our transparency and disclosure, engagement with our stakeholders more effectively and strengthening our ESG practices. We have begun our journey towards the same by identifying some of the broader focus areas as below:



In line with our focus to integrate Circular Economy, we are aiming to shift towards more recyclable and efficient products. In the longer run, we aim to obtain green certification for our offices.

With continuous focus towards social initiatives and development, we strive to educate and upskill individuals in future technologies.

We aim to strengthen our healthcare infrastructure for communities by providing quality healthcare service to at least 50,000 individuals.

To fortify and strengthen our governance structure across our value chain, we aim to enhance our data privacy standards along with assessment of suppliers for their ESG performance.



# GRI INDEX

SBI Card has reported the information cited in this GRI content index for the period [2022-23] with reference to the GRI Standards. While most information is found in this report, other primary sources referenced include our HYPERLINK "<https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/sbi-card-annual-report-for-FY-2022-23.pdf>" Annual Report 2022-23 including our BRSR disclosures and our HYPERLINK "<https://www.sbicard.com/sbi-card-en/assets/docs/html/personal/esg/index.html>" Impact 360 page

Indicator	Description	Section/Explanation	Remarks
<b>GRI 2 General Disclosures</b>			
<b>The organisation and its reporting practices</b>			
2-1	Organisational details (including legal name, ownership, and locations of headquarters and operations)	Company Profile	-
2-2	Entities included in the organisation's sustainability reporting	About the report	-
2-3	Reporting period, frequency and contact point	About the report	-
2-4	Restatements of information	About the report	-
2-5	External Assurance	NA	SBI Card has published its Sustainability Report for the first time and hence shall seek assurance from the next reporting year.
<b>Activities and Workers</b>			
2-6	Activities, value chain and other business relationships	About the report	
2-7	Employees	<a href="https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/sbi-card-annual-report-for-FY-2022-23.pdf">sbi-card-annual-report-for-FY-2022-23.pdf</a> (sbicard.com)	
2-8	Workers who are not employees	NA	
<b>Governance</b>			
2-9	Governance structure and composition	ESG Governance at SBI Card	
2-10	Nomination and selection of the highest governance body	Governance Structure	
2-11	Chair of the highest governance body	Governance Structure	
2-12	Role of the highest governance body in overseeing the management of impacts	Governance Structure	
2-13	Delegation of responsibility for managing impacts	Governance Structure	
2-14	Role of the highest governance body in sustainability reporting	Governance Structure	
2-15	Conflicts of interest	Integrity & Ethical Conduct	
2-16	Communication of critical concerns	Feedback and Redressal Mechanisms	

Indicator	Description	Section/Explanation	Remarks
2-17	Collective knowledge of the highest governance body	ESG Governance at SBI Card	
2-18	Evaluation of the performance of the highest governance body	Pg. no. 150/274 <a href="https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/sbi-card-annual-report-for-FY-2022-23.pdf">sbi-card-annual-report-for-FY-2022-23.pdf</a> (sbicard.com)	
2-19	Remuneration policies	Governance Policies	
2-20	Process to determine remuneration	SBI Card has a Nomination and Remuneration Policy which is detailed out on our website.	
2-21	Annual total compensation ratio	Annexure-4 to the Board's Report (pg. no. 113/274) <a href="https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/sbi-card-annual-report-for-FY-2022-23.pdf">sbi-card-annual-report-for-FY-2022-23.pdf</a> (sbicard.com)	
<b>Strategies, Policies and Practices</b>			
2-22	Statement on sustainable development strategy	From Chairman's Desk	
2-23	Policy commitments	Governance Structure	
2-24	Embedding policy commitments	Governance Structure	
2-25	Processes to remediate negative impacts	Not Applicable	Since SBI Card is a service-based company, there are no negative impacts involved.
2-26	Mechanisms for seeking advice and raising concerns	Feedback and Redressal Mechanisms	
<b>Stakeholder Engagement</b>			
2-29	Approach to stakeholder engagement	Our Commitment to ESG	
2-30	Collective bargaining agreements	Not Applicable	SBI Card does not indulge in any kind of Collective bargaining agreements
<b>GRI 3 Material Topic Disclosures</b>			
<b>Material Topics</b>			
3-1	Process to determine material topics	Our Commitment to ESG	
3-2	List of material topics	Our Commitment to ESG	
<b>GRI 200 Economic Disclosures</b>			
<b>Economic Performance</b>			
201-1	Direct economic value generated and distributed	Rs. 142,856.70 Million	
201-2	Financial implications and other risks and opportunities due to climate change	Not Available	SBI Card has not conducted Climate Change Risk Assessment
201-3	Defined benefit plan obligations and other retirement plans	SBI Card spent Rs. 5,618.90 Million on employee benefit expenses	
201-4	Financial assistance received from government	0	
<b>Market Presence</b>			
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	100% employees irrespective of gender are being paid more than minimum wages	
202-2	Proportion of senior management hired from the local community	Not Available	



Indicator	Description	Section/Explanation	Remarks
<b>Indirect Economic Impacts</b>			
203-1	Infrastructure investments and services supported	Not Reported	
203-2	Significant indirect economic impacts	Our Commitment to ESG	
<b>Procurement Practices</b>			
204-1	Proportion of spending on local supplier	Responsible Sourcing	
<b>Anti-Corruption</b>			
205-1	Operations assessed for risks related to corruption	With a strong and robust compliance programme in place, all areas of compliance including anti-corruption and bribery are managed under a shared framework of prevention, detection and response	
205-2	Communication and training about anti-corruption policies and procedures	Responsible business practices	
205-3	Confirmed incidents of corruption and actions taken	Responsible business practices	
<b>Anti-Competitive Behaviour</b>			
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	Responsible business practices	
<b>Tax</b>			
207-1	Approach to tax	SBI Card has documented processes and have started tracking mechanism in place to comply with regulatory compliance. With 100% compliance and tax positions adopted helped organisation to achieve its sustainable development strategies	
207-2	Tax governance, control, and risk management	<p>SBI Card has zero tolerance on compliance and tax matters and regularly evaluates all the tax positions as well as any change in law or business or process. Company has documented processes as well as tracking tool to control all the tax compliances.</p> <p>Company has strict Corrective Action Policy in place which lays down mechanisms to raise concerns about organisation's business conduct and lays down appropriate forums where decisions are taken after proper investigation of concerns raised. Further, acting with Integrity is one of the core values of the company and all the employees are expected to act with integrity in all matters including tax and strict action is taken in case of any misconduct on this account.</p> <p>SBI Card has adequate assurance process in place. Statutory auditor &amp; internal auditors continuously evaluate disclosures on tax in line with the applicable disclosure reporting requirements.</p>	

Indicator	Description	Section/Explanation	Remarks
207-3	Stakeholder engagement and management of concerns related to tax	<p>SBI Card conducts personal visit through consultants as well as responding authorities in a timebound manner for any clarification or requirement.</p> <p>Internal stakeholder can raise concern or views through mail or personal visit within the permissible limits of law. External stakeholder for tax function are tax authorities who may send notices, mail etc. for any clarifications or requirements.</p>	
<b>GRI 300 Environmental Disclosures</b>			
<b>Materials</b>			
301-3	Reclaimed products and their packaging materials	Not Applicable	SBI Card is a service-based company and hence doesn't have any packaging materials.
<b>Energy</b>			
302-1	Energy consumption within the organisation	Energy Management	
302-2	Energy consumption outside of the organisation		
302-3	Energy intensity		
302-4	Reduction of energy consumption		
302-5	Reductions in energy requirements of products and services	Not applicable	SBI Card is a service-based company and hence this question is not applicable.
<b>Water and Effluents</b>			
303-1	Interactions with water as a shared resource	Water security and stewardship	
303-3	Water withdrawal	Water security and stewardship	
303-5	Water consumption	Water security and stewardship	
<b>Emissions</b>			
305-1	Direct (Scope 1) GHG emissions	Not Applicable	Scope 1 emissions are redundant for SBI Card's operations
305-2	Energy indirect (Scope 2) GHG emissions	Greenhouse Gas (GHG) Emission	
305-3	Other indirect (Scope 3) GHG emissions	Greenhouse Gas (GHG) Emission	
305-4	GHG emissions intensity	Greenhouse Gas (GHG) Emission	
305-5	Reduction of GHG emission	Emission reduction efforts-Achieving Environmental sustainability	
<b>Waste</b>			
306-1	Waste generation and significant waste-related impacts	Sustainable Waste Management	
306-2	Management of significant waste-related impacts		
306-3	Waste generated		
306-4	Waste diverted from disposal		
306-5	Waste directed to disposal		



Indicator	Description	Section/Explanation	Remarks
Supplier environmental assessments			
308-1	New suppliers that were screened using environmental criteria	Not Available	SBI Card currently isn't using any criteria for the suppliers screening however we aspire to enhancing supplier evaluation criteria for vendor selection by integrating ESG parameters
308-2	Negative environmental impacts in the supply chain and actions taken	Not Available	SBI Card is yet to undertake the assessment
GRI 400 Social Disclosures			
Employment			
401-1	New employee hires and employee turnover	Workforce Diversity, Equal Opportunity, and Inclusion	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Workforce Diversity, Equal Opportunity, and Inclusion	
401-3	Parental leave	Workforce Diversity, Equal Opportunity, and Inclusion	
Occupational Health and Safety			
403-1	Occupational health and safety management system	Occupational health and safety	SBI Card doesn't have any Occupational health and safety management system in place, however, SBI Card is into service industry, the nature of work doesn't expose employees to any hazards/ hazardous situations. The employees are thus provided occupational health and safety trainings which include, generic training.
403-2	Hazard identification, risk assessment, and incident investigation		
403-3	Occupational health services		
403-4	Worker participation, consultation, and communication on occupational health and safety		
403-5	Worker training on occupational health and safety		
403-6	Promotion of worker health		
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		
403-8	Workers covered by an occupational health and safety management system		
403-9	Work-related injuries		
403-10	Work-related ill health		
Training and Education			
404-1	Average hours of training per year per employee	Training and Awareness	
404-2	Programmes for upgrading employee skills and transition assistance programmes		
404-3	Percentage of employees receiving regular performance and career development reviews		

Indicator	Description	Section/Explanation	Remarks
Diversity and equal opportunity			
405-1	Diversity of governance bodies and employees	Workforce Diversity, Equal Opportunity, and Inclusion	
405-2	Ratio of basic salary and remuneration of women to men	0.91% for both basic salary and remuneration of women to men	
Non-discrimination			
406-1	Incidents of discrimination and corrective actions taken	NA	SBI Card received no complaints pertaining to discrimination were received there were no corrective actions undertaken
Child Labour			
408-1	Operations and suppliers at significant risk for incidents of child labour	Pg 132/274, <a href="#">sbi-card-annual-report-for-FY-2022-23.pdf (sbicard.com)</a>	
Forced or Compulsory Labour			
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	Pg 132/274, <a href="#">sbi-card-annual-report-for-FY-2022-23.pdf (sbicard.com)</a>	
Security Practices			
410-1	Security personnel trained in human rights policies or procedures	All employees received training on Code of Conduct emphasising on respecting human rights	
Rights of Indigenous Peoples			
411-1	Incidents of violations involving rights of indigenous peoples	Not Applicable	SBI Card is a service-based company hence does not involve any community engagements due to its operations
412-2	Employee training on human rights policies or procedures	Human Rights	
Local Communities			
413-1	Operations with local community engagement, impact assessments, and development programmes	Social Responsibility, Corporate Social Responsibility, Responsible Sourcing, Governance Policies	
Supplier Social Assessment			
414-1	New suppliers that were screened using social criteria	Not Available	SBI Card currently isn't using any criteria for the suppliers screening however we aspire to enhance supplier evaluation criteria for vendor selection by integrating ESG parameters
414-2	Negative social impacts in the supply chain and actions taken		
Public Policy			
415-1	Political contributions	Not Applicable	SBI Card does not engage in any kind of political contributions



Indicator	Description	Section/Explanation	Remarks
Customer Health and Safety			
416-1	Assessment of the health and safety impacts of product and service categories	Not Applicable	SBI Card is a service-based company hence this question is not applicable.
416-2	Assessment of the health and safety impacts of product and service categories		
Marketing and Labelling			
417-1	Requirements for product and service information and labelling	Not Applicable	SBI Card is a service-based company hence this question is not applicable.
417-2	Incidents of non-compliance concerning product and service information and labelling		
417-3	Incidents of non-compliance concerning marketing communications		
Customer Privacy			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data and Information Security	





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