

July 14, 2021

**The BSE Limited**  
Corporate Relationship Department.  
P J. Towers.  
Dalal Street, Fort  
Mumbai - 400 001

**The National Stock Exchange of India Limited**  
Exchange Plaza,  
Bandra-Kurla Complex.  
Bandra (E), Mumbai - 400 051

SCRIP CODE: **543066**

SYMBOL: **SBICARD**

SECURITY: **Equity Shares/Debentures**

SECURITY: **Equity Shares**

Dear Sirs,


**Re: ESG Disclosures FY'21**

We submit herewith the ESG Disclosures for the Financial Year 2020-21, for your information and record.

Thanking you,

Yours faithfully,

**For SBI Cards and Payment Services Limited**  
**(formerly known as SBI Cards and Payment Services Private Limited)**



Regd. Office:  
Unit 401 & 402  
4th Floor, Aggarwal  
Millennium  
Tower E-1, 2, 3,  
Netaji Subhash  
Place, Wazirpur  
New Delhi-110034




**Payal Mittal Chhabra**  
**Company Secretary & Compliance Officer**



# ESG Disclosures FY'21

 **SBI card**

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




Metrics		Key considerations*	Key actions taken*
	<b>Eliminate waste in our operations</b>	We are focused on greening our operational footprint through enhanced digitization	<ul style="list-style-type: none"> <li>• Paperless PO process implemented. 9.5K POs issued digitally</li> <li>• 80% of New cards welcome kits are digital now</li> </ul>
	<b>Efficiency in energy use</b>	We are working towards reducing energy intensity of our operations	<ul style="list-style-type: none"> <li>• Installation of LED lights in 3 lakh Sq ft of SBI Card offices</li> </ul>
	<b>Manage our GHG footprint</b>	We are cognizant of our emissions footprint and are actively working towards developing our emissions inventory	<ul style="list-style-type: none"> <li>• 24*7 access to digital self-servicing channels – Mobile App, Website, Chatbot ILA reducing our Scope 3 emissions</li> <li>• Contactless sourcing : Video KYC &amp; E-sign implemented mitigating emissions due to customer travel to our physical centres/ offices</li> <li>• Over 1.95 lakh trees saved through paperless communication</li> <li>• Green PIN self-generation enabled for customers</li> </ul>

## Key Disclosures | Environment

- Our Direct (Scope 1) GHG emissions are insignificant.
- We are currently reporting Indirect (Scope 2) GHG emissions which have been calculated basis the purchased electricity. The numbers reported does not include self-generation of electricity which is negligible in our overall energy consumption.
- For Scope 2 emissions based on purchased electricity for select offices, the reported numbers (in metric tons CO2e)\* are FY2018: 5077.11, FY2019: 3264.308 and FY2020: 2810.009

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

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

Metrics		Key considerations*	Key actions taken*
	<b>Engage with employees</b>	We are making focused efforts to engage with our employees and ensure their voices are heard	<ul style="list-style-type: none"> <li>• Quarterly Virtual Townhalls by MD &amp; CEO</li> <li>• Multiple digital forums for increased employee engagement</li> <li>• All Employee survey at SBI Card conducted in association with globally recognized partner</li> </ul>
	<b>Promote employee welfare</b>	We strive to create a conducive work environment that promotes well-being of our employees	<ul style="list-style-type: none"> <li>• Enabled employees to Work from Home during COVID 19</li> <li>• COVID-19 Health Plan - additional Rs 3 lakh insurance cover for employees &amp; dependents</li> <li>• Robust recognition framework – “Wings”</li> <li>• Sigma Wellness Network for Employees – Life 2.0</li> <li>• Daycare facility available for employees</li> <li>• Maternity leave for female employees- 160 employees availed its benefit in FY’21</li> <li>• 100% Training penetration pertaining to PoSH Act &amp; Fair Employment Practices</li> </ul>
	<b>Protect consumer’s financial interest</b>	Continuing our efforts, we further aim to empower our customers with the information and tools they need to protect themselves against any fraudulent practices and make judicious financial decisions	<ul style="list-style-type: none"> <li>• Provision of digital self servicing channels such as mobile app, website &amp; chatbot ILA and implementation of Digital Collections Ecosystem to provide employee safety &amp; customer convenience in COVID 19</li> <li>• Online videos on Digital self servicing platforms</li> <li>• Availability of Credit Bureau score on App and Website</li> <li>• Grievance redressal on transaction disputes goes Online</li> </ul>

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

## Key Disclosures | Social




Metrics*	FY2021
<b>Diversity indicators</b>	
< 30 years	41%
30-50 years	58.25%
> 50 years	0.60%
<b>Number of new employee hires</b>	
FY 2017	1757
FY 2018	1307
FY 2019	1294
FY 2020	502
<b>Employee turnover rate</b>	
FY 2017	33%
FY 2018	30%
FY 2019	25%
FY 2020	20%

Metrics*	FY2021
<b>Breakdown of employees by gender</b>	
Male	71%
Female	29%
<b>Breakdown of employees by management levels**</b>	
Junior/Low level	51%
Middle level	5%
Senior/Top management	1%
<b>Breakdown of female employees by management levels</b>	
Junior/Low level	21%
Middle level	15%
Senior/Top management	13%

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

\*\*Percentage is taken from total Full Time Employees Headcount inclusive of non management resources.

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

Metrics		Key considerations*	Key actions taken*
	<b>Ensure data privacy and security</b>	We have invested in preventive processes and systems to mitigate information security risks and are committed to providing top notch data privacy and security	<ul style="list-style-type: none"> <li>• 40+ data security projects across customer and employee lifecycle</li> <li>• 100% cards are Chip &amp; PIN enabled</li> <li>• Various Fraud Awareness Campaign for customers via SMS, E-mail, Website</li> <li>• Multilayered security protection of all customer and organization data</li> </ul>
	<b>Responsible digitalization/ IT Deployment and automation</b>	We constantly engage with our customers and employees to increase awareness about increasing digital risks	<ul style="list-style-type: none"> <li>• Instant generation of eCard &amp; ePIN for customers</li> <li>• 99% cards issued are contactless on a monthly basis</li> <li>• 95%+ bill payments handled as digital payment modes</li> <li>• Instant self-service option with virtual assistant chatbot ASKILA</li> <li>• Digitized credit card application</li> </ul>
	<b>Robust risk and compliances management</b>	We regularly monitor, manage and mitigate business risks and ensure compliance with applicable laws and regulations	<ul style="list-style-type: none"> <li>• 100% training penetration of Code of-Conduct including all applicable guidelines</li> <li>• 100% cards are Chip &amp; PIN enabled</li> <li>• Restructuring under RBI resolution program offered to eligible customers during pandemic</li> </ul>

## Key Disclosures | Governance

Metrics	FY2021
Board average tenure	1.64 years
Number of substantiated complaints concerning customer privacy	There has not been any substantiated data breach concerning customer privacy in last financial year



# Thank You

 **SBI card**