

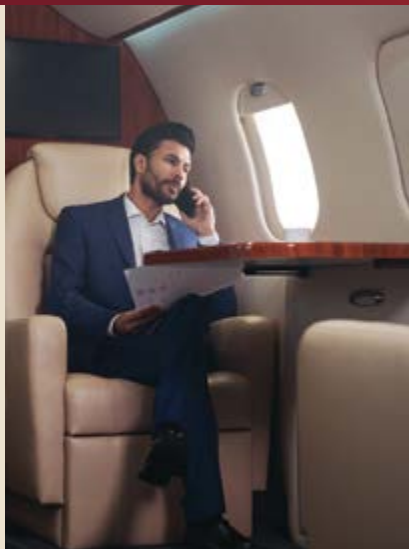
IndusInd Bank



Powering Possibilities.
Shaping Growth.

IndusInd & You.

Business Responsibility &
Sustainability Report 2024-25





BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING

SECTION A: GENERAL DISCLOSURES

I. Details of the Listed Entities

1. Corporate Identity Number (CIN) of the Listed Entity	L65191PN1994PLC076333
2. Name of the Listed Entity	IndusInd Bank Limited
3. Year of incorporation	1994
4. Registered office address	IndusInd Bank Limited, 2401, Gen Thimmayya Road, (Cantonment), Pune, Maharashtra - 411001, India.
5. Corporate address	IndusInd Bank Limited, 8 th floor, Tower 1, One World Centre, Senapati Bapat Marg, Elphinstone Road (W), Mumbai - 400013
6. E-mail	sustainability@indusind.com
7. Telephone	+91 22 3049 3999
8. Website	www.indusind.com
9. Financial year for which reporting is being done	FY2024-25
10. Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Ltd., BSE Ltd. and Luxembourg Stock Exchange
11. Paid-up Capital	₹ 779.05 Crores
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Pravin Jadhav sustainability@indusind.com
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	Standalone basis
14. Name of assurance provider	Bureau Veritas India Pvt. Ltd.
15. Type of assurance obtained	Reasonable (BRSR Core) and Limited (BRSR)

II. Products/services

16. Details of business activities (accounting for 90% of the turnover):

S.No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Financial and Insurance Service	Banking activities by Central, Commercial and Saving banks	100%

17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S.No.	Product/Service	NIC Code	% of total Turnover contributed
1	Banking Activity by Commercial Banks	64191	100%

III. Operations

18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of Plants	Number of Offices	Total
National	3,081	70	3,151
International	1	3	4

*The Bank has representative offices in London, Dubai and Abu Dhabi and International Banking Unit located at Gift City, Gandhinagar, Gujarat

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	28 nos. States & 6 nos. Union Territory
International (No. of Countries)	3 nos. (representative offices at London, Abu Dhabi & Dubai)

b. What is the contribution of exports as a percentage of the total turnover of the entity?

Not Applicable

c. A brief on types of customers

IndusInd Bank is a universal Bank with a widespread banking footprint. The Bank offers a wide array of products and services for individuals and corporates including microfinance, personal loans, personal and commercial vehicles loans, credit cards, SME loans. The Bank is also a preferred banking partner for various Government entities, PSUs and large corporates.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S.No.	Particulars	Total (A)	Male		Female		Other	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)
Employees								
1.	Permanent (D)	44,974	36,147	80.37%	8,827	19.63%	-	-
2.	Other than Permanent (E)	2,984	1,996	66.89%	988	33.11%	-	-
3.	Total employees (D + E)	47,958	38,143	79.53%	9,815	20.47%	-	-
Workers								
4.	Permanent (D)	-	-	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-	-	-
6.	Total workers (F + G)	-	-	-	-	-	-	-

b. Differently abled Employees and workers:

S.No.	Particulars	Total (A)	Male		Female		Other	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)
Differently Abled Employees								
1.	Permanent (D)	64	41	64.06%	23	35.94%	-	-
2.	Other than Permanent (E)	4	3	75%	1	25%	-	-
3	Total differently abled employees (D + E)	68	44	64.71%	24	35.29%	-	-
Differently Abled Workers								
4.	Permanent (D)	-	-	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-	-	-
6.	Total differently abled workers (F + G)	-	-	-	-	-	-	-

21. Participation/Inclusion/Representation of women

Position	Total (A)	No. and percentage of females	
		No. (B)	% (B/A)
Board of Directors	11	2	18.18%
Key Management Personnel	3	0	0

22. Turnover rate for permanent employees and workers

Type	FY 2024-25 (Turnover rate in current FY)				FY 2023-24 (Turnover rate in previous FY)				FY 2022-23 (Turnover rate in the year prior to the previous FY)			
	Male	Female	Other	Total	Male	Female	Other	Total	Male	Female	Other	Total
Permanent Employee (%)	24	5	0	29	29	8	-	37	40	11	0	51
Permanent Workers (%)	-	-	-	-	-	-	-	-	-	-	-	-

V. Holding, Subsidiary and Associate Companies (including joint ventures)

23. Names of holding / subsidiary / associate companies / joint ventures

S.No	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate Company/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Bharat Financial Inclusion Limited	Subsidiary	100%	No
2	IndusInd Marketing and Financial Services Private Limited	Associate Company	30%	No

VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act 2013: Yes

(ii) Turnover (in ₹): 26,721.75 crore

(iii) Net worth (in ₹): 62,531.97 crore

VII. Transparency and Disclosures Compliances

25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	If yes, then provide web- link for grievance redress policy	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)			(If NA, then provide the reason)
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	
Communities	Yes	https://www.indusind.com/in/en/csr-home/our-approach/csrpolicy.html	-	-	-	-	-	-	-
Investors (Other than shareholder)	Yes	https://www.indusind.com/in/en/personal/grievance-redressal.html	-	-	-	-	-	-	-
Shareholders	Yes	https://www.indusind.com/in/en/investors/investor-landing/investor-resources.html#policies-andcodes	58	-	-	49	-	-	-
Employees and Workers	Yes	https://www.indusind.com/in/en/sustainability/policies.html	53	3	-	-	-	-	-
Customers	Yes	https://www.indusind.com/content/dam/regulatoryDisclosure/grievanceRedressal/grievance-redressal-mechanism.pdf	80,062*	15,811	-	42,330	2,555	-	-
Value Chain Partners	Yes	https://www.indusind.com/in/en/investors/investor-landing/investor-resources.html#policies-andcodes	-	-	-	-	-	-	-
Others (please specify here)	-	-	-	-	-	-	-	-	-

* Classification of complaints was broadened for FY25

26. Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

S. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Climate Change - Acute Physical	Risk	Extreme weather events arising because of climate change pose a physical risk of disruption to the Bank's operations, and the safety and wellbeing of its employees.	Revision of internal policy for loan disbursement. Having a well diversified portfolio across various industries and segments. Implementation of BCP. Enhancing the Bank's IT operations for employees and customers so as to be future oriented.	Negative Implications
2	Operational Health and Safety	Risk	Health and safety issues related to air quality, physical commute infrastructure, health issues due to diseases and their spread	Regular checks and audits to ensure indoor air quality and working of physical commute infrastructure Half yearly fire and safety training and regular mandatory learning modules for employees. https://www.indusind.com/content/dam/indusind-corporate/investorresource/PoliciesoftheBank/WorkplaceHealthSafetyPolicy.pdf	Negative Implications
3	Climate Change - Portfolio	Opportunity	Diversifying our portfolio from core banking to new sectors in corporate and retail banking, including renewable energy, social finance, education, livelihood etc.	-	Positive Implications
4	Digitisation	Opportunity	Advances in technology and the digital landscape present significant opportunities to enhance customer experience, develop innovative product offerings, and improve operational efficiency. It also enables better data analytics, providing actionable insights for more informed decision-making. Additionally, a strong digital infrastructure offers a competitive advantage by enabling rapid adaptation to market changes and meeting evolving customer expectations.	-	Positive Implications

Section B: Policy and Management Processes

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes related questions									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	https://www.indusind.com/in/en/sustainability/policies.html								
2. Whether the entity has translated the policy into procedures. (Yes/No/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	-	-	-	-	-	-	-	ISO 20400	ISO/ IEC 27001
5. Specific commitment goals and targets set by the entity with defined timelines, if any.	-	-	-	-	-	Carbon Neutral by FY 2032	-	-	-
6. Performance of the entity against the specific commitment goals and targets along-with reasons in case the same are not met.	-	-	-	-	-	on track	-	-	-

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)

The Bank remains deeply committed to reducing environmental impact by driving operational efficiencies and making targeted investments in green and sustainable financing. Under our CSR strategy and with national development priorities and the United Nations Human Development Index, The Bank supports programs that foster sustainable growth and ensure a brighter, inclusive future for all.

Our dedication to fostering an inclusive environment, rooted in strong core values and a clear sense of purpose, remains resolute.

This year, The Bank has actively pursued opportunities to expand our ESG-linked business across various business units to foster sustainability and social equity. These include IndusWE, which supports women entrepreneurs; Indus Solar for promoting solar rooftop installations for our MSE clients; and green, social, and sustainability linked loans for our corporate clients to assist them in their decarbonization journey towards building a better and eco-friendly India.

The Bank's employees have once again demonstrated the highest levels of commitment in delivering exemplary performance to all stakeholders. IndusInd Bank has been certified for the second consecutive year as a "Great Place to Work" by the esteemed Great Place to Work Institute, a global authority on assessing company culture and people practices across various sectors and countries. This recognition underscores The Bank's sincere efforts towards building a workplace that values diversity, collaboration, and inclusivity. The Bank is committed towards continuous development of competencies of the talent pool and making them future-ready.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

CSR and Sustainability Committee of the Board

9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes/No/NA). If yes, provide details.

Yes, CSR and Sustainability Committee of the Board, with 3 independent Directors is responsible for decision making on sustainability related issues.

10. Details of Review of NGRBCs by the Company

Subject for Review	Indicate whether review was undertaken by Director(D) / Committee of the Board(C)/Any other Committee(O)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	C	C	C	C	C	C	C	C	C
Compliance with statutory requirements of relevance to the principles, and, rectification of any noncompliances	C	C	C	C	C	C	C	C	C

Subject for Review	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Quarterly	Quarterly	Quarterly	Quarterly	Quarterly	Quarterly	Quarterly	Quarterly	Quarterly
Compliance with statutory requirements of relevance to the principles, and, rectification of any noncompliances	Quarterly	Quarterly	Quarterly	Quarterly	Quarterly	Quarterly	Quarterly	Quarterly	Quarterly

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.

Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency?	No	No	No	No	No	No	No	No	No
If yes, provide name of the agency.	-	-	-	-	-	-	-	DQS India	BSI

12. If answer to question (1) of this section B is “No” i.e. not all Principles are covered by a policy, reasons to be stated

Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	-	-	-	-	-	-	-	-	-
The entity is not at a stagewhere it is in a position to formulate and implement the policies on specified principles (Yes/No)	-	-	-	-	-	-	-	-	-
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	-	-	-	-	-	-	-	-	-
It is planned to be done in the next financial year (Yes/No)	-	-	-	-	-	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-

Section C

P1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

Essential Indicators

1. Percentage coverage by training and awareness programs on any of the principles during the financial year

Segment	Total number of training and awareness programs held	Topics /principles covered under the training and its impact	%age of persons in respective category covered by the awareness programs
Board of Directors	5	Fintech, IT Security	50%
Key Managerial Personnel	6	Honesty & Integrity, Br Opns guidelines, Accepting / Giving gifts & entertainment, Conflict of interest, personal finances, personal transactions, Insider trading, KYC & Anti bribery, Information sec & confidentiality of information, Sexual harassment, Nondiscrimination, seeking clarification	33%
Employees other than BoD and KMPs	6	Honesty & Integrity, Br Opns guidelines, Accepting / Giving gifts & entertainment, Conflict of interest, personal finances, personal transactions, Insider trading, KYC & Anti bribery, Information sec & confidentiality of information, Sexual harassment, Non-discrimination, seeking clarification	90%
Workers	NA	NA	NA

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Noten: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website)

Monetary					
Details	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine		RBI	27,30,000	The Reserve Bank of India imposed a monetary penalty of ₹27.30 lakh for opening savings deposit accounts in the name of ineligible entities based on findings from a statutory inspection of the bank's financial position as of March 31, 2023. This penalty was imposed due to violations of the Reserve Bank of India (Interest Rate on Deposits) Directions, 2016.	No
Penalty/ Fine		RBI	19,150	RBI had levied a total penalty of ₹19,150/- (25 instances) on account of the irregularities observed in the soiled note remittance received from IndusInd Bank Currency Chest.	No
Penalty/ Fine		RBI	30,000	RBI had imposed monetary penalties aggregating ₹ 30,000/- on our two Currency Chests towards discrepancies / irregularities observed during inspection of Currency Chest.	Yes
Penalty/ Fine		RBI	5,000	RBI-Incognito visit - Penalty for not availability of coins - Daon Branch (Sol-0254)	No
Penalty/ Fine		RBI	10,000	RBI-Incognito visit - Exchange of soiled and mutilated notes for Non-IBL customers - Raipur - Mova Branch (Sol-1735)	No
Penalty/ Fine		RBI	10,000	RBI-Incognito visit - Penalty for not issuing coins across the counter - Shalimar Bagh (Sol-1089)	Yes
Penalty/ Fine		RBI	15,000	RBI Incognito visit - Non exchange of soiled notes/ mutilated notes and non-issuance/acceptance of coins. (Lower Parel - Sol ID -0341)	No
Penalty/ Fine		NSE	10,000	NSE Limited levied a penalty of ₹10,000/- for delayed reporting of a Key Managerial Personnel (KMP) on their ENIT portal with respect to the requirements emanating from their circular dated September 2, 2022.	No
Penalty/ Fine		RBI	20,000	RBI Incognito visit - Penalty for not adhering to facility of exchange of soiled / Mutilated notes and not issuing coins across the counter - Vasant Vihar (Sol-1383)	Yes
Penalty/ Fine		RBI	10,000	RBI Incognito visit - Non exchange of soiled / mutilated notes and non-issuance / Acceptance of coins either for transactions or exchange to the general public. - Warangal (Sol-0134)	No
Penalty/ Fine		RBI	10,000	RBI Incognito visit - Non exchange of mutilated notes - Dwarkanagar- Visakhapatnam(Sol-0771)C23	No
Settlement		-	0	-	-
Compounding fee		-	0	-	-

Non-Monetary				
Details	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	-	-	-	-
Punishment	-	-	-	-

3. Of the instances disclosed in Question 2 above, details of the Appeal/Revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
RBI-Incognito visit - Penalty of ₹10000 for not issuing coins across the counter - Shalimar Bagh (Sol-1089)	RBI
RBI Incognito visit - Penalty of ₹20000 for not adhering to facility of exchange of soiled / Mutilated notes and not issuing coins across the counter - Vasant Vihar (Sol-1383)	RBI
For Penalty of ₹25000, Five exceptions observed during the RBI Inspection. (1. Soil notes found in issuable notes 2. SNR for ₹100/- denomination not sent to RBI 3. Bin colour coding classification 4. Non-availability of lady security guard for frisking of female visitors 5. BCP shown for Ekuber and Finacle only) Total 5 exceptions levied to Chandigarh CC	RBI
For Penalty of ₹5000, One exception observed during the RBI Inspection in the month Sept-24 (i.e. One Bin (No.211) was found in open condition(Bin door not locked properly). Hence penalty of ₹5000 levied to Bangalore CC	RBI

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes, IndusInd Bank does not encourage associates or any connected stakeholders to follow unethical means such as Bribery or kickbacks. The Bank has a zero tolerance approach to bribery and corruption and is committed to acting professionally, fairly and with integrity in all its business dealings and relationships, wherever it cooperates, and to implement and enforce effective systems to counter bribery.

Strong guidelines have been laid down to avoid malpractices and consequences of such actions are also well defined. Strong and stringent control measures are in place to stop such activities and associates are encouraged to bring to notice any such malpractice which might have been missed out. The Bank has also made no direct or indirect political contributions. The Bank's governance practices are laid out on the foundation of honesty and integrity, conducting business in compliance with all regulatory and legal obligations.

The principles of anti-corruption and bribery are captured in the codes of conduct the Bank:

- Code of conduct for Employees
- Code of Conduct for Directors and Senior Management
- Fair Practice Code

Web links of code of conduct:

<https://www.indusind.com/content/dam/indusind-corporate/investor-resource/PoliciesoftheBank/Code-of-Conduct-for-Employees.pdf>

<https://www.indusind.com/content/dam/indusind-corporate/investor-resource/PoliciesoftheBank/Code-of-Conduct-for-Directors-Senior-Management.pdf>

<https://www.indusind.com/content/dam/regulatoryDisclosure/customer-policy/Fair-Practice-Code.pdf>

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Directors	-	-
KMPs	-	-
Employees	-	-
Workers	NA	NA

6. Details of complaints with regard to conflict of interest

Complaints	FY 2024-25 (Current Financial Year)		FY 2023-24 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	-	-	-	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	-	-	-	-

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

All penalties/fines/action taken by regulators/law enforcement agencies/judicial institutions are placed before the Board of Directors on a periodic basis for their noting.

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Number of days of accounts payables	32.76	56.76

9. Open-ness of business Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format

Parameter	Metrics	FY 2024-2025 (Current Financial Year)	FY 2023-2024 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	-	-
	b. Number of trading houses where purchases are made from	-	-
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Concentration of Sales	a. Sales to dealer / distributors as % of total sales	-	-
	b. Number of dealers/distributors to whom sales are made	-	-
	c. Sales to top 10 dealers / distributors as % of total sales to dealer / distributors	-	-
Share of RPTs in	a. Purchases (Purchases with related parties as % of Total Purchases)	-	-
	b. Sales (Sales to related parties as % of Total Sales)	-	-
	c. Loans & advances given to related parties as % of Total loans & advances	0.0007	0.000004
	d. Investments in related parties as % of Total Investments made	-	-

Leadership Indicators

- Awareness programs conducted for value chain partners on any of the principles during the financial year:

Total number of awareness programs held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programs
-	-	-

Note: *Deutsch Quality System India Pvt. Ltd. (DQS India) had assessed vendors representing 77% of total procurement spend of the Bank on ISO 20400 – Sustainable Procurement criteria during 2023.

The Assessments Certification remained valid in the reporting year.

- Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.

Yes. Various declarations and disclosures are submitted by Members of the Board at the time of their appointment and thereafter, on an annual basis. Members of the Board are also required to inform the Bank forthwith, in case of any changes in directorships, etc., in the declarations / disclosures during the year. Based on the details provided by the Members of the Board, the Bank conducts various checks to ensure that there is no conflict of interest between the Bank and the Members of the Board.

P2: Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

- Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

	FY 2024-25 (Current Financial year)	FY 2023-24 (Previous Financial Year)	Details of improvements in environmental and social impacts
R&D	-	-	Not applicable
Capex	-	-	Not applicable

- Sustainable Sourcing

a. Does the entity have procedures in place for sustainable sourcing?

Yes

b. If yes, what percentage of inputs were sourced sustainably?

As large part of sourcing is limited to IT and services, significant negative environmental and social impact is not expected.

Deutsch Quality System India Pvt. Ltd. (DQS India) had assessed vendors representing 77% of total procurement spend of the Bank on ISO 20400 – Sustainable Procurement criteria during 2023.

- Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

NOT APPLICABLE

- Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

NOT APPLICABLE

Leadership Indicators

- Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

Not applicable

- If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along with action taken to mitigate the same.

Not applicable due to the nature of business.

- Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or re-used input material to total material	
	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
paper consumed	95%	95%

- Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format: **Not applicable**

- Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
-	-

P3: Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

- Well-being of employees and workers:

Details of measures for the well-being of employees:

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	36,147	36,147	100%	36,147	100%	-	-	36,147	100%	-	-
Female	8,827	8,827	100%	8,827	100%	8,827	100%	-	-	-	-
Total	44,974	44,974	100%	44,974	100%	8,827	19.63%	36,147	80.37%	-	-
Other than Permanent employees											
Male	1,996	1,996	100%	1,996	100%	-	-	-	-	-	-
Female	988	988	100%	988	100%	988	100%	-	-	-	-
Total	2,984	2,984	100%	2,984	100%	-	-	-	-	-	-

a. Details of measures for the well-being of workers:

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-
Other than Permanent workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

b. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –

	FY 2024-25 (Current Financial Year)	FY 2023-24 Previous Financial Year
i) Cost incurred on wellbeing measures as a % of total revenue of the company	0.14%	0.13%

2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	-	Yes	100%	-	Yes
Gratuity	100%	-	Yes	100%	-	Yes
ESI	-	-	NA	-	-	NA
Others – please specify	-	-	-	-	-	-

3. Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy. Yes / No / NA

Yes, <https://www.indusind.com/content/dam/indusind-corporate/investor-resource/PoliciesoftheBank/Code-of-Conduct-for-Employees.pdf>

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	84.86%	-	-
Female	98.47%	73.36%	-	-
Total	99.49%	81.06%	-	-

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker?

Yes

If yes, give details of the mechanism in brief.

	Yes/No	If Yes, then give details of the mechanism in brief
Permanent Workers	No	
Other than Permanent Workers	No	
Permanent Employees	Yes	<p>As per the internal HR Policy: The Branch Heads/MCSOPS are responsible for the resolution of complaints/ grievances of the employees working in the concerned branches and offices. It is his/her foremost duty to see that the complaints of all the employees are resolved completely and ensure closure of all complaints received at the branches/offices within 15 days. If the Branch Head/ Deputy Branch Manager is unable to solve the problem at his/her level, he/she should refer the matter to his/her reporting manager immediately.</p> <p>Besides escalation to the supervisors, employees can also lodge complaints at the following common help-desks in relation to different grievances, as under:</p> <p>a. Help-Desk for all issues pertaining to HR functions: hrhelpdesk@indusind.com</p> <p>b. Help-Desk for all issues pertaining to joining formalities, documentations etc.: onboardingdesk@indusind.com</p> <p>c. Help-Desk for all issues pertaining to full and final settlement, relieving letters, experience certificate etc.: settlementdesk@indusind.com</p> <p>d. Help-Desk for all issues pertaining to Salaries, Allowances, Compensation, Benefits, etc.: salaryhelp@indusind.com</p> <p>In case, the complaint needs more time to be examined, the complainant shall be acknowledged by explaining the same. The officers at each level shall endeavor to resolve the issue to the complainant's satisfaction within a week. If the complaint is not resolved within 15 days of the lodging of the complaint or if the complainant is not satisfied with the response, he/she can approach the higher authorities given in the Employee Escalation Matrix.</p>
Other than Permanent Employees		

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:

Category	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	44,974	-	-	45,637	-	-
Male	36,147	-	-	36,546	-	-
Female	8,827	-	-	9,091	-	-
Total Permanent Workers	-	-	-	-	-	-
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-

8. Details of training given to employees and workers:

Category	Total (A)	FY 2024-25 (Current Financial Year)				FY 2023-24 (Previous Financial Year)				
		On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	36,147	7,690	21.27%	29,471	81.53%	36,546	8,917	24.40%	23,107	63.23%
Female	8,827	7,115	80.61%	8,714	98.72%	9,091	7,289	80.18%	9,089	99.98%
Total	44,974	14,805	32.92%	38,185	84.91%	45,637	16,206	35.51%	32,196	70.55%
Workers										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-

9. Details of performance and career development reviews of employees and worker:

Category	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	36,147	22,316	61.74%	36,546	18,494	50.61%
Female	8,827	4,895	55.46%	9,091	3,737	41.11%
Total	44,974	27,211	60.50%	45,637	22,231	48.71%
Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Total	-	-	-	-	-	-

10. Health and safety management system:

a. **Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?**

Yes, IndusInd Bank prioritises employee health and safety and has laid out action plans for zonal managers along with a dedicated H&S department. There is documentation of health risks on a regular basis following a bottom up approach and at the strategic level a top down approach where in evaluation of progress in reducing/preventing health issues/risks is monitored through internal inspections, consultations by OHS specialists as well as independent external verification of health, safety and wellbeing. The Bank developed effective Health & Safety Management System which integrates safety in day-to-day operations and allows an organisation to consistently identify and control its safety risks, reduce the potential for accidents, help achieve compliance with safety legislations and continually improve its performance.

It has provided a systematic way to identify workplace hazards and risks and to setup a continual safety improvement program to implement suitable controls to manage risks. The Bank is committed to providing its employees a safe and secure working environment. A Health and Safety Management System helps achieve compliance with safety legislations and the implementation of suitable controls to manage risks against identified workplace hazards. The Bank has a Fire Safety Manual, Security Manual, Facilities and Administration Manual and Workplace Health and Safety Policy in place. Regular drills and trainings in first aid, fire safety and personal safety are conducted together with periodic checks on the physical and mental health of employees. During FY 2024-2025: Fire safety training and evacuation drills were conducted at 44 high-rise buildings and 100% of the bank's branches across all zones. Further, 100% of employees including outsourced staff participated in these fire and evacuation drills /training programs. Online e-learning modules covering emergency preparedness at ground level have been implemented for further raising the awareness threshold of the environment in this regard. The efficacy of the fire drills and practices carried out is evident from non-occurrence of any major fire incidents since 2014.

b. **What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**

Annual Electrical Safety Checks (via Facility Management Agencies)

- Comprehensive Electrical Health Check-up
 - Assesses condition of electrical wiring and cabling.
- Earth Pit Test
 - Measures earth resistance to ensure proper grounding.
- Thermal Imaging (Thermography)
 - Detects hotspots, overloading, and overheating in electrical panels and connections.
- Lux Level & Illumination Check
 - Evaluates lighting adequacy and workplace illumination.
- Multi Skill Technician (MST) Role
 - Visits branches for physical inspection of:
 - Electrical equipment
 - Cables and wires
 - Light fittings
 - Follows a pre-defined checklist during inspections.

c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)

Yes, Employees can report workplace-related incidents to the following departments:

1. Facilities Department
 - For issues related to infrastructure, electrical systems, lighting, and general maintenance.
2. Administration Department
 - For concerns involving office operations, amenities, and employee services.
3. Security Department
 - For incidents involving fire safety, unauthorized access, theft, or emergency situations.

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes

11. Details of safety related incidents, in the following format: *Including in the contract workforce

Safety Incident/Number	Category*	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	-
	Workers	-	-
Total recordable workrelated injuries	Employees	-	-
	Workers	-	-
No. of fatalities	Employees	-	-
	Workers	-	-
High consequence workrelated injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	-	-

12. Describe the measures taken by the entity to ensure a safe and healthy work place.

The Bank is committed to ensuring a safe and healthy environment for all employees and third-party personnel. Key safety provisions include:

Fire Safety

- Fire & Burglar Alarms with fire and smoke sensors.
- Fire Extinguishers installed for firefighting.
- Auto Fire Suppressants in data/server rooms (select offices).
- Periodic Maintenance of all fire safety equipment.
- Mock Drills covering:
 - Fire drills
 - Equipment verification
 - Evacuation plans
 - Staff training

Electrical Safety

- Earthing Pits in all branches.
- Lightning Conductors in select branches.

Emergency Communication

- Public Address System at premises.
- Display of Important Contact Numbers (fire brigade, police, ambulance).
- Floor Plans & Exit Paths visibly displayed.

Security & Surveillance

- CCTV Surveillance for activity monitoring and sabotage detection.

Health & First Aid

- First Aid Boxes available at all locations.
 - Identification & Training of Fire Marshals for emergency response

13. Number of Complaints on the following made by employees and workers:

	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	-	-	-	-	-	-
Health & Safety	-	-	-	-	-	-

14. Assessments for the year:

% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
Health and Safety Practices	100%
Working Conditions	100%

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

Working Conditions: Electrical Health Checkup/ Audit at Bank Branches: (Yearly): Comprehensive electrical health checks are conducted at Bank Branches annually. This activity is conducted for all category A to D branches; thereafter required repair & maintenance work is undertaken based on the ageing of the equipment and issues identified.

Electrical Health Checkup includes:

1. Comprehensive electrical health check-up to identify overloading/ hotspots
2. Thermal Imaging of electrical panels by use of Infrared Camera
3. Earth pit test to check ground resistance
4. Lux level check to understand illumination level at the workplace.
5. Mock drills for evacuation and fire fighting training.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of.
 - (A) Employees (Y/N)
Yes
 - (B) Workers (Y/N)
No
2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

The Bank monitors and track the compliance of value chain partners locally and centrally. The Bank ensures that statutory dues are remitted to respective PF / ESI / Labour Welfare Fund (LWF) etc. authority by the contractors and proof of the same is produced on a periodic basis. Also, the same is also mentioned in our purchase orders that any amount payable as per law must be paid by vendors. We also have a disclaimer that is the dues are not paid, IndusInd Bank Limited has the right to hold the amount to the tune of the due.

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Employees	-	-	-	-
Workers	-	-	-	-

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No/NA)

No

5. Details on assessment of value chain partners:

Issue	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	77%
Working Conditions	77%

Deutsch Quality System India Pvt. Ltd. (DQS India) had assessed vendors representing 77% of total procurement spend of the Bank on ISO 20400 – Sustainable Procurement criteria during 2023.

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

No significant risks/ concerns identified.

P4: Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.
Any individual or group of individuals or institution that adds value to the business chain of the Bank is identified as a core stakeholder.
2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Details of Other Channels of communication	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Details of Other Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors	No	Other	The Bank communicates with investors and shareholders through Email, SMS, newspaper advertisement, website, quarterly conference calls, face-to-face meetings, annual general meetings, investor grievance channels, investor/ analyst meets etc.	Others	Frequent and need based	These are aimed at providing relevant information as well as understanding stakeholders' perspectives on the Bank's performance and strategy.
Customers	No	Other	Online and postal communications, Customer satisfaction surveys, Customer feedbacks, Regular interaction with customers	Others	Continuous	Ease of transacting across channels Innovative technology applications Data security
Employees	No	Other	Town halls; operations review; video conferences; audio conference calls	Others	Quarterly: Town halls Continuous: team meets, video conferences, audio conferences	Career management and growth prospects • Learning opportunities • Compensation structure • Building a safety culture and inculcating safe work practices among employees • Improving Diversity, Equity and Inclusion

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Details of Other Channels of communication	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Details of Other Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Regulators	No	Other	Regular meetings, Policy updates and ministry directives, Mandatory filings with key regulators	Others	Regular meetings, Policy updates and ministry directives, Mandatory filings with key regulators	To ensure 100% compliance with regulations and engage on new developments in the economy
Media, industry analysts	No	Other	Presentations; surveys; conferences and seminars; press releases; press conferences; media interviews and quotes; sponsored events, Analyst days.	Others	Continuous: Annual General Meeting, Quarterly reports and Annual report, Earnings conference call, Media interaction, Press releases	Communicate Banks performance and strategy; Manage IBL's brand and reputation; Understand areas for sustainable development
NGOs, local communities and other marginalized groups	Yes	Other	As needed: Project meetings; reviews; calls and meetings; surveys; consultative sessions; field visits; due diligence; calls and meetings; conferences and seminars; surveys	Others	Continuous: Quarterly Reports and Annual Report, IBL website	Understand community needs; Plan and implement CSR projects; Share and contribute to thought leadership; Work in partnership to serve underserved communities

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

The Bank engages with a diverse group of stakeholders to identify key issues, evaluate its operations, products, and services, mitigate reputational risks, and positively influence both internal and external environments. These interactions occur through town halls, training sessions, social media platforms, stakeholder engagement activities, and materiality assessments. Feedback from these engagements is communicated to the Board and senior management, who consider it for strategic advice and action. The Board receives regular updates on stakeholder feedback concerning economic, environmental, and social matters through CSR and Sustainability Committee of the Board. This feedback informs the Board's decision-making processes.

To ensure robust governance of its ESG strategy, the Bank has established an effective governance structure involving various internal stakeholders. The CSR and Sustainability Committee of the Board plays a crucial role in overseeing the Bank's sustainability initiatives. This committee is responsible for reviewing and approving the sustainability strategy, ensuring its integration across different business units for consistency, and monitoring compliance and reporting. This oversight guarantees that the Bank meets its sustainability commitments and maintains transparency in its efforts.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes, IndusInd Bank prioritises delivering long-term value to our stakeholders by embedding sustainability principles deeply in our business. The Bank has indeed deepened its impact on the society through responsible lending, mitigating climate change, and promoting social behavioural changes.

The Bank consistently endeavours to build good relationships with its stakeholders and focuses on initiatives with positive social impact, that help enhance the business. The Bank also supports community development by providing new livelihood opportunities, while endeavouring to contribute towards the holistic development of the society.

In the Planning Cycle 6 (PC 6) strategy, in effect from FY2024 to FY2026, ESG is one of the critical pillars. ESG targets are being included in the targets of Business Units to demonstrate the Bank's commitment towards promoting sustainability linked initiatives in its business.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.

The Bank actively engages with disadvantaged, vulnerable, and marginalized stakeholders through a range of Corporate Social Responsibility (CSR) programs. These initiatives are specifically designed to empower various stakeholders from varied communities by fostering financial independence and enhancing their leadership and economic skills. Additionally, the CSR initiatives address the needs of groups including women, farmers, students, and unemployed youth. These programs are strategically implemented following thorough community needs assessments, ensuring they effectively support both vulnerable/marginalized groups and the broader community.

Some of the noteworthy initiatives include; Multilayer farming by reviving Bundelkhand's Traditional water bodies, Empowering Rural Livelihoods through Multi-Layer Vegetable Farming, Brown to Green with Renewable Energy Integrated Village Development Program, Floriculture and Vegetable Cultivation in the Palghar district of Maharashtra amongst many others.

P5: Businesses should respect and promote human rights

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	44,974	23,730	52.76%	45,637	20,852	45.69%
Non- Permanent	-	-	-	-	-	-
Total Employees	44,974	23,730	52.76%	45,637	20,852	45.69%
Workers						
Permanent	-	-	-	-	-	-
Non-Permanent	-	-	-	-	-	-
Total Workers	-	-	-	-	-	-

2. Details of minimum wages paid to employees and workers, in the following format:

Category	Total (A)	FY 2024-25 (Current Financial Year)				FY 2023-24 (Previous Financial Year)				
		Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No (B)	% (B/A)	No (C)	% (C/A)		No (E)	% (E/D)	No (F)	% (F/D)
Employees										
Permanent	-	-	-	-	-	-	-	-	-	-
Male	36,147	-	-	36,147	100%	36,546	-	-	36,546	100%
Female	8,827	-	-	8,827	100%	9,091	-	-	9,091	100%
Other than Permanent	-	-	-	-	-	-	-	-	-	-
Male	1,996	-	-	1,996	100%	2,806	-	-	2,806	100%
Female	988	-	-	988	100%	1,256	-	-	1,256	100%
Workers										
Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than Permanent	-	-	-	-	-	-	-	-	-	-

3. Details of remuneration/salary/wages

a. Median remuneration / wages:

	Male		Female		Other	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	9	28,00,000	2	28,00,000	-	-
Key Managerial Personnel	4	4,22,57,038	0	0	-	-
Employees other than BoD and KMP	36,143	5,57,049	8,827	5,00,000	-	-
Workers	-	-	-	-	-	-

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Gross wages paid to females as % of total wages	15.90	16.15

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes. The Bank has designated a focal point for addressing human rights-related concerns in accordance with its HR Policy. Stakeholders may reach out to the dedicated helpdesk at hrhelpdesk@indusind.com for any issues.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

As per the Bank's HR Policy, all employees shall be treated equally in the human resources exercises relating to appointment, posting, training, promotion, transfer, employee benefits, etc. Each employee will be treated with equal opportunities on their merits without any discrimination based on marital status, belief, political opinion, culture, language, ethnicity, race, gender, religion, caste, age or disability.

The Bank shall also evaluate and address special infrastructure needs of differently abled employees and will facilitate their seamless integration into the system.

The Branch Heads/ MCSOPS are responsible for the resolution of complaints/ grievances of the employees working in the concerned branches and offices. It is his/ her foremost duty to see that the complaints of all the employees are resolved completely and ensure closure of all complaints received at the branches/ offices within 15 days. If the Branch Head / Deputy Branch Manager feels that it is not possible to solve the problem at his/her level, he/she should refer the matter to his/her reporting manager immediately.

Besides escalation to the supervisors, employees can also lodge complaints at the following common help-desks in relation to different grievances, as under:

- Help-Desk for all issues pertaining to HR functions: hrhelpdesk@indusind.com
- Help-Desk for all issues pertaining to joining formalities, documentations etc.: onboardingdesk@indusind.com
- Help-Desk for all issues pertaining to full and final settlement, relieving letters, experience certificate etc.: settlementdesk@indusind.com
- Help-Desk for all issues pertaining to Salaries, Allowances, Compensation, Benefits, etc.: salaryhelp@indusind.com

In case, the complaint needs more time to be examined, the complainant shall be acknowledged by explaining the same. The officers at each level shall endeavor to resolve the issue to the complainant's satisfaction within a week. If the complaint is not resolved within 15 days of the lodging of the complaint or if the complainant is not satisfied with the response, he/she can approach the higher authorities given in the Employee Escalation Matrix.

- Number of Complaints on the following made by employees and workers:

	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	53	3	Pending 3 cases received in the month of March'2025	40	4	Pending 4 cases were received in the month of March'2024
Discrimination at workplace	Nil	Nil	Nil	Nil	Nil	Nil
Child Labour	Nil	Nil	Nil	Nil	Nil	Nil
Forced Labour/Involuntary Labour	Nil	Nil	Nil	Nil	Nil	Nil
Wages	Nil	Nil	Nil	Nil	Nil	Nil
Other human rights related issues	Nil	Nil	Nil	Nil	Nil	Nil

- Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	53	40
Female employees / workers	-	-
Complaints on POSH as a % of female employees / workers	0.60%	0.39%
Complaints on POSH upheld	35	21

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

The Branch Heads/MCSOPS are responsible for the resolution of complaints/ grievances of the employees working in the concerned branches and offices. It is his/her foremost duty to see that the complaints of all the employees are resolved completely and ensure closure of all complaints received at the branches/offices within 15 days. If the Branch Head/ Deputy Branch Manager is unable to solve the problem at his/her level, he/she should refer the matter to his/her reporting manager immediately.

9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes. Human rights requirements are embedded within the Bank's Sustainability Policy, which is applicable to all vendors and suppliers. The Bank seeks to engage with supply chain partners who adhere to standard and progressive labor practices while upholding fundamental human rights. The Procurement and Outsourcing Policy mandates transparency, safety, and the inclusion of human rights across all procurement processes.

<https://www.indusind.com/content/dam/indusind-corporate/Other/sustainability/SustainabilityPolicy.pdf>

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	-

All assessments done internally by HR, Internal Audit and other management reviews.

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.

No adverse comments/actions initiated by the statutory authorities since the compliance by the Bank was at par.

Following are some of the measures towards ensuring compliance,

- The Branches/ Offices have been instructed to report the instances of inspection carried out by the Labour Officials to their reporting vertical and also to the HR Department in Corporate Office.
- The HR Department have been supporting the branches during the inspections so also facilitating closure of the Notices, if received any.
- An application namely CERMO is being used by branches for the on-line submission of the Labour Law related compliance.

Leadership Indicators

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.

No significant complaints were substantiated which required modification / introduction of business process.

2. Details of the scope and coverage of any Human rights due-diligence conducted.

Nil, since no complaints or observations in the current assessments

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes. The Bank shall further evaluate and address special infrastructure needs of differently abled employees and customers and will facilitate their seamless integration into the system.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	77%
Discrimination at workplace	77%
Child Labour	77%
Forced Labour/Involuntary labour	77%
Wages	77%
Others- please specify	-

Third party assessment by DQS (India) Private Limited as part of the 'ISO 20400 – Sustainable Procurement' certification audit.

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

Not applicable as no significant risks / concerns are observed.

P6: Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)	Unit of reporting
For renewable sources (in KJ)			
Total electricity consumption (A)	1,513.18*	108	
Total fuel consumption (B)	-	-	
Energy consumption through other sources (C)	-	-	
Total energy consumed from renewable sources (A+B+C)	1,513.18	108	
From non-renewable sources (in KJ)			
Total electricity consumption (D)	3,28,367	2,42,633	
Total fuel consumption (E)	37,225	33,675	
Energy consumption through other sources (F)	-	-	
Total energy consumed from nonrenewable sources (D+E+F)	3,65,593	2,76,308	
Total energy consumed (A+B+C+D+E+F)	3,67,106	2,76,416	
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) (in kJ/ ₹Cr.)	13.74	9.21	
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	283.84	-	
Energy intensity in terms of physical output	-	-	
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-	

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes

Bureau Veritas India Pvt. Ltd.

*Included the renewable energy procured from data centres for FY25

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

No

Bank is not identified as a designated consumer under PAT Scheme.

3. Provide details of the following disclosures related to water, in the following format:

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
i) Surface water	-	-
ii) Ground water	-	-
iii) Third party water	5,48,048	-
iv) Seawater / desalinated water	-	-
v) Others	-	-
Total volume of water withdrawal (in kilolitres) i + ii + iii + iv + v)	5,48,048	-
Total volume of water consumption (in kilolitres)	1,09,611	5,27,905
Water intensity per rupee of turnover (Total water consumption / Revenue from operations) (in kL/ ₹ crore)	4.10	17.58
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	84.75	-
Water intensity in terms of physical output	-	-
Water intensity (optional) – the relevant metric may be selected by the entity (in kL/ FTE)	2.28	11.56

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

Yes. Bureau Veritas India Pvt. Ltd.

Water withdrawn is estimated considering 45 litres per day per head, as per the Central Ground Water Authority (CGWA).

Water discharged is considered as 80% of the water withdrawn from source based on Central Pollution Control Board (CPCB) database report dated December 24, 2009. Water consumption is therefore considered as 20% of water withdrawn.

4. Provide the following details related to water discharged:

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)	Specify the level of treatment for "With treatment" discharge
Water discharge by destination and level of treatment (in kilolitres)			
(i) To Surface water	-	-	-
- No treatment	-	-	-
- With treatment	-	-	-
(ii) To Groundwater	-	-	-
- No treatment	-	-	-
- With treatment	-	-	-
(iii) To Seawater	-	-	-
- No treatment	-	-	-
- With treatment	-	-	-
(iv) Sent to third-parties	-	-	-
- No treatment	4,38,446	-	-
- With treatment	-	-	-
(v) Others	-	-	-
- No treatment	-	-	-
- With treatment	-	-	-
Total water discharged (in kilolitres)	4,38,446	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes. Bureau Veritas India Pvt. Ltd.

Bank usage of water is essentially for domestic purposes like drinking and sanitation for employees and being a service sector company, no effluent discharge is involved in it's business activity.

Assumption for water consumption calculation: water consumption in litres per head per day - 45L, source: CGWA 2016

Water discharged is considered 80% of the water withdrawn as per CPCB report, dated December 24, 2009 and reported as water sent to third parties.

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

NA

As Bank doesn't own any significant effluent generation assets, hence zero liquid discharge requirement is not applicable.

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Whether air emissions (other than GHG emissions) by the entity is applicable to the company?

No

Parameter	Please specify the unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Nox	-	-	-
SOx	-	-	-
Particulate Matter	-	-	-
Persistent organic pollutants (POPs)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify	-	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

No

Due to nature of services, the Bank doesn't own / operate any such emission sources.

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Whether greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity is applicable to the company?

Yes

Parameter	Please specify the unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	20,424.64*	16,977
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	66,311.97**	48,515
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO ₂ e/₹ crore	3.25	2.18
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	tCO ₂ e/₹ crore	67.06	-
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO ₂ e/Unit	-	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	tCO ₂ e/FTE	1.81	1.44

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes. Bureau Veritas India Pvt. Ltd.

*There has been an increase in number of branches, along with a doubling in the number of mock drills done in the offices per annum, as per Bank Policy.

**The calculation methodology used for the computation of Scope 2 emissions was done by the spend based method.

8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details. Yes / No / NA

Yes, the Bank's decarbonisation plan is focused on energy-saving measures and switching to green power, wherever feasible. The Bank is actively implementing measures to reduce carbon emissions and ensure energy efficiency across its operations.

These measures include:

- Sourcing electricity from renewable sources.
- Incorporating energy-efficient technologies and equipment into building designs.
- Embracing a 'Green IT' vision by updating software, adopting new technologies, and streamlining IT operations to minimize energy consumption.
- Conducting regular energy audits to identify areas for improvement and develop long-term strategies.
- Organizing workshops to promote energy conservation and raise awareness about sustainability.

So far, 12 PIONEER Branches / Lobbies of IndusInd Bank nationwide have achieved LEED certification and Corporate Office in Mumbai is using 100% renewable energy.

9. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	48.37	68.01
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	-	-
Total (A + B + C + D + E + F + G + H)	48.37	68.01
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) (in MT/ ₹ crore)	0.0018	0.0022
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.04	-
Waste intensity in terms of physical output		
Waste intensity (optional) – the relevant metric may be selected by the entity (in MT/ FTE)	0.0010	0.0015
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations(in metric tonnes)		
Category of waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	-	-
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	48.37	68.01
Total	48.37	68.01

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

Yes

Bureau Veritas India Pvt. Ltd.

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

As a Bank, providing services, no hazardous and toxic chemicals are used or produced throughout the operations.

The Bank is committed towards supporting and promoting efficient waste management measures to reduce the impact of waste (both of Bank's own operations as well as those of Bank's clients and partners) on the local environment, promoting re-use and recycling of waste and re-engineering production processes for supporting a circular economy.

11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

Sr. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N)	If no, the reasons thereof and corrective action taken, if any
-	-	-	-	-

N.A. None of our owned offices fall under ecologically sensitive areas.

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
-	-	-	-	-	-

Bank operates out of mostly leased premises and the nature of business does not warrant Environmental Impact assessment.

13. Is the entity compliant with the applicable environmental law/ regulations/guidelines in India: such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Yes

If not, provide details of all such non-compliances, in the following format:

Sr. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the noncompliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
-	-	-	-	-

The Company is in compliance with all applicable laws as per mandatory requirements.

Leadership Indicators

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):
NA

For each facility / plant located in areas of water stress, provide the following information:

- Name of the area
- Nature of operations
- Water withdrawal, consumption and discharge in the following format:

Parameter	FY25 (Current Financial Year)	FY24 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
i. Surface Water	-	-
ii. Ground water	-	-
iii. Third Party Water	-	-
iv. Seawater / desalinated water	-	-
v. Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
i. Into Surface water	-	-
- No Treatment	-	-
- With treatment – please specify level of treatment	-	-
ii. Into Groundwater	-	-
- No Treatment	-	-
- With treatment – please specify level of treatment	-	-
iii. Into Seawater	-	-
- No Treatment	-	-
- With treatment – please specify level of treatment	-	-
iv. Sent to third - parties	-	-
- No Treatment	-	-
- With treatment – please specify level of treatment	-	-
v. Others	-	-
- No Treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes

Bureau Veritas India Pvt. Ltd.

Not applicable

As bank uses water only for drinking and sanitation, it is not a significant impact.

2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

If Scope 3 emissions & its intensity is applicable? (Y/N)

Parameter	Unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	19,956	9,600
Total Scope 3 emissions per rupee of turnover	tCO ₂ e/₹ crore	0.75	0.32
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	tCO ₂ e/FTE	0.41	0.21

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes. Bureau Veritas India Pvt. Ltd.

We have changed the calculation methodology adding fuel and energy related activities along with upstream leased assets to the Scope 3 computation

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Bank doesn't have significant direct & indirect impact on biodiversity in ecologically sensitive areas.

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative	Corrective action taken, if any
1	Green Building certifications	Identified branches have implemented energy efficiency measures and other water saving, waste recycling initiatives	12 PIONEER Branches / Lobbies of Bank have achieved LEED certification	-
2	Water saving initiatives	The Bank has implemented water-saving measures in its facilities.	Bio-blocks have been installed in male urinals, eliminating the need for water flushes.	-
3	Waste segregation and recycling	The Bank generates paper and electronic waste. To address this, the Bank has implemented waste segregation with separate bins in corporate office pantries, recycling dry waste and converting wet waste.	Electronic waste is properly recycled in collaboration with authorized e-waste vendors.	-
4	Oracle P2P (Procure to Pay)	This initiative completely online and this reduces the pages that is being printed to prepare POs and Other documentation. It comes with an integration with Oracle OGL (F & A Module), which further makes the documentation flow from Procurement to Finance seamlessly.	Environmental benefit (Paper usage Reduction). This also increases resource efficiency, quality work done and better reporting system.	-

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

Yes. The Bank is dedicated to maintaining continuity of critical services and products at a minimum acceptable level during any disruptive event, while prioritizing the health and safety of employees and third-party personnel.

BCP Manual

- Available on the Bank's Intranet.
- Outlines procedures, roles, and recovery strategies to ensure operational resilience.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

No significant adverse impacts have been identified from the value chain of the entity.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.
- Given the nature of procurement largely contributed by IT equipment, furniture and services, we do not anticipate significant environmental impacts.

Deutsch Quality System India Pvt. Ltd. (DQS India) had assessed vendors representing 77% of total procurement spend of the Bank on ISO 20400 – Sustainable Procurement criteria during 2023.

As a part of the ESMS Policy, the Bank assesses, eligible borrowers' impact regarding environmental & social issues. These include: air emissions, energy, water, waste management practices.

<https://www.indusind.com/content/dam/indusind-corporate/generic/ESMS.pdf>

8. How many Green Credits have been generated or procured:

S.No	Categories	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
a.	By the listed entity	-	-
b.	By the top ten value chain partners		
	1. Value chain partners by Purchases	-	-
	2. Value chain partners by Sales	-	-

P7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicators

1. Trade Affiliations a Number of affiliations with trade and industry chambers/ associations: 5
- a. List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S.No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National/International)
1	Indian Banks Association	National
2	Micro Finance Institutions Network	National
3	Institutional Investor Advisory Services India Limited	National
4	Bombay Chamber of Commerce and Industry	State
5	Indo-German Chamber of Commerce	International

2. Provide details of corrective action taken or underway on any issues related to anticompetitive conduct by the entity, based on adverse orders from regulatory authorities.

Name of Authority	Brief of the case	Corrective Action Taken
-	-	-

*There have been no cases of anti-competitive conduct by the Bank.

Leadership Indicators

1. Details of public policy positions advocated by the entity:

S.No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
-	-	-	-	-	-

P8: Businesses should promote inclusive growth and equitable development

Essential Indicators

- Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
<p><u>Name: Support for children with Cancer</u></p> <p>The Support for children with Cancer project addresses the urgent need for early detection, treatment access and support services for paediatric cancer patients in Assam. With over 50% of cancer diagnosed at late stages, the initiatives aim to reduce preventable mortality access to diagnostic and treatment services and supporting vulnerable families especially those facing financial or geographical barriers.</p> <p>The project involves mobile health teams conducting community screenings and awareness drives, focuses on training ASHA workers and nurses, and offers support for treatment, accommodation and follow-up care. By strengthening local healthcare capacity and reducing dropout rates, it ensures equitable care for marginalized populations. The initiative aligns with several Sustainable Development Goals including Goal 3 (Good Health and Well-Being), Goal 4 (Quality Education), Goal 5 (Gender Equality), Goal 10 (Reduced Inequalities) and Goal 17 (Partnerships for the Goals).</p>	Amendment from MCA vide CG-DL-E 22012021 – 224640, GSR 40 (E)	22-01-2021	Yes	Yes	https://www.indusind.com/en/csr-home.html
<p><u>Name: Comprehensive Healthcare for young and adolescent girls</u></p> <p>The Comprehensive Healthcare project was launched to provide essential health services to children in social, tribal, and backward class welfare residential institutions in Telangana, addressing the critical healthcare needs of economically disadvantaged backgrounds. The project focuses on three main components:</p> <ul style="list-style-type: none"> - Real-time health monitoring and management for these children. - Timely medical interventions for both emergency and chronic health conditions. - Continuity of care through a dedicated health command centre and field staff, ensuring children can focus on their education without worrying about healthcare access. <p>It supports SDG 3 (Good Health and Well-Being), SDG 4 (Quality Education) and SDG 6 (Clean Water and Sanitation).</p>	Amendment from MCA vide CG-DL-E 22012021 – 224640, GSR 40 (E)	22-01-2021	Yes	Yes	https://www.indusind.com/en/csr-home.html
<p><u>Name: Congenital Heart Disease Project</u></p> <p>Bank supported free treatment of children living with Congenital Heart Disease (CHD). Project was specifically targeted towards children who are economically disadvantaged and unable to afford the costs of treatment for their condition.</p> <p>The primary objective of the project is to reduce infant and child mortality in India caused by congenital heart disease by providing timely, accessible, and free paediatric cardiac care, along with promoting early detection and awareness across economically weaker communities.</p> <p>The project aligns with SDG 3 (Good Health & Well-being), SDG 1 (No Poverty), SDG 16 (Reduce Inequalities) and SDG 17 (Partnership for Goals)</p>	Amendment from MCA vide CG-DL-E 22012021 – 224640, GSR 40 (E)	22-01-2021	Yes	Yes	https://www.indusind.com/en/csr-home.html

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
<p>Name: Nurturing Rural champions</p> <p>The Nurturing Rural champions' project aimed to provide access to sports to rural children, especially girls with necessary sports training and facilities to enable them to get trained, improve their strength, nutrition and self-confidence to participate in competitions.</p> <p>A comprehensive approach was adopted to foster a conducive sporting environment including provision of an Olympic-sized sports ground, expert coaches, necessary equipment, and transportation to the facility from the respective villages.</p> <p>It supports SDG 3 (Good Health and Well-Being),</p>	Amendment from MCA vide CG-DL-E 22012021 – 224640, GSR 40 (E)	22-01-2021	Yes	Yes	https://www.indusind.com/en/csr-home.html
<p>Name: Skill Development of Rural Youth</p> <p>Skill Training for Rural Youth' program equips rural youth with essential skills for employment. It offers structured training in five job roles: Microfinance Executives, Unarmed Security Guards, Customer Relationship Management professionals, General Duty Assistants, and Assistant Electricians. The program included activity-based classroom learning, industry exposure visits, on-the-job training, and safety sessions. Training was conducted in simulated work environments, covering practical skills, soft skills, IT, and English. Guest lectures and counselling sessions further preparing trainees for employment, ensuring they are industry-ready and willing to relocate for job opportunities.</p> <p>The project aligns with SDG 4 (Quality Education), SDG 8 (Decent Work and Economic Growth), and SDG 10 (Reduced Inequalities).</p>	Amendment from MCA vide CG-DL-E 22012021 – 224640, GSR 40 (E)	22-01-2021	Yes	Yes	https://www.indusind.com/en/csr-home.html
<p>Name: Future Skill Development Program</p> <p>The Future Skill Development Program, was launched to support youth from disadvantaged and rural backgrounds. The program provided participants with in-demand technical and employability skills, including Artificial Intelligence, Core Java, aptitude, and soft skills, along with dedicated placement support.</p> <p>It supports key Sustainable Development Goals i.e. SDG 4 (Quality Education), SDG 8 (Decent Work and Economic Growth), SDG 1 (No Poverty), and SDG 10 (Reduced Inequalities).</p>	Amendment from MCA vide CG-DL-E 22012021 – 224640, GSR 40 (E)	22-01-2021	Yes	Yes	https://www.indusind.com/en/csr-home.html
<p>Name: Employment Led Training</p> <p>The Employment-led Training Project, initiated by the Bank aimed to empower rural youth with disabilities through customized training and employment opportunities. Partnering with local NGOs, the project also addressed mobility challenges by distributing assistive devices. Focused on underserved areas in South India, it helped participants overcome barriers, improve household incomes, and move toward economic independence and inclusion.</p> <p>This initiative promotes SDG 1 (No Poverty), SDG 4 (Quality Education), SDG 8 (Decent Work & Economic Growth), and SDG 10 (Reduced Inequalities).</p>	Amendment from MCA vide CG-DL-E 22012021 – 224640, GSR 40 (E)	22-01-2021	Yes	Yes	https://www.indusind.com/en/csr-home.html

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
<p>Name: Roof Rain Water Harvesting Program</p> <p>The Strengthening and Augmenting Rural Awareness and Livelihood Programme (SARAL) aimed to address water scarcity and livelihood challenges in Jaitaran block, Pali District, Rajasthan. The program focused on water harvesting and conservation to empower rural communities. Key interventions under this program included constructing Roof Rainwater Harvesting Systems (RRWHS), farm tanks, farm ponds, and reviving traditional ponds. Installation of micro irrigation systems and construction of school sanitation facilities for girls was also undertaken, benefiting community members.</p> <p>The program contributes to SDG 1 (No Poverty), SDG 2 (Zero Hunger), SDG 6 (Clean Water & Sanitation), SDG 13 (Climate Action)</p>	Amendment from MCA vide CG-DL-E 22012021 – 224640, GSR 40 (E)	22-01-2021	Yes	Yes	https://www.indusind.com/in/en/csr-home.html
<p>Name: Urban Afforestation Program (UAP)</p> <p>UAP is aimed at expanding green areas in urban environments, creating habitats for urban fauna, and leveraging the carbon sequestration abilities of native tree species. The key objective of the program is to assist companies, organizations, and individuals in reducing their carbon footprint. The program activities have benefited local communities, landowners, and community members from the slums by offering job opportunities through plantation and maintenance work and supporting local nurseries in growing and distributing saplings.</p> <p>It contributes to SDG 3 (Good Health and Well-being), SDG 8 (Decent Work and Economic Growth), SDG 11 (Sustainable Cities and Communities), SDG 13 (Climate Action).</p>	Amendment from MCA vide CG-DL-E 22012021 – 224640, GSR 40 (E)	22-01-2021	Yes	Yes	https://www.indusind.com/in/en/csr-home.html
<p>Name: Watershed Development Program Odisha</p> <p>The Watershed Development Program aimed to enhance water levels in various water bodies, reduce soil erosion, and boost agricultural productivity. This was achieved through the construction of diverse soil and water conservation structures. Additionally, the program emphasised on educating farmers on watershed management and sustainable agricultural practices, offering training and capacity-building activities to foster awareness and skill development.</p> <p>It directly contributes to SDG 1 (No Poverty), SDG 2 (Zero Hunger), SDG 6 (Clean Water and Sanitation), SDG 13 (Climate Action).</p>	Amendment from MCA vide CG-DL-E 22012021 – 224640, GSR 40 (E)	22-01-2021	Yes	Yes	https://www.indusind.com/in/en/csr-home.html
<p>Name: Hockey for Her Excellence Program</p> <p>Bank through “Hockey for Her Excellence Program,” through extended operational support for training sub-junior (under-17) girls in the residential academy. Through this program, aspiring female hockey players received world-class coaching to strengthen India’s hockey ecosystem and to promote gender inclusivity in sports productivity.</p> <p>It aligned with SDG 3 (Good Health and Well-Being), SDG 4 (Quality Education), SDG 5 (Gender Equality), SDG 8 (Decent Work & Economic Growth) and SDG 10 (Reduced Inequalities).</p>	Amendment from MCA vide CG-DL-E 22012021 – 224640, GSR 40 (E)	22-01-2021	Yes	Yes	https://www.indusind.com/in/en/csr-home.html

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
<p>Name: Pragat Healthcare Program</p> <p>The Pragat Healthcare Program was implemented to strengthen Primary Health Centre (PHC) and sub-centres by integrating digital health services, telemedicine, diagnostic facilities, and community outreach programs to ensure last mile delivery of quality healthcare.</p> <p>The initiative supports several Sustainable Development Goals such as SDG 3 (Good Health and Well-being) and SDG 9 (Industry, Innovation, and Infrastructure),</p>	Amendment from MCA vide CG-DL-E 22012021 – 224640, GSR 40 (E)	22-01-2021	Yes	Yes	https://www.indusind.com/en/csr-home.html
<p>Name: Pragat Watershed Program</p> <p>The Pragat Watershed project focused on sustainable natural resource management in the drought-prone regions of northern Karnataka. The program aimed to enhance water resource management by constructing water harvest structures, facilitating government-supported labour activities and executing capacity-building initiatives.</p> <p>The alignment with various SDGs include SDG 1 (No Poverty), SDG 11 (Sustainable Cities & Communities), SDG 12 (Responsible Consumption & Production), SDG 15 (Life on Land), and SDG 13 (Climate Action).</p>	Amendment from MCA vide CG-DL-E 22012021 – 224640, GSR 40 (E)	22-01-2021	Yes	Yes	https://www.indusind.com/en/csr-home.html
<p>Name: Pragat Drinking Water program</p> <p>The program was designed to ensure availability of safe drinking water across all households in the project area. The program revives defunct RO plants installed by Gram Panchayat, by repairing the plant, training the community for its operations and ownership.</p> <p>The alignment with various SDGs include SDG 6 (Clean Water & Sanitation), SDG 3 (Good Health & Well-being), and SDG 11 (Sustainable Cities & Communities)</p>	Amendment from MCA vide CG-DL-E 22012021 – 224640, GSR 40 (E)	22-01-2021	Yes	Yes	https://www.indusind.com/en/csr-home.html
<p>Name: Pragat – Road to School program</p> <p>This program was designed to addresses the issues of learning gaps amongst students of government primary and middle schools. The “Road to School” program is a comprehensive child development initiative designed to address learning gaps among students in government primary and middle schools, while fostering a foundational framework for their holistic development.</p> <p>The alignment is with various SDGs i.e. SDG 4 (Quality Education) and SDG 10 (Reduced Inequalities).</p>	Amendment from MCA vide CG-DL-E 22012021 – 224640, GSR 40 (E)	22-01-2021	Yes	Yes	https://www.indusind.com/en/csr-home.html
<p>Name: Dairy Farmers Livelihood Program</p> <p>Through this program, Bank aimed to enhance the livelihoods of small and marginalized dairy farmers in the Sangrur district of Punjab. The program used an integrated approach, providing extension services (veterinary care, expert vet visits, etc.), ICT solutions through an app, and strengthening market linkages for selling milk yield. The program offered services related to cattle health, nutrition, clean milk production, and farm management practices, with VLEs assigned to each location. A mobile app was also developed to provide real-time information and help farmers keep digital records of cattle health and financial bookkeeping.</p> <p>By fostering efficient, sustainable dairy practices, this initiative contributed directly to SDG 1 (No Poverty), SDG 2 (Zero Hunger), SDG 3 (Good health & Well-being) SDG 8 (Decent work & Economic growth), and SDG 9 (Industry Innovation & Infrastructure) and SDG 12 (Responsible Consumption & Production).</p>	Amendment from MCA vide CG-DL-E 22012021 – 224640, GSR 40 (E)	22-01-2021	Yes	Yes	https://www.indusind.com/en/csr-home.html



2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement(R&R) is being undertaken by your entity, in the following format:

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
1	Not applicable	-	-	-	-	-

*The nature of business does not warrant Rehabilitation and Resettlement (R&R).

3. Describe the mechanisms to receive and redress grievances of the community.

Following contact details are given on the Bank's CSR page and various reports.

Email Id: sattvam@indusind.com

Contact No: +91 022 - 6106 9200

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	28%	31%
Directly from within India (Sourced directly from within the district and neighbouring districts)	100%	100%

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost.

Location	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Rural		
% of Job creation in Rural areas	1.52%	1.68%
Semi-urban		
% of Job creation in Semi-Urban areas	7.41%	7.87%
Urban		
% of Job creation in Urban areas	13.82%	17.11%
Metropolitan		
% of of Job creation in Metropolitan area	77.25%	73.33%

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Details of negative social impact identified	Corrective action taken
No negative social impact identified	

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

S. No.	State	Aspirational District	Amount spent (In ₹)
1	Tamil Nadu	Virudhunagar	12,17,23,216
2	Maharashtra	Dharashiv	15,96,71,290
3	Uttar-Pradesh	Bahraich	12,45,00,000
4	Rajasthan	Baran	10,95,00,000
5	Bihar	Begusarai	12,46,58,392
6	Kerala	Idukki	56,49,329
7	Madhya Pradesh	Damoh	81,00,000
8	Andhra Pradesh	Kurnool	60,24,885
9	Andhra Pradesh	Alluri Sitharama Raju	92,53,002
10	Odisha	Balangir	2,80,00,000

3. Procurement Policy

- a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups?
No
- b. From which marginalized /vulnerable groups do you procure?
SME and MSME
- c. What percentage of total procurement (by value) does it constitute?
28%

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

S.No	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
-	-	-	-	-

*No intellectual properties acquired on traditional knowledge

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Name of authority	Brief of the Case	Corrective action taken
--	-	-

*No such orders were received

6. Details of beneficiaries of CSR Projects:

S.No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Holistic Rural Development Program	7,23,000	70%
2	Sustainable Environment	86,000	70%
3	Education and Employability	1,69,000	70%
4	Inclusive Sports	1,000	70%
5	Livelihood	15,12,000	70%
6	Others (Healthcare, Armed Forces)	2,800	70%

P9: Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators

- Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

The bank adheres to its Board-approved "Grievance Redressal Policy," which outlines a structured escalation process for handling customer complaints across branches and the Corporate Office, in line with RBI guidelines. An Internal Ombudsman has been appointed to independently review complaints that are either rejected or result in partial relief for customers. A Quarterly Report on complaints received and resolved is presented to both the Standing Committee on Customer Service and the Customer Service Committee of the Board. By analyzing recurring complaints in specific areas, the bank identifies root causes and initiates corrective actions. Customers are encouraged to contact their Branch Manager, use the toll-free Contact Centre number, email dedicated addresses, or visit the bank's website (www.indusind.com) for streamlined grievance resolution. Details of Nodal Officers and Regional Managers are available on the bank's website and at branches. Information about the Reserve Bank of India's Integrated Ombudsman Scheme, 2021 is prominently displayed at branches and on the bank's website.

- Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

As a percentage to total turnover	
Environmental and social parameters relevant to the product	Not applicable
Safe and responsible usage	100%
Recycling and/or safe disposal	Not applicable

- Number of consumer complaints in respect of the following:

	FY 2024-25 (Current Financial Year)		Remarks	FY 2023-24 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	15,827	2,856	-	7,136	723	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other	64,235	12,955	-	35,194	1,832	-

- Details of instances of product recalls on account of safety issues:

Type of recalls	Number	Reasons for recall
Voluntary recalls	-	-
Forced Recalls	-	-

*Not applicable considering banking sector.

- Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes, IndusInd Bank is ISO 27001: 2013 (Information Security Management System) certified, which includes 100% of the Bank's IT infrastructure comprising data centres and Disaster Recovery (DR) sites.

The Bank follows a Board-approved Privacy Policy which is displayed at all branches and also hosted on the Bank's website. The Policy is applicable to personal information and sensitive personal data or information collected by the Bank.

The Bank's primary responsibility is to keep its financial information secured all the time.

<https://www.indusind.com/in/en/personal/privacy-policy.html?utm>

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services: cyber security and data privacy of customers: re-occurrence of instances of product recalls: penalty / action taken by regulatory authorities on safety of products / services.

There is no data privacy breach incidents reported in last FY i.e. FY 24-25.

7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches

There were no data breaches reported in F.Y. 24-25 related for SEBI scoped applications

- b. Percentage of data breaches involving personally identifiable information of customers

-Nil-

- c. Impact, if any, of the data breaches

-Nil-

Leadership Indicators

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

Information about all loan products and services offered by the Bank can be found on its official website. Additionally, the Bank leverages various social media and digital platforms to share details on its loans and deposits. Visit the product offerings on the official website at "www.indusind.com" for more information.

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

The Bank has established a Customer Rights Policy, accessible on its website, and has also implemented a Customer Protection Policy aligned with RBI guidelines. This policy aims to provide a safe, reliable, and transparent service experience. It addresses customer complaints related to unauthorized electronic transactions, sets criteria for determining customer liability in different scenarios, and promotes customer awareness. The Bank utilizes multiple channels, including a surveillance unit, to detect and prevent insider threats and internal fraud.

Through digital platforms, e-learning, classroom sessions, and workshops, the Bank shares information on cyber fraud prevention, safe internet and online banking practices, recognizing and avoiding phishing and vishing attempts, secure usage of credit/debit cards, and protection against malware and malicious websites. This initiative is designed to educate, inform, and raise awareness among employees, customers, and partners.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

The Bank has a Business Continuity Policy (BCP) in place to ensure that critical processes can continue during a crisis. This policy includes identifying essential processes and developing recovery plans to ensure the timely resumption of critical operations and services. Regular mock tests are conducted to evaluate BCP preparedness. The implementation of the EGRC system facilitates monitoring and management of key BCP components such as Business Impact Analysis (BIA), BCP Recovery Plan, BCP Testing, and BCP Risk Assessment, thereby enhancing effective business continuity management.

The Bank's customers are informed of scheduled/ unscheduled disruption in service, if any, through SMS, emails, website notice, branch Notice Board etc.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No) Yes / No / NA

Yes

Information about the Bank's products and services are placed on the Bank's website for information of the public. Comprehensive Notice Boards at branches also contain information.

Bank provides customers with complete information about the Bank's products including terms and conditions; schedule of charges applicable for various products/ services; channels through which services are rendered including branch lists/ online channels; provision for applying to various products online; and the Bank's grievance redressal mechanism available for customers.

Financial Literacy is an important element unleashing Financial Inclusion. The objective of this initiative is to scale-up efforts manifold and to impart holistic education on banking and financial products and services in the form of simple messages such as documents to be submitted while opening a bank account (KYC), Why Save (Save early in your Life), Why Save and borrow from Banks, Why repay in time, how to lodge complaints and the Banking Ombudsman, What are customer rights, Usage of digital payment and remittance, Why insure yourself, Why Save and Invest money for your future etc. Bank's Rural Branches and Business Correspondents conduct doorsteps financial literacy camps with focus on financially excluded people for their basic financial needs and capacity building at least once in a month in nearby villages.

Financial Inclusion – is delivery of banking services like availability of basic savings bank account, access to need based credit, remittances facility, insurance and pension to the excluded sections i.e. economically weaker sections of disadvantage and low income groups at an affordable cost. Financial Inclusion is a national priority of the Government as it is an enabler for inclusive growth. Financial Inclusion is important as it provides an avenue to the poor for bringing their life-savings into the formal financial system. Bank offers financial inclusion products like no frills savings account under various schemes e.g. Pradhan Mantri Jan-Dhan Yojana, Pradhan Mantri Jeevan Jyoti Bima Yojana and Pradhan Mantri Suraksha Bima Yojana etc.

5. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes

IndusInd Bank's focus on customer-centricity has been a critical pillar of its success. The Bank uses Net Promoter Score (NPS) to measure customer loyalty and satisfaction. The NPS program is embedded throughout the bank, driving improvements across customer channels and journeys. The Bank's commitment to superior customer service is evident in the rising Promoter trends and improved NPS across all touchpoints.



INDEPENDENT PRACTITIONER'S ASSURANCE REPORT

To

The Board of Directors of IndusInd Bank Limited

Introduction and objectives of work

The Board of Directors of **IndusInd Bank Limited** (the 'Company') have engaged us for providing Assurance Report on identified sustainability information in the Business Responsibility & Sustainability Report (BRSR) of the Company for the year ended March 31, 2025.

The Company (IBL) has adopted the following criteria for preparing the report:

Business Responsibility and Sustainability Report as per Annexure 1 of the SEBI's circular (SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122) dated July 12, 2023 & SEBI/HO/CFD/CFDPoD1/P/CIR/2024/177 dated December 20, 2024, for BRSR Core KPIs.

Intended User

The Assurance Statement is made solely for "**IndusInd Bank Limited (IBL)** and its stakeholders" as per the governing contractual terms and conditions of the assurance engagement contract between "IBL" and "Bureau Veritas". To the extent that the law permits, we owe no responsibility and do not accept any liability to any party other than "IBL" for the work we have performed for this assurance report or our conclusions stated in the paragraph below.

Scope of Work

We have performed the **Reasonable Assurance engagement for BRSR (Core)** parameters and **Limited Assurance for non-core** parameters in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised) and in line with the requirements of Bureau Veritas's standard procedures and guidelines for external Assurance of Sustainability Reports, based on current best practice in independent assurance

We have also verified the Employee data and Trainings provided to the employees at three international offices (London, Dubai & Abu Dhabi) and GIFT City international branch.

The reporting boundaries considered for this reporting period are as follows:

IndusInd Bank branches located in India and three international offices (London, Dubai & Abu Dhabi) and GIFT City International branch.

As part of its independent Reasonable Assurance, we assessed the appropriateness and robustness of underlying reporting systems and processes used to collect, analyse and review the information reported. In this process, we undertook the following activities:

The assessment was conducted by means of physical site visits at Head office located at Mumbai, Maharashtra and branch office located at Begumpet, Hyderabad. Bureau Veritas interviewed personnel of **IndusInd Bank Limited's** including Corporate Sustainability, Environment, Health & Safety (EHS) team, HR, Finance and Accounts, Engineering, Purchase, Accounts and other relevant departments.

- The assurance process involved carrying out an Assessment by experienced assessors from Bureau Veritas.
- The Company has submitted performance data on reported BRSR (core) topics and non-core topics.
- Data on various BRSR (core) and non-core disclosures were assessed for the locations mentioned above. Later, it was confirmed that the same assessed data went into preparation of the final data within the BRSR Report 2024-25.

Management Responsibility

The Selection of reporting criteria, reporting period, reporting boundary, monitoring and measurement of data, preparation, and presentation of information in the BRSR report are the sole responsibility of the Company and its management. We are not involved in drafting or preparation for the BRSR Report. Our sole responsibility is to provide independent Reasonable assurance and Limited assurance on the BRSR core and BRSR non-core parameters respectively for the financial year ended 31st March 2025.

Our Findings

On the basis of our methodology and the activities described above,

- Nothing has come to our attention to indicate that the BRSR disclosures are inaccurate or that the information included therein is not fairly stated.
- It is our opinion that Company has established appropriate systems for the collection, aggregation, and analysis of data on Sustainability/Non-Financial performance disclosures in the BRSR.
- The BRSR Report provides a fair representation of the Company's activities as included therein.
- The information is presented in a clear, understandable, and accessible manner, and allows readers to form a balanced opinion over the Company and status during the reporting period.

Limitations and Exclusions

Excluded from the scope of our work is any assurance of information relating to:

- Activities outside the defined assurance period.
- Positional statements (expressions of opinion, belief, aim or future intention) by **IndusInd Bank Limited** and statements of future commitment.
- Competitive claims in the report claiming, "first company in India", "first time in India", "first of its kind", etc.

Our assurance does not extend to the activities and operations of **IndusInd Bank Limited** outside of the scope and geographical boundaries as well as the operations undertaken by any subsidiaries or joint ventures of the Company.

This independent statement should not be relied upon to detect all errors, omissions or misstatements that may exist within the Report.

Statement of Independence, Integrity, and Competence

Bureau Veritas is an independent professional services company that specialises in quality, environmental, health, safety, and social accountability with over 196 years history. Its assurance team has extensive experience in conducting assessment over environmental, social, ethical and health and safety information, systems and processes.

Bureau Veritas operates a certified Quality Management System which complies with the requirements of ISO 9001:2015 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Bureau Veritas has implemented and applies a Code of Ethics, which meets the requirements

of the International Federation of Inspections Agencies (IFIA), across the business to ensure that its employees maintain integrity, objectivity, professional competence and due care, confidentiality, professional behaviour, and high ethical standards in their day-to-day business activities.

The assurance team for this work does not have any involvement in any other Bureau Veritas projects with **IndusInd Bank Limited**.

Competence

The assurance team has extensive experience in conducting assurance over environmental, social, ethical, and health & safety information, systems and processes an excellent understanding of Bureau Veritas standard methodology for the Assurance of Sustainability Reports.

Restriction on use of Our Report

Our assurance report has been prepared and addressed to the Board of Directors of the **IndusInd Bank Limited** at the request of the company solely to assist the company in reporting on the Company's Sustainability performance and activities. Accordingly, we accept no liability to anyone other than the Company. Our deliverables should not be used for any other purpose or by any person other than the addressees of our deliverables. The Firm neither accepts nor assumes any duty of care or liability for any other purpose or to any other party to whom our Deliverables are shown or into whose hands it may come without our prior consent in writing.



Ahamed Mohiuddin SYED
Lead Assuror

Bureau Veritas (India) Private Limited
Hyderabad, India

Dt: 22.07.2025



Munji Rama Mohan RAO
Technical Reviewer

Bureau Veritas (India) Private Limited
Hyderabad, India

Dt: 23.07.2025

IndusInd Bank

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