

The Listing Department,  
BSE Limited,  
Phiroje Jeejeebhoy Towers,  
25<sup>th</sup> Floor, Dalal Street,  
Mumbai – 400001

The Listing Department,  
National Stock Exchange of India Limited,  
Exchange Plaza, 5<sup>th</sup> Floor, C / 1, 'G' Block,  
Bandra Kurla Complex, Bandra (East),  
Mumbai – 400051

BSE SCRIP Code: 500112

NSE SCRIP Code: SBIN

CC/S&B/AND/2025-26/224

26.06.2025

Madam/ Sir,

**Sustainability Report FY25 with GRI logo**  
**Revised Business Responsibility and Sustainability Report (BRSR) FY25**

In furtherance to our letter no. CC/S&B/AND/2025-26/123 dated 21.05.2025, we submit the revised Sustainability Report FY25 with GRI logo. Annexure submitted as under:

1. Changes in the revised BRSR - Annexure A
2. GRI Content Index - Annexure B.

This is for your information and record.

Yours faithfully,



(Aruna N Dak)  
DGM (Compliance & Company Secretary)  
Encl: A/a

# VIKSIT BHARAT

Resilient Sustainable Inclusive



## RESILIENT BUILDING BLOCKS





# Viksit Bharat – Resilient | Sustainable | Inclusive

Viksit Bharat 2047 is the vision to make India a developed nation by 2047, the 100<sup>th</sup> year of Independence. The vision encompasses various aspects of development such as economic growth, social progress, environmental sustainability and good governance. State Bank of India (SBI), the largest and oldest public sector Bank in India, has been instrumental in driving India's economic growth, supporting financial inclusion and empowering millions. SBI's commitment is deeply rooted in its mission to drive economic progress while ensuring that the benefits of development reach every corner of society.

## SBI's focus areas



The Government of India's vision of *Viksit Bharat* is built on four pillars – Garib (Poor), Yuva (Youth), Annadata (Farmers) and Naari (Women) – and SBI facilitates to empowering each of these groups through transformative initiatives that pave way for a sustainable, inclusive and resilient India.

### Sustainable

- Target to achieve at least 7.5% domestic gross advances to be green by 2030
- Target to achieve Net Zero (Scope 1,2 and 3) by 2055
- Roadmap in place for achieving carbon neutrality in internal operations (Scope 1 & 2) by 2030
- Green Club initiative to engage employees and stakeholders in its mission to achieve carbon neutrality
- Policy on financing Renewable Energy (RE) projects, sustainability-linked loans, green deposits and ESG Financing Framework
- 61,400 MTCO<sub>2</sub>e GHG emissions avoided due to Renewable Energy usage in FY 2024-25
- ₹ 76,736 crore of RE financed in FY 2024-25
- Development of products and services which have positive environmental and social impact
- Paperless loan processing
- End-to-end digital loan products
- Annual targets for energy efficiency initiatives and resource management such as green building certification
- Prioritising financing renewable energy, clean technologies and sustainable agricultural practices

### Inclusive

- Affordable loan and insurance schemes such as PMJDY, PMJJBY, PMSBY, APY to unbanked and lower income groups
- Skill development and training through Rural Self-employment Training Institutes (RSETIs)
- CSR initiatives focussing on rural and slum area development, women empowerment and financial inclusion
- Financing Farmer Producer Organisations (FPOs), agri and agri-allied activities
- Schemes for women entrepreneurs such as SBI Asmita, Swayam Siddha Saral & Nari Shakti etc.
- Human capital strategy focusing on fostering inclusive and diverse workforce
- Deployment of ₹ 610.77 cr on community initiatives with ~65 lakh beneficiaries during FY 2024-25
- Support to MSMEs through financing and skill upgradation
- Collateral free loans under Mudra to micro enterprises

### Resilient

- Independent risk assessment, monitoring and control functions
- Robust sustainability governance structure
- Business Continuity and Operational Resilience Policy for ensuring seamless operations without disruptions
- Portfolio and investment diversification
- Strong capital base
- Investment in efficient and secure technology to improve operations and protect from cyber threats
- Customer data security and privacy
- Independent Compliance vertical and strong compliance culture
- Ethical lending practices ensuring transparency, fairness and customer centric policies



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# About the Report

State Bank of India is pleased to present its 10<sup>th</sup> Sustainability Report.

The report reflects SBI's continued commitment to responsible banking, environmental stewardship and inclusive growth integrating Environmental, Social, and Governance (ESG) factors across operations, portfolio, and value chain. With transparent disclosures & impactful actions, The Bank is committed to driving meaningful change, mitigating Climate risk, uplifting communities and aligning our operations with India's sustainability goals.

## Reporting Guidelines and Principles

Our disclosures presented in this report are prepared in accordance with global standards and frameworks such as:

- GRI Sustainability Reporting Standards
- Integrated Reporting <IR> framework (part of the International Financial Reporting Standards (IFRS) Foundation)
- Sustainability Accounting Standards Board (SASB)
- United Nations Sustainable Development Goals (UN SDGs)
- Task Force on Climate-related Financial Disclosures (TCFD)

The Business Responsibility and Sustainability Report (BRSR) is included in this report which has been prepared in accordance with the updated SEBI guidelines, aligning with the nine principles of the National Guidelines on Responsible Business Conduct (NGRBC).

## Scope and Boundary

The non-financial disclosures presented in this report cover SBI's activities and progress on a standalone basis for the reporting period FY 2024-25, i.e., April 1, 2024 to March 31, 2025. The report covers SBI's domestic and international operations, which include the Corporate Centre establishment in Mumbai and establishments in various geographies across India and 244 overseas offices. There are no significant changes to the organisation or its supply chain during the reporting period. For environmental KPIs [Greenhouse Gas

(GHG) emissions, energy, water, waste], the reporting boundary encompasses only the Bank's domestic operations.

## Materiality

This report contains information on the key material issues that have a significant impact on the Bank's operations, are relevant to all its stakeholders and are relevant to its value creation process. The 15 ESG material topics for FY 2024-25 have been kept the same as the ones identified in the previous fiscal year as there has been no significant change in the internal/external activities or business relationships of the Bank.

## Approach of the Report

The report focuses on SBI's key concerns, its strategy, risk management approach and governance structure within its operating environment. The same approach has been adopted as in the previous year highlighting various aspects of the Bank's business model, including its financial, manufacturing, intellectual, human, social, and natural capitals. Prepared by a collaborative, interdisciplinary team led by the Chief Sustainability Officer, the report consolidates contributions made by different business units and control and support functions across the Bank. The content of this report has been reviewed and approved by the Board of Directors.

## Restatement

There were no restatements of information provided in this report for the reporting period.

## Assurance

This report has obtained 'Reasonable Assurance' for 'BRSR Core' indicators by Rama K. Gupta & Co. (Bank's Statutory Central Auditor), an independent third party. Some of the select non-financial disclosures have been assured by M/s RGN Price & Co. under the 'Limited Assurance' category.

## Precautionary Principle

SBI has a robust policy framework, including its Sustainability and Business Responsibility (BR) Policy, which guides its overall ESG initiatives. The Bank has implemented mechanisms to identify and manage significant risks. The Bank's approach to mitigating risks and managing its economic, environmental and social performance is also communicated to its stakeholders.

## Advisory Statement

The report contains forward-looking statements that define SBI's plans and expectations, based on rational assumptions and previous performance. They depend on developments in the industry, changes in the macroeconomic conditions, government regulations, laws and other incidental factors. The statements must not be used as an assurance of the Bank's future performance, as the underlying assumptions may change significantly.

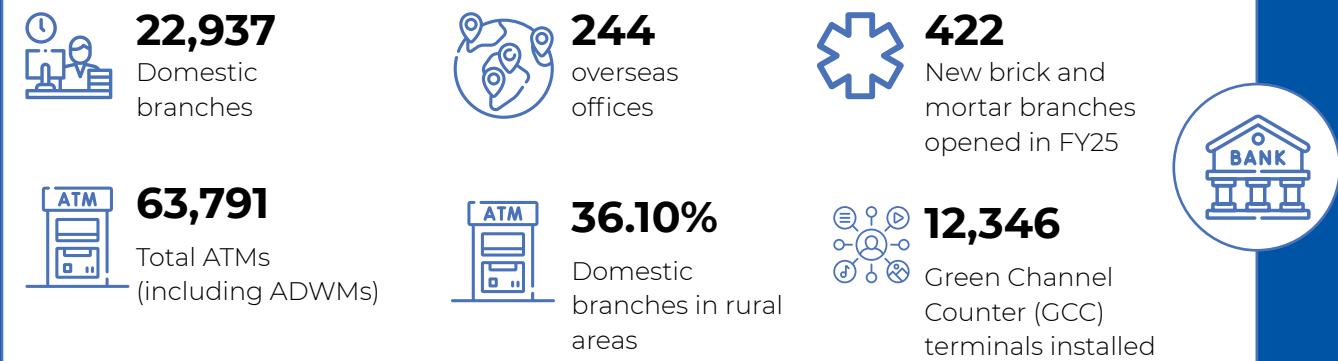
## Contact Us

SBI maintains open channels of communication and welcomes feedback and suggestions from its stakeholders. For any queries, questions or information related to this report, stakeholders can write to the Bank at [investor.complaints@sbi.co.in](mailto:investor.complaints@sbi.co.in).



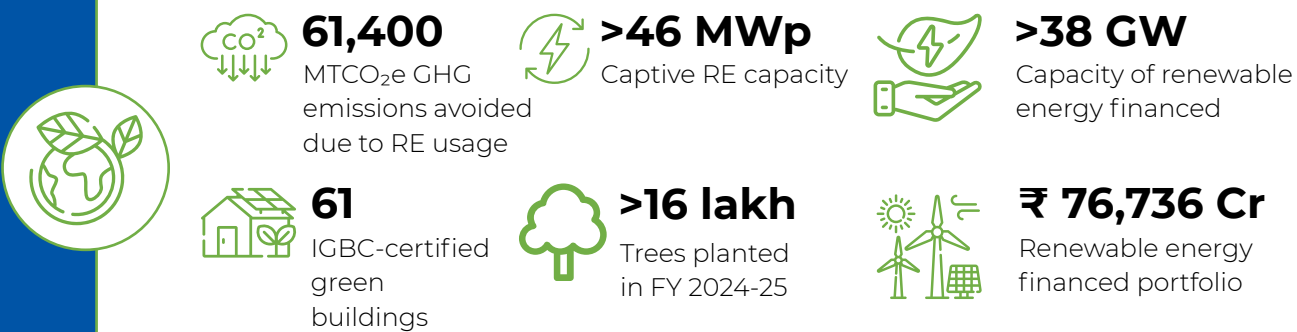
# Sustainability Highlights

## Manufacturing Capital



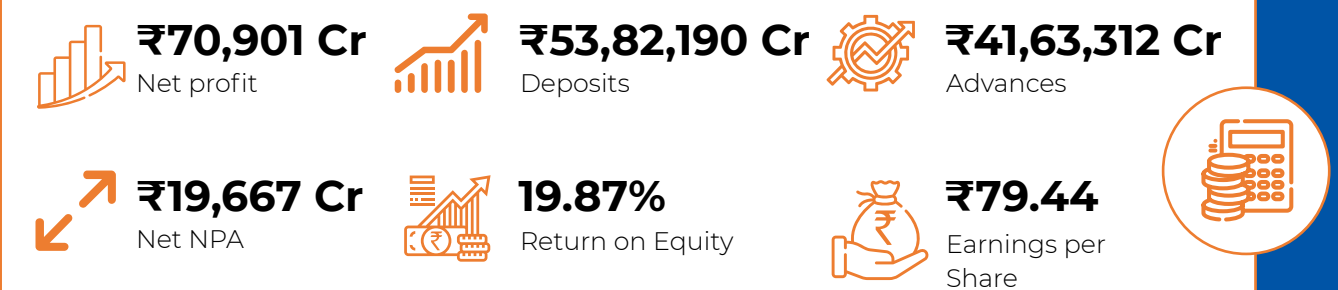
For more information, please refer to Page 20

## Natural Capital



For more information, please refer to Page 110

## Financial Capital



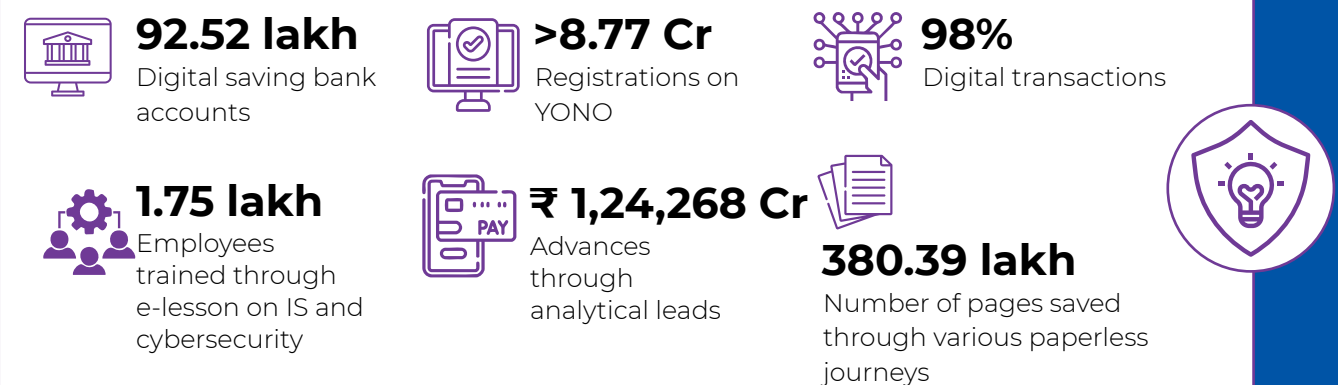
For more information, please refer to Page 90

## Human Capital



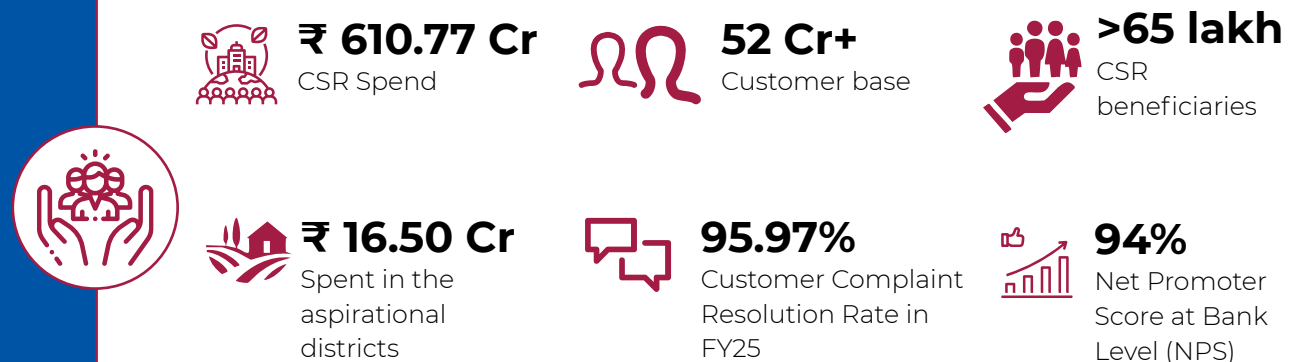
For more information, please refer to Page 124

## Intellectual Capital



For more information, please refer to Page 94

## Social Capital



For more information, please refer to Page 146



# Awards and Accolades

SBI's enduring commitment to integrating economic, social and environmental considerations remains a cornerstone of its strategy, bolstered by the Bank's resilience amid evolving challenges. This unwavering dedication to sustainable excellence has been acknowledged through several distinguished awards, affirming the Bank's diligent efforts. As SBI continues to prosper, these recognitions will serve as an impetus, reinforcing the Bank's commitment towards a sustainable future.



SBI Awarded “Best Digital Bank Award” By FE India’s Best Banks Awards 2024



Award for “Contribution by enabling Institution” at, Global Inclusive Finance Summit, Delhi



EASE 6.0 CITATION WINNERS –  
• Top PERFORMING Bank



SBI Ranked 4<sup>th</sup> Most Trustworthy Bank Globally by Newsweek for the year 2024



Best Bank in India 2024 by Global Finance Magazine



SBI Recognised among the “World’s Best Trade Finance Providers 2025” by the Global Finance Magazine, New York



9th DIGIXX Awards 2025; Brand of the Year – GOLD; Best Short Video Campaign – GOLD



SBI Ranked “5th Strongest Indian Brand 2024” by Brand Finance India 100 2024



SBI awarded with “Best Bank in MSME Lending”



SBI Awarded “Best Bank- India” in the Global Finance World’s Best Bank Awards 2024



# Leadership Insights

## Message from the Chairman

### Challa Sreenivasulu Setty

Chairman, SBI



Dear Stakeholders,

It is my privilege to present State Bank of India's Sustainability Report for FY 2024-25, which is our tenth report since 2015-16. SBI as an institution has been an epitome of trust, progress and nation-building for generations. In the present era of transformative changes, traditional focus areas such as shareholder value have been expanded to encompass broader environmental and social challenges so as to remain resilient.

At SBI we are committed to integrating environmental stewardship, social responsibility, and strong governance into our core business strategies, ensuring that our business activities result in empowering communities and drives development

supporting India in its journey towards an inclusive and sustainable Viksit Bharat, a comprehensive vision that recognizes the importance of economic growth, inclusion and sustainability in every sense of the word.

The report highlights our achievements, challenges and ongoing journey towards sustainability and resilience in our operations and reflects our dedication to creating lasting value for all our stakeholders. It has been prepared in alignment with the GRI Sustainability Reporting Standards, Task Force on Climate-related Financial Disclosures (TCFD), and Sustainability Accounting Standards Board (SASB) frameworks, as well as the Securities and Exchange Board of India's (SEBI) Business Responsibility and Sustainability Reporting (BRSR) guidelines,

showcasing our continued commitment towards transparency and leadership in ESG initiatives and disclosures.

As one of the fastest growing economies, India has to play a pivotal role in global efforts to combat climate change. The nation has set ambitious targets of achieving net-zero emissions by 2070, balancing growth and sustainability. The Union Budget 2025-26 strongly supports India's clean energy transition with increased funding for flagship programmes such as the Pradhan Mantri Surya Ghar Yojana and Green Hydrogen, signaling a significant push towards transition to green energy.

Banks, as financial intermediaries, have a pivotal role to play in enabling sustainable transitions. SBI, India's largest bank, is cognizant of its responsibility in steering India towards sustainable development. The Bank has significantly enhanced its investments in the Renewable Energy sector, with an emphasis on solar, wind, and battery storage projects supported by key government policies aimed at facilitating the transition to a cleaner energy future. With climate finance in India on a transformative path, we have taken steps to enhance internal capacity for appraising and financing new age sectors such as transition finance and adaptation finance. We are also in the process of setting up a 'Centre of Excellence' dedicated to new age sectors, reinforcing SBI's leadership in new age technologies and Climate finance.

Bank has set an ambitious target to achieve a green portfolio of at least 7.5% in its domestic gross advances by 2030, underscoring its commitment to sustainable financing and has developed a comprehensive roadmap with year wise targets. Bank has also developed a roadmap with year wise emission reduction targets to achieve Carbon Neutrality in its internal operations by 2030. The roadmap focuses on implementation of initiatives for reducing energy consumption by transitioning to energy efficient technologies and increasing share of renewables in Bank's electricity consumption through on-site renewable energy installations and procuring green power. As on 31.03.2025, the Bank has installed 4,534 solar rooftops with a capacity of >31

MW in Bank buildings and ATMs across India. Bank has also switched to green power in 59 of its offices and 58 of our buildings have been certified by the Indian Green Building Council (IGBC) under different categories (Platinum/Gold/Silver) and 3 buildings have been certified Net Zero.

Bank's Financial inclusion schemes aim at promoting sustainable economic empowerment through affordable loans to the unbanked and lower income groups driving inclusive development and reducing economic disparities. Bank leverages its vast network of Business Correspondents and Customer Service Points to make available Government schemes - PMJDY, PMJJBY, PMSBY, APY- to serve weaker, vulnerable and underserved sections of the society.

This year, to commemorate the 76<sup>th</sup> Republic Day, all 153 RSETIs (Rural Self-Employment Training Institutes) of our Bank arranged vocational training exclusively for women, where 5,200 women across the country have been trained, thereby equipping them to be self-reliant. Swayam Siddha Saral and Nari Shakti, a new subproduct of Mudra loan, has been launched to provide support to the women entrepreneurs who are also part of SHGs promoted by NRLM (National Rural Livelihood mission). SBI Asmita, a product to support and facilitate women entrepreneurs in getting credit with ease, has also been launched.

Bank is committed to promoting the wellbeing of the larger society and making a meaningful impact on the lives of economically weaker and socially challenged sectors of the society. Bank's commitment extends beyond financial contributions, focusing on creating sustainable and responsive community support systems. The CSR activities of SBI aims to integrate economic, environmental, and social objectives to support national priorities such as education, green environment, Healthcare and sanitation, livelihood, rural and slum area development, skill development; empowerment of women,



youth and senior citizens, thereby making a significant positive impact on millions of lives throughout the country. With a deep-rooted commitment to fostering resilient, self-reliant communities, the SBI Foundation, the Corporate Social Responsibility (CSR) arm of the State Bank of India, drives strategic and innovative CSR initiatives that work towards creating a sustainable future. Bank has deployed Rs 610.77 cr on community initiatives with approx. 65 lakhs beneficiaries during FY 2024-25.

At SBI, we recognize the transformative power of digitalization and have promoted digital adoption through different channels such as internet, mobile, UPI, YONO and Green channels. The share of alternate channels in Bank's transactions is 98% (approx.) which has largely helped in improving ease of banking. Bank is leveraging generative AI and digitalization to enhance operational efficiency and financial inclusion thereby reducing our carbon footprint and delivering innovative, eco-friendly solutions to our customers. We are in the process of launching, 'Only YONO - The New Digital Bank' (YONO 2.0) which will be omni-channel, hosted on new Tech Stack to ensure high availability, scalability, and robustness with state-of-the-art journey designs and supporting tech which will offer intuitive customer centric journeys in customer friendly languages. Through YONO Business, Bank provides seamless and sustainable digital financial services that cater to the evolving needs of our corporate clientele.

We are dedicated to enhancing customer experience by adopting digital transformation and personalized customer centric services to create seamless value driven experiences that strengthen customer relationships and drive long term success. New tools and techniques are adopted to assess the quality of customer

experience and satisfaction at various touch points and a new functionality has been developed wherein customers as well as non – customers can submit their feedback instantaneously on the Bank's services and products through QR code, placed at the branches/offices.

Our employees are our greatest asset. Our human capital strategy focuses on fostering a diverse, inclusive, and high performing organization while ensuring employee growth, well-being, and ethical leadership. We aspire to improve Employee Value Proposition and recognize the importance of aligning our strategies with the ever-changing aspirations of the workforce to increase efficiency, transparency and promote participative work culture in the organization. Our robust training infrastructure facilitates imparting essential skills, knowledge and attitudes to the employees which enable them to work efficiently and enhance their professional growth. The Bank has a consistent track record of maintaining attrition rate below 2% each year which is the result of our industry leading employee engagement and welfare practices.

As a key pillar to India's financial system, SBI continues to drive economic progress by fostering inclusivity, financial empowerment through digital Banking, MSME support, employment generation and supporting developmental initiatives, contributing to the goal of Viksit Bharat. I extend my gratitude to our customers, employees, partners, investors and all stakeholders for their unwavering support and trust in us. Together, let us strive to build a more sustainable and inclusive financial ecosystem and a resilient and prosperous future for all.

#### **Challa Sreenivasulu Setty**

Chairman  
State Bank of India

## Message from the Managing Directors

### **Ashwini Kumar Tewari**

Managing Director  
Corporate Banking & Subsidiaries



The global landscape is undergoing a profound transformation with climate change and sustainability taking centre stage. Balancing economic development with environmental stewardship, energy security with decarbonization, and financial growth with climate responsibility are the greatest challenges of our times.

The key lies in innovative policy initiatives, financing structures, and collaborative action to drive a sustainable and ambitious growth trajectory for India for achieving the aspiration of Viksit Bharat.

SBI is at the forefront of promoting green finance, providing innovative financial solutions to small and medium enterprises (SMEs) and large corporations, thus playing a key role in India's journey towards a low-carbon economy. Through its innovative financial solutions that promote green investments, renewable energy projects and responsible business practices, SBI aims to be a driving force for sustainable industry practices in

the corporate sector. We support industries in their decarbonization efforts through transition finance, including financing for low-carbon technologies and energy efficiency improvements thereby facilitating our clients to achieve their sustainability goals while delivering long-term value for all stakeholders.

As India's largest public sector bank, SBI is cognizant of its role in facilitating India's journey to a sustainable and Viksit Bharat. The Bank is incorporating ESG considerations in its investment decisions, and prioritizing businesses and industries that are addressing the most pressing social and environmental concerns facing the world.

While we align our suite of products and services with the diverse needs of our clients thereby supporting them in their journey towards financial success, we also remain committed to help them adopt sustainable business practices thus ensuring positive impact on the environment & society.

## Vinay M. Tonse

Managing Director  
Retail Business and Operations



SBI, a Fortune 500 company and India's largest and most trusted public sector Bank, boasts a legacy that spans over two centuries. At SBI, we recognize the responsibility that comes with the trust placed in us and are committed to creating lasting value for our customers, communities, and the environment. Over the years we have made it our purpose to digitize customer journeys, optimize branch operations and promote Financial inclusion, thus making banking services oriented towards a holistic approach towards sustainability.

Further, with the growing global and domestic needs of our customers, our Bank is ever committed to support them to embrace efficient and sustainable ways of living. Many of our initiatives to encourage our customers to look at sustainability, are embedded in our products and many of these come with concessional interest rates, extended

repayment programme, ease of access, reduced processing time and last but not the least, reduced paperwork.

Our continued focus on customer-centricity has earned us recognition as one of the Top five Most Trustworthy Banks globally. Building on this foundation of trust, SBI remains committed to responsible growth, ensuring sustainability and resilience in our operations. We believe that by strengthening the partnership with our customers and communities, we can achieve enhanced value creation for all the stakeholders and build a better world for generations to come.

We also take pride in nurturing the values of Sustainability in our employees which is evident in our Value Statement i.e. STEPS, the last S representing Sustainability.

## Rana Ashutosh Kumar Singh

Managing Director - Risk, Compliance & Stressed Assets Resolution Group



SBI has been consistently leading India's banking sector, earning the trust of its stakeholders, built on a legacy of resilience and unwavering commitment to financial stability and sustainable growth.

While facilitating India's rapid economic growth, robust risk management and strict regulatory compliance remain integral to our operations for long term stability. The Bank prioritises strong governance, risk and

compliance culture to ensure sustainable growth, financial stability and stakeholders' trust.

At SBI, we regularly upgrade controls and security measures, including cyber security measures, to ensure avoidance or mitigation of various risks. The Bank has policies and procedures in place to identify, assess, monitor, and manage risks systematically across all its portfolios.

Bank has established a robust Risk Governance structure to effectively manage Risk enabling the Bank in its endeavour towards independent risk measurement, monitoring and control, along with adherence to regulatory requirements. The Risk Management Committee of the Board (RMCB) plays a pivotal role in overseeing risk-related activities. To oversee, develop and implement strategies to mitigate and manage climate risks, ensuring alignment with regulatory requirements and industry best practices, Climate Change Risk management committee (CCRMC), reporting to RMCB, has

been constituted. The Bank has also initiated a risk assessment exercise encompassing both physical and transition risks. This assessment, along with a phased portfolio re-balancing in accordance with policy & regulatory guidance, will be vital in our journey towards achieving Net Zero by 2055.

SBI's robust governance, proactive risk management and forward-thinking strategies will drive continued leadership in risk management, compliance, and asset resolution, ensuring a secure and sustainable future.

## Rama Mohan Rao Amara

Managing Director - International Banking, Global Markets and Technology



The global banking landscape is undergoing a paradigm shift, shaped by evolving geopolitical challenges, regulatory frameworks, trade barriers and disruptive technologies. In this changing landscape, SBI remains focused on providing seamless banking solutions, supporting India's international trade ambitions, and expanding its presence in emerging and developed markets.

Sustainability and leveraging technology for enhancing ease of doing business continue to be core focus areas of the International Banking Group's (IBG) strategy and planning. In alignment with the Bank's domestic initiatives, Foreign Offices are also focusing on green lending, climate finance, sustainable development projects, renewable energy, etc. to augment Bank's efforts in ensuring sustainability of operations.

During the year, SBI continued to harness the power of digitalisation to deliver tailored services to meet the evolving needs of global

markets such as expanding UPI based services globally, TAB based digital onboarding process for NRIs, seamless onboarding process to reduce turnaround time and upgrade customer convenience to ensure new standards in global banking accessibility, to name a few. Leveraging the Yono platform, Bank has made major upgrades to its e-Trade and e-Forex applications, offering a more seamless experience to the user.

Through our commitment to integrating Environmental, Social and Governance (ESG) considerations into our business operations, risk assessment, portfolio management, financial decisions and investment, we aim to drive long term financial performance while creating positive environmental and societal impact.

As we navigate the evolving landscape of international banking and global markets, SBI remains focused on innovation, resilience, and strategic growth.



## Message from the Chief Sustainability Officer

### Ashok Kumar Sharma

Deputy Managing Director,  
Chief Credit Officer & Chief  
Sustainability Officer



Serving over 52 crore customers, SBI is more than a financial institution. It is a steadfast partner to the nation's growth story. Recognizing the responsibility that accompanies the privilege of being the largest Bank in India, SBI has adapted Sustainability as one of its core values to drive a sustainable financial eco system.

We are committed to leveraging our extensive reach, expertise, and financial strength to address economic and societal challenges, contributing to an inclusive and sustainable economy. Our efforts to integrate responsible banking principles into financial decisions making and investment strategies reaffirm our belief that sustainability and financial success go hand in hand. We are also cognizant of the fact that transition to a low-carbon economy presents both challenges and significant opportunities. Towards this end, Bank has consolidated its ESG and Climate Finance initiatives under a dedicated unit – the ESG & Climate Finance Unit (ESG & CFU), to steer the Bank's efforts in climate finance and to facilitate the achievement of the long-term goals of the Bank to achieve Carbon Neutrality in internal operations by 2030 and vision to achieve Net Zero, including financed emissions, by 2055.

As India's oldest and largest commercial bank, SBI is committed to playing a leading role in India's transition towards a green economy by stepping up transition finance to clean energy such as solar, wind, hydro, biomass,

and new age technologies. Bank has put in place relevant policies to leverage the myriad of opportunities in the green lending space such as Climate Change Risk Management Policy, Renewable Energy Policy, Sustainability Linked Loans, ESG financing framework. Bank has been developing financial instruments to support customers in implementing low carbon projects/initiatives and helping their transition towards climate resilient operations, as also harnessing the opportunities in this space.

Leveraging global partnerships, SBI partners with various Development Financial Institutions (DFIs) and Multilateral Development Banks (MDBs) to mobilize affordable climate finance. Bank utilizes the Lines of Credit (LoCs) provided by multilateral agencies and DFIs to fund projects that help create a positive environmental and social impact. Acknowledging material impact of ESG parameters on the financial performance of corporates, Bank has also developed an in-house model for rating corporate borrowers on ESG parameters.

In February 2025, SBI became a signatory to the Partnership for Carbon Accounting Financials (PCAF) ensuring that its reporting aligns with globally accepted standards, enhancing the credibility and acceptability of disclosures and reports.

Bank has also set an ambitious target to achieve a green portfolio of at least 7.5% in its domestic gross advances by 2030, underscoring its commitment to sustainable financing and has developed a comprehensive roadmap with year wise targets.

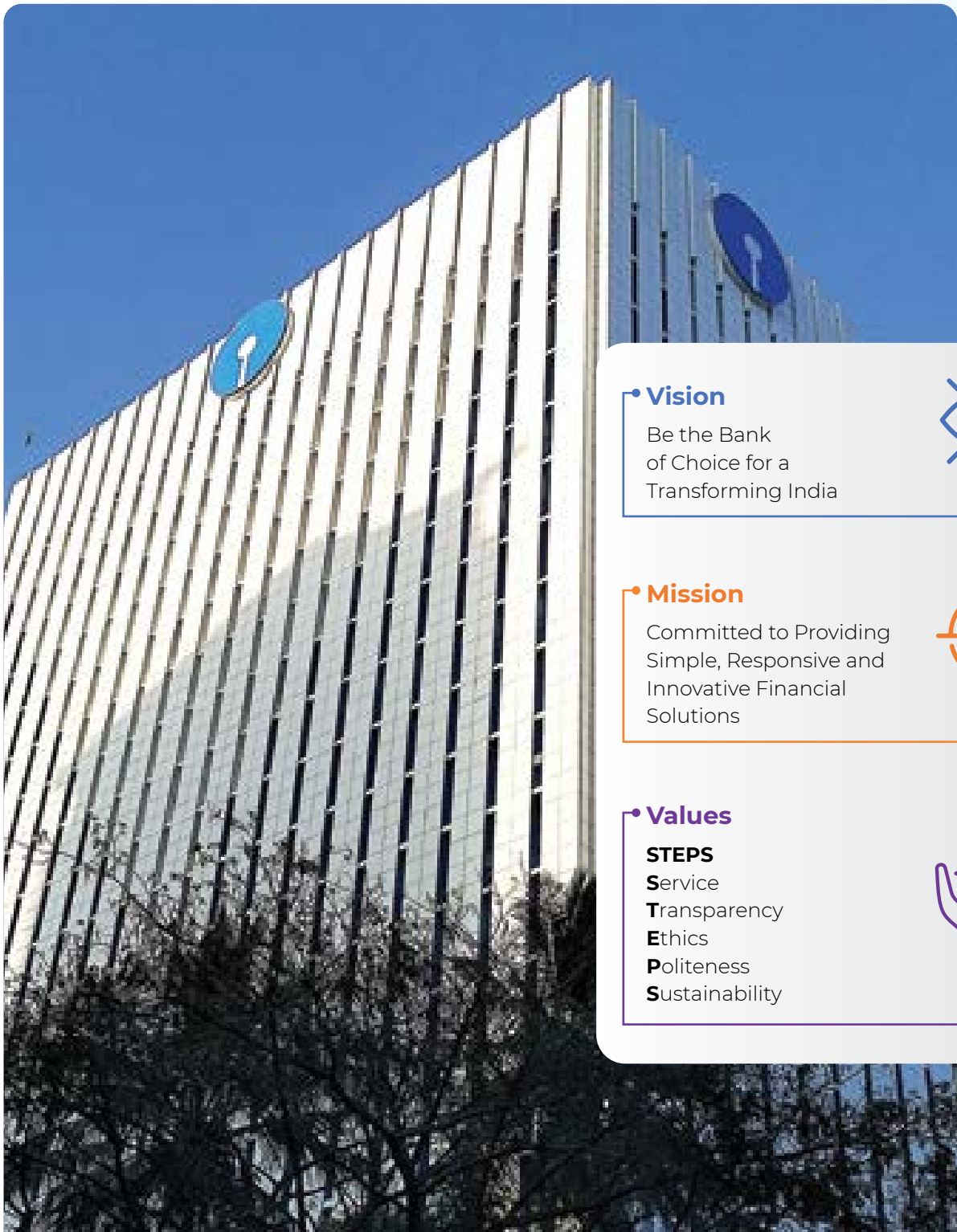
We are committed to transparent sustainability reporting in compliance with regulatory guidelines and promoting good governance practices. The Bank has also initiated various measures for furthering the Sustainability and Climate Finance Agenda, which includes an

internal medium-term target to enhance the greening of its domestic credit portfolio, and internal targets to reduce its carbon footprint.

We acknowledge that the journey towards sustainability is challenging and evolving. We appreciate the trust and confidence placed in us by our stakeholders. With the collective efforts of our employees, customers, partners, and regulators; we are committed to driving meaningful change and long-term value to all our stakeholders and actively contributing to India's dynamic growth trajectory.



# About the Bank and Manufactured Capital



**Vision**

Be the Bank of Choice for a Transforming India



**Mission**

Committed to Providing Simple, Responsive and Innovative Financial Solutions



**Values**

- STEPS
- Service
- Transparency
- Ethics
- Politeness
- Sustainability



State Bank of India stands as India's largest and most trusted public sector bank, boasting a legacy that spans over two centuries. As proxy to the Indian economy, the growth story of India has been SBI's growth story. As our nation marches towards Viksit Bharat, SBI is well positioned to play a key role in this journey. We are the nation's trusted banking partner with a customer base of more than 52 crore customers, built on a foundation of financial solidity and operational resilience. At the heart of our business lies an unwavering commitment to exceptional customer service. Our extensive presence through a vast network of branches, ATMs, joint ventures, subsidiaries, and trusted allies has been instrumental in driving business growth catering to individuals, businesses of various scales, public

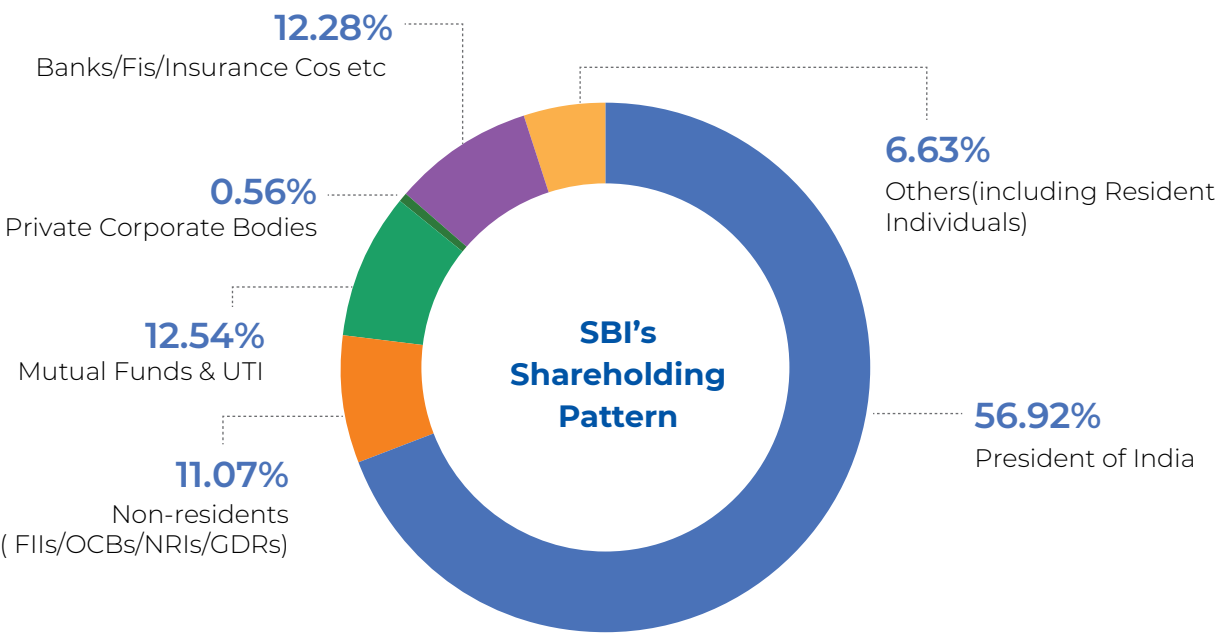
entities, institutional and foreign clients, reinforcing bank's commitment to inclusive and sustainable development.

Headquartered in Mumbai, SBI has been a pillar of India's financial landscape, serving generations with a strong commitment to trust, transparency, and customer-centric banking. The Bank is governed by the Banking Regulation Act, 1949 and the State Bank of India Act, 1955. It is listed on the National Stock Exchange (NSE) and Bombay Stock Exchange (BSE). The Bank offers a comprehensive suite of financial services, including retail and corporate banking, SME banking, agriculture banking, international banking forex services along with wide range of other products and services.

SBI at a glance

|                                |                                     |  |  |
|--------------------------------|-------------------------------------|--|--|
| ₹66,76,053 crore<br>Asset base | 52 crore+<br>Customer base          | 22,937<br>Branches                       | 63,791<br>ATMs/ADWMs                         |
| ₹892 crore<br>Paid-up capital  | 62<br>Business Correspondents (BCs) | 77,251<br>Customer Service Points (CSPs) | 29 countries across 6 continents<br>Presence |

SBI's Shareholding Pattern











SBI's Strategic Business Units (SBUs)

|                                       |                                   |                                |   |
|---------------------------------------|-----------------------------------|--------------------------------|---|
| Retail Business and Operations (RB&O) |                                   | Corporate Accounts Group (CAG) | Project Finance and Structuring (PF&S)          |
| Commercial Clients Group (CCG)        | International Banking Group (IBG) | Global Markets (GM)            | Government Business Services and Solutions unit |

Comprehensive Banking Solutions: Services and Offerings

|                       |   |  |
|-----------------------|---|--|
| Personal Banking      |    | Offering integrated Personal Banking services through a wide range of loan products, Savings Accounts, Current Accounts, Salary Packages, Digital Loan offerings, NRI Business and Wealth Management services, amongst others          |
| Rural Banking         |    | Addressing the needs of India's rural populace through financial inclusion, micro-credit and agricultural activities support   |
| Corporate Banking     |  | Bank's Corporate Accounts Group and Commercial Credit Group offer a diverse range of financial products and services to large and mid-size corporates of the country, including PSUs   |
| International Banking |  | Supporting businesses across the globe through Overseas Branches, Overseas Banking Subsidiaries, Joint Ventures and Associates   |
| SME Banking           |  | Offering innovative financial solutions to the SME clientele, taking on the role of a leader in SME financing  |
| Government Banking    |  | Undisputed market leader in the government business, significantly contributing to support e-governance initiatives of the Government of India and playing a key role in developing e-solutions for both Central and State Governments |

Global network

SBI continues to strengthen its domestic and global banking infrastructure with its strong network of branches and offices, domestic non-banking subsidiaries, overseas banking and non-banking subsidiaries, representative offices and Joint Ventures (JVs) spanning across 29 countries. The Bank is strategically well positioned with presence across all time zones which provides a competitive edge to evolving global landscape.

**SBI's Presence** SBI ranks in the international Fortune Global 500 list of companies and in the Most Valued Global Banks list.

SBI's global footprint

| Overseas network                                       | FY25 | FY24 |
|--|------|------|
| Branches/sub-offices/ other offices                    | 59   | 59   |
| Foreign subsidiaries                                   | 176  | 172  |
| Representative offices                                 | 5    | 5    |
| JVs/associates/ managed exchange companies/investments | 4    | 5    |
| Total  | 244  | 241  |

Domestic network

The Bank has extensively scaled up its presence in the domestic market with the network of branches, ATMs and ADWMs. During the reporting year FY2024-25, Bank has initiated key infrastructure projects aimed at expanding accessibility and improving overall customer experience. The Bank has opened 422 new brick and mortar branches, with

38 branches opened in hitherto unbanked rural areas to improve financial access in underserved regions. Additionally, 96 Retail Asset Central Processing Centres (RACPCs), Retail Asset Credit Centres (RACCs), and Centralized Processing Cells (CPCs) were opened during FY 2024-25, to streamline credit operations and enhance customer service.

SBI's pan-India footprint

| Geographical distribution | Branches | ATMs and ADWMs |
|---------------------------|----------|----------------|
| Rural areas               | 8,280    | 10,939         |
| Semi-urban areas          | 6,643    | 20,002         |
| Urban areas               | 4,108    | 17,927         |
| Metro areas               | 3,906    | 14,923         |
| Total                     | 22,937   | 63,791         |



Inclusive banking at SBI

SBI promotes inclusive banking with 92% of the branches been made accessible to Divyangjans as on 31.03.2025. The Bank also provides wheelchair facilities at approximately 4,753 branches, prioritizing branches with registered Divyangjan customers. Under Government's Panch Pran Goals, Bank has initiated facelifting of heritage building branches, in a phased manner with an intent to celebrate our heritage. This involves development of Heritage Galleries in the branches and illumination of outer façade of the heritage branches. As a pilot project, the Nagpur Main Branch, a designated Heritage Building, was upgraded during the year.

SBI's extensive reach

The Bank has 29% Market Share of ATMs / ADWMs installed across the country by banks in India and handles ~33% of total cash dispensation in the country.



The Bank operates the largest ATM Networks in India, with 63,791 ATMs, including Automated Deposit cum Withdrawal Machines (ADWMs) as on March 31, 2025. Bank has its ATM presence throughout the length & breadth of country. These machines are operated even in remote & challenging locations such as, ATM at Nathula Pass, Indo-China Border (Sikkim) at ~14,140 feet, ATM lobbies at Tea Gardens of North-Eastern States, Islands of Andaman & Nicobar and Lakshadweep, Floating ATM at the Dal Lake in Srinagar.

SBI has deployed Mobile ATMs and ADWMs to ensure uninterrupted services during emergencies and natural calamities like floods, cyclones, lockdowns. These mobile ATMs / ADWMs are also sent to high demand areas such as Army units, Housing societies, Govt. Office locations, IT-Tech Parks, market areas (for cash deposits) etc. The Bank is investing in modernizing its ATM infrastructure and has replaced 17,469 machines with energy efficient models, during FY 2024-25 as part of an ongoing upgradation plan of 43,475 machines by FY 2025-26. The Bank is also in the process of development & deployment of Mobile app (OMS) for monitoring uptime performance of machines, recording & submitting ATM room visit report etc.



Green Channel Initiatives

12,346

Green Channel Counter (GCC) terminals

Deployed at 10,811 retail branches pan India to promote voucherless green banking

GCC handles about 21 Lakh transactions per month

2,496

Cheque Deposit Kiosks (CDKs)

Installed at 2,471 branches to facilitate easy cheque deposits ; they process ~14 lakh cheques monthly

20,137

Barcode Based Passbook Printing Kiosks (SWAYAMs)

Deployed in 17,685 branches for seamless passbook printing  
Average 3.33 crore transactions handled monthly by the kiosks

~97% passbook printing transactions migrated

>1 crore

Paperless transaction slips and Green Pin

Eliminated most of the paper-based ATM transaction slips for over 1 crore daily ATM transactions, replacing them with SMS alerts

Green Pin introduced for debit cards, eliminating the need for physical PIN mailers sent to customers





# Responsible Banking



**BRSR Principle**

**Principle 7:** Business, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

**SDGs Impacted**



**Material Topic Impacted**

- Economic performance

**Key Performance Highlights**

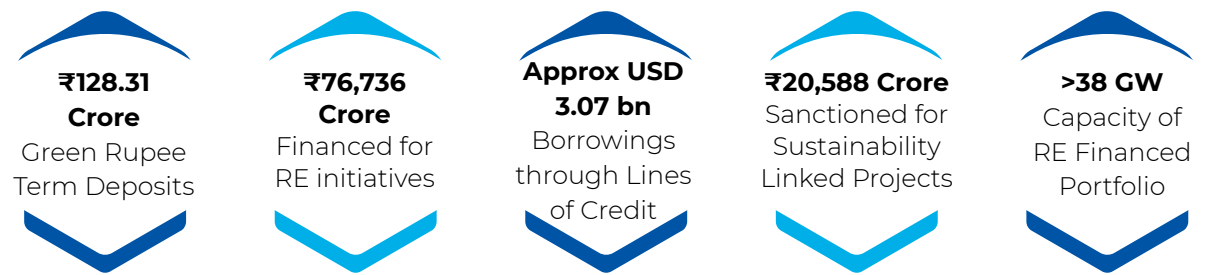
- ₹76,736 Crore**  
Financed for RE Initiatives
- ₹20,558 Crore**  
Sanctioned for Sustainability Linked Projects

*Responsible banking is at the core of the SBI's operations, aligning with the vision of Viksit Bharat- a developed and self-reliant India. The Bank remains committed to supporting India's growth journey, with a focus on sustainability, inclusivity, and resilience. SBI continues to finance projects that contribute towards greener economy and promote financial inclusion towards resilient India.*

**Aligning profit with purpose**

As country's leading bank, SBI recognizes that its role extends far beyond its operations. The Bank is cognisant of its responsibility to drive positive environmental impact through its product offerings across value chain. SBI recognises the importance of integrating responsible banking principles into financial decision making and investment strategies, which plays a crucial role in transition to more sustainable and resilient economy.

**SBI's initiatives on responsible banking**



**Green energy investments**

As India's oldest and largest commercial bank, SBI is committed to playing a leading role in India's transition towards a green economy by stepping up transition finance to clean energy such as solar, wind, hydro, biomass, and new age technologies. The Bank has set an ambitious target to achieve green portfolio of at least 7.5% of its domestic gross advances by 2030, underscoring its commitment to sustainable financing. To realize this goal, the Bank has developed a comprehensive roadmap with year wise annual targets and has developed tools to measure and monitor the growth of its green portfolio.

The Bank also supports industries in their decarbonization efforts through transition finance, including financing for low-carbon technologies and energy efficiency improvements thereby facilitating our clients to achieve their sustainability goals.

The Bank has taken proactive steps in capacity building for emerging sectors, including green hydrogen, battery storage and electrical

mobility. The Bank is also in the process of setting up a "Centre of Excellence" dedicated to New Age Sectors, reinforcing SBI's leadership in project finance, sustainability finance and supporting India's commitment to achieve Net Zero by 2070.

**Green/ESG borrowings Lines of Credit**

Leveraging global partnership, the Bank avails Lines of Credit (LoCs) from various Development Financial Institutions (DFIs) and Multilateral Development Banks (MDBs) to supplement sustainable financing activities.

State Bank of India and the Asian Development Bank (ADB) signed a USD 90.50 million loan agreement on December 20, 2024, to fund residential solar rooftop projects.



State Bank of India and the KfW German Development Bank signed a EUR 150 million loan agreement on October 24, 2024 to fund climate-friendly energy generation projects.

The Bank utilizes the LoCs provided by these institutions to fund projects that help create a positive environmental and social impact. As on 31.03.2025, the Bank has availed LoCs aggregating to approx. USD 3.07 billion. The Bank has raised green/social loan /bonds of USD 2,710 Million up to March 31, 2025 in accordance with green and sustainable finance guidelines and principles. The present outstanding as on March 31, 2025 is USD 1,855 Million. The proceeds of Green Bond

Lines of Credit as on March 31, 2025

| Lender                                  | Category  | Amount Sanctioned  |
|---|---|--------------------|
| Agence Française de Développement (AFD) | Climate Finance   | EUR 100.00 million |
|   | Solar Photovoltaic (PV)   | USD 214.30 million |
| European Investment Bank (EIB)          | Climate Finance (Solar / Wind / EV / Energy Storage)              | EUR 200.00 million |
|   | MSME and Renewable Energy   | EUR 200.00 million |
|   | Energy Efficient Residential Housing Projects                     | USD 277.00 million |
| KfW German Development Bank             | Solar Photovoltaic (PV) – Phase 1                                 | USD 177.33 million |
|   | Solar Photovoltaic (PV) – Phase 2                                 | EUR 150.00 million |
|   | Solar Photovoltaic (PV) – Phase 3                                 | EUR 70.00 million  |
|   | Affordable Housing  | USD 274.00 million |
|   | Microfinance and Agri finance                                     | USD 300.00 million |
|   | Climate Friendly Energy Generation Projects                       | EUR 150.00 million |
|   | Grid Connected Rooftop Solar                                      | USD 620.00 million |
| World Bank                              | Residential Rooftop Solar Program                                 | USD 165.00 million |
|   | Supporting Grid Connected Rooftop Solar PV in Residential Segment | USD 165.00 million |
| Asian Development Bank (ADB)            | Solar Rooftop Investment Program (SRIP)                           | USD 90.50 million  |

and Green Loan was deployed in financing/refinancing of eligible green projects in the field of renewable and in accordance with ESG financing framework of the Bank. The Limited Assurance by DNV and Impact Reporting by Care Analytics and Advisory Private Limited (CAAPL) has been conducted for USD 250 million Green Bond. The Bank has also issued a social Loan, its largest inaugural Syndicated social Loan of USD 1 billion (\$500 million + Green Shoe of \$500 million) in March 2023, to showcase its continued commitment to ESG and social objectives. The Bank's KCC portfolio of small and marginal farmers of Delhi Circle and Maharashtra Circle as on March 31, 2023 has been mapped as per requirement of the syndicated social loan of USD 1 billion. Post Issuance Assurance on the use of proceeds of social loan of USD 1 billion has been obtained from DNV( Det Norske Veritas) Social impact assessment of the same has also been conducted by CRISIL.



MoU with the Foreign Common Development Office (FCDO)

The Bank has also signed a non-binding MoU with Foreign Common Wealth and Development Office (FCDO), UK, for equity investment across evolving sectors of mutual interest such as sustainable development, climate adaptation and mitigation, deep tech & digital, social impacts and other technology-based sectors.

Solar Rooftop Investment Program – Advancing sustainable Energy Financing

SBI plays a lead role in India's renewable energy transition through its Solar Rooftop Investment Programme. A Line of Credit of USD 90.50 million has been signed with Asian Development Bank (ADB) on 20.12.2024, under USD 500 million multi-tranche financing facility. The Solar Roof top Investment program aligns with the national objective of solarizing 10 million residential projects and as the lead Bank, we have taken up the task of solarizing 4 million households by 2026-27.

SBI has also raised USD 165 million Line of Credit from World Bank in the year 2023 to support installation of Solar rooftop projects in the residential sector.

SBI-KfW Partnership-Climate Friendly Energy Generation Program

The Bank has signed EURO 150 million Line of Credit with KfW, Germany for financing Climate friendly energy generation projects in India. The line will be utilized mainly in the solar power projects where with the use of the innovative technologies and solar PV applications , land and resources usage might be reduced.

These initiatives enhance SBI's institutional capacity, strengthen the market infrastructure for solar projects, and supports India's clean energy transition.



Signing ceremony for KfW Line of Credit - Mr. Ashok Kumar Sharma, DMD (CCO & CSO), Ms.Jaicly Paul, CGM (ESG & CFU), Mr.KlausLiebig (KfW-Team Lead), Ms.LisaSchubert (KfW – Portfolio Manager)



Signing Ceremony for ADB Line of Credit Ms. Mio Oka (Country Director - ADB), Ms. Juhi Mukherjee (Joint Secretary (ADB)/ CAA&A), Ms. Jaicy Paul, CGM (ESG & CFU)



## Financing of green infrastructure initiatives

SBI recognizes the crucial role of sustainable infrastructure in driving India's long term economic growth while addressing climate change challenges. The Bank has significantly enhanced its investments in the Renewable Energy sector, supported by key government policies aimed at facilitating the transition to a cleaner energy future. The Bank is aligned with Government of India's policies, such as National Green Hydrogen Mission, Energy Conservation Act etc, to support in nation building and partners with industrial associations and government entities to finance and support renewable energy projects. With the Government's push to achieve 500 GW of renewable energy capacity by 2030, there has been a surge in solar and wind energy projects, supported by both domestic and international investments. Large public sector companies like ONGC, IOCL, BPCL, and HPCL have announced investments of around Rs. 5.4 lakh crores for projects in green ammonia, green hydrogen, and transitioning to less polluting fuels and gases. The ECB & Syndications department in coordination with Project Finance & Structuring BU team is engaging with corporates in the renewable energy sector to explore opportunities for Green Loans to fund renewable energy infrastructure projects and reduce carbon footprints.

## Policy on issuance and allocation of green deposits and green financing

RBI has issued guidelines as on April 11, 2023 regarding framework for acceptance of green deposits as part of mobilising funds for financing green activities and projects and developing green finance ecosystem in the country. To draw road map for Issuance and allocation of green deposits, in accordance with RBI's green deposit framework SBI has formulated policy on Issuance and Allocation of Green Deposits and Green Financing. The green deposit proceeds are to be used only to finance/ or to invest in the projects that fall under the eligible green activities/ projects prescribed by RBI which include renewable energy, energy efficiency, clean transportation, climate change adaption, sustainable water and waste management, pollution prevention and control, green buildings, Sustainable Management of Living Natural Resources & Land Use and biodiversity conservation. Second party opinion on the Green Financing framework has also been provided by CRISIL Limited. Accordingly, the Bank has introduced SBI Green Rupee Term Deposit to mobilise deposits to support the Bank in financing green initiatives and comply with regulatory guidelines. The Bank has raised ₹ 128.31 crore through its Green Deposit products with outstanding of Rs 84.78 crore as on 31.03.25. The funds raised by the Bank from these green deposits up to 31.03.25 have been deployed for funding with the P-Segment Green Car Loan of Thiruvananthapuram Circle. Bank has also conducted Post-Issuance Assurance and Impact Reporting of Green Deposit amount of Rs.128.31 Cr raised during FY 2024-25, which was deployed in financing of green car loan of Thiruvananthapuram Circle.

*SBI has conducted post Issuance Assurance and Impact Reporting for its Social Loan of \$1 billion mapped to its KCC portfolio of small and marginal farmers in Delhi and Maharashtra Circle.*

## ESG Financing Framework and Sustainability Linked Finance

The Bank developed an ESG Financing Framework in 2023, a guiding document for issuance of Green, Social, or Sustainable instruments (Bonds and/or Loans) which is used for the financing or refinancing of eligible assets / projects with environmental or social benefits. The framework is in line with global standards, prioritising renewable energy, clean transportation, waste

*SBI's Treasury Management Group (TMG) at International Banking's Group (IBG) has issued EUR 100 million green loan in November 2024.*

management, affordable housing, and employment generation, while excluding fossil fuels and harmful activities. The Bank's Sustainability Committee oversees project selection, fund allocation, and reporting, while second party opinion and impact assessment for the use of proceeds ensures transparency. The internal audits further validate the verification of use of proceeds under green classification for the Bank.



### Sustainability-linked Finance Policy Framework

In August 2024, the Bank has introduced Sustainability-Linked Finance Policy Framework, which serves as a set of guidelines for the issuance of Sustainability-Linked Bonds (SLBs), availing of Sustainability-Linked Loans (SLLs) and extending SLLs to the Bank's customers to achieve predefined Sustainability/ESG objectives, thereby reinforcing SBI's sustainability strategy and contributing to the sustainable development

of the Indian economy. The policy framework is aligned with:

- International Capital Market Association ("ICMA") Sustainability-Linked Bond Principles
- International Financial Services Centres Authority (IFSCA) guidance on sustainability-linked lending
- Loan Market Association (LMA), Asia Pacific Loan Market Association (APLMA) and Loan Syndications and Trading Association (LSTA) Sustainability-Linked Loan Principles

Disbursements under these instruments are governed by policy guidelines that emphasize well-defined Key Performance Indicators (KPIs) which are to be relevant, measurable, benchmarkable, and of strategic significance to the borrower's business. These KPIs are accompanied by Sustainability Performance Targets (SPTs) that are ambitious, go beyond business-as-usual practices, and are aligned with sustainability goals, with performance measured against past trends and peer benchmarks. The Bank may require periodic reporting from borrowers to monitor KPI performance and ensure ongoing relevance and ambition of the SPTs. Additionally, independent external verification of the borrower's performance against the agreed KPIs and SPTs may be sought to determine any modifications to the financial terms, as stipulated in the facility agreement.

## Green energy products

SBI is at the forefront of promoting green finance, providing innovative financial solutions to small and medium enterprises (SMEs) and large corporations, thus playing a key role in India's journey towards a low-carbon economy. The Bank promotes innovative financial solutions that promote green investments, renewable energy projects, financial inclusion and responsible business practices.

### Surya Shakti Solar Finance

As a green initiative, the scheme has been launched to provide finance to existing and prospective SME units having requirement for installation of solar rooftop/ground mounted grid connected systems. A dedicated Surya Shakti Cell has been created for quick loan processing and MOUs have been signed with reputed companies to finance solar PV systems. To ease the flow in sanction of captive solar power project loans under Surya Shakti Solar Finance, the product has been suitably modified permitting the SME Intensive Branches and SMECC to process the proposals in addition to the Surya Shakti Cell.

Finance to Biofuel Projects

The Bank offers credit for setting up various biofuel plants mentioned in the 'National Policy of Biofuels 2018', along with financing for biomass suppliers and aggregators for setting up of biofuels extraction plant (including biomass/aggregators), including their storage and distribution infrastructure. The product has been suitably modified to facilitate the credit flow to the bio-diesel projects.

Compressed Biogas under the SATAT (Sustainable Alternative Towards Affordable Transportation) Scheme

Under the scheme, finance is made available for setting up manufacturing facilities for compressed Biogas

Finance to Solar Vendors

We have launched a new product under PM Surya Ghar Yojna for vendors installing solar systems (₹10 lakh to ₹5 crore ) This scheme provides for financing existing SME Business enterprises engaged as Solar vendors/ Channel Partners/Sub- Contractors registered with MNRE, handling execution of Residential and Commercial Solar Power Projects.

SBI EV Mitra: Finance to EV Public Charging Infrastructure

The scheme provides finance to business enterprises planning to set up Charging infrastructure for EVs at Public/ Private places under Franchise model / Standalone Model.

SBI Surya Ghar – Loan for Residential Solar Rooftop

After launching of PM Surya Ghar Yojana, for tapping the emerging opportunity for financing such projects in the Personal Segment. Bank has revamped the “Solar Roof Top Finance” product and renamed it as “SBI Surya Ghar Scheme for Solar Roof Top Finance” for Residential Sector upto 10 KW.

SBI Green Car Loan

The Bank offers finance for purchase of Electric/ Strong Hybrid vehicle with concession of 25 bps on applicable rate of interest for normal car loan and has extended repayment period to 8 years.

Pradhan Mantri Kisan Urja Suraksha evam Utthaan Mahabhiyaan (PM KUSUM)

PM KUSUM was launched by the Central Government to help farmers by providing solar energy solutions for irrigation and electricity needs.

PM – KUSUM Scheme (Component A)

Scheme for financing solar or other renewable energy-based power plants (REPP) of capacity 500 kW to 2 MW on Barren/ uncultivable land backed by PPA (Power Purchase Agreement) with Distribution Companies (DISCOM). Agricultural land is also permitted under the scheme provided that solar plants are installed in stilt fashion (i.e., raised structure for installation of Solar panels) and with adequate spacing between panel rows for ensuring that farming activity is not affected. The key objective is to encourage farmers to use their unused or wasteland for setting up solar power plants to promote renewable energy generation and provide additional income opportunities to farmers.

PM – KUSUM Scheme (Component B)

Finance for installation of standalone solar agriculture pumps. The aim is to help farmers reduce dependence on fossil fuels and grid electricity for irrigation.

PM – KUSUM Scheme (Component C)

Solarisation of 10 Lakh Grid Connected Agriculture Pumps on a pilot mode for one lakh grid connected agriculture pumps. It will be scaled up with necessary modifications based on the learnings. from the pilot phase. The aim is solarization of existing grid-connected agriculture pumps to help farmers use solar energy for irrigation while also allowing them to sell surplus power to the grid.

Financing renewable energy and sustainability

The Bank has put in place a Renewable Energy Policy and collaborates with industry associations and government entities to finance renewable energy projects, offering a 10-bps concession.

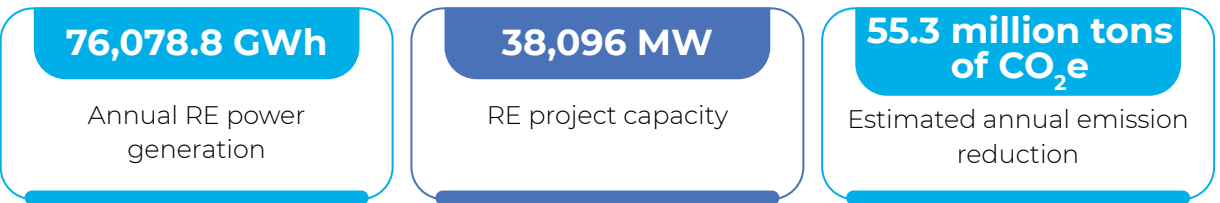
Renewable energy financing Projects as on March 31, 2025

| Details of renewable energy projects financed (fund & non fund based) | Amount sanctioned (₹ Crore) | Capacity (MW) |
|---|-----------------------------|---------------|
| Solar Power (rooftop and ground mounted)                              | 45,305                      | 27,440        |
| Small Hydro/Hydro Power   | 9,496                       | 6,141         |
| Wind Power, Biomass & Others  | 21,935                      | 4,515         |
| Total   | 76,736                      | 38,096        |

Sustainable Financing as on March 31, 2025

| Details of sustainable projects financed (Fund based & Non fund based)    | Amount sanctioned (₹ Crore) |
|---|-----------------------------|
| Sustainable Transportation  | 11,563                      |
| Green Building  | 2,579                       |
| Energy Efficiency process, Waste management, Pollution Control and Others | 6,416                       |
| Total   | 20,558                      |

Impact due to Sustainable Financing





### Partnership for Carbon Accounting Financials (PCAF)

In February 2025, SBI became a signatory to the Partnership for Carbon Accounting Financials (PCAF) which will ensure that its reporting continues to align with globally accepted standards, enhancing the credibility and acceptability of disclosures and reports. Adoption of PCAF's standardized approach enhances the credibility of our reporting on GHG intensity for business activities and foster greater transparency for stakeholders which will enable more informed decision-making and facilitate effective monitoring of the Bank's progress toward sustainability goals.



## Environmental, Social and Governance (ESG) framework for rating borrowers on ESG criteria

Acknowledging material impact of ESG parameters of an entity on Sustainability of its operations, the Bank has developed a framework for rating Corporate borrowers on ESG parameters. This applies to borrowers (existing/prospective) in India with existing/proposed total exposure with SBI of above ₹ 100 crore (for listed borrowers) and above ₹ 250 crore (for unlisted borrowers).

The following parameters are taken into account and monitored under the ESG criteria:

#### Environmental concerns

- 🔍 Company's energy consumption
- 🔍 Emission of GHG gases
- 🔍 Water usage and disposal of toxic water
- 🔍 Solid waste management
- 🔍 Emission reduction initiatives

#### Social concerns

- 🔍 CSR contribution
- 🔍 Turnover rate of employees
- 🔍 Employee skill development
- 🔍 Inclusive growth
- 🔍 Equitable development
- 🔍 Privacy and data security
- 🔍 Negative news such as strike, protests and lockouts
- 🔍 Business Responsibility reporting

#### Governance concerns

- 🔍 Composition of the company's Board
- 🔍 Financial disclosures
- 🔍 Adherence to regulatory guidelines
- 🔍 Related party transaction disclosures
- 🔍 Ethical standards
- 🔍 History of fraud default

## Formation of Green Clubs

Green Clubs have been introduced at select outfits as an empowering mechanism for Branches / Employees to adopt, participate and take up eco-friendly and sustainable activities and projects within the Bank which will help in reducing the carbon footprints in internal operations and to engage with and influence the neighbourhood communities for adoption of climate friendly and sustainable practices for a greener and cleaner planet. Various eco-friendly activities such as energy, paper and water saving initiatives, waste management, and awareness programs such as Green community outreach program may be undertaken by the branches/employees at select operating units. The performance of the Green Club Units is evaluated on various measurable and non-measurable parameters on a quarterly basis.

## Green Reward points

The Bank also offers Green Reward Points to its customers, which can be redeemed for credit to SBI Green Fund, the proceeds of which is utilized for sustainable activities like tree plantation, installation of water harvesting units, construction of Bio-toilets, and Covid care activities etc.

### SBI Green, a dedicated platform

SBI Green, a dedicated platform has been introduced on Bank's website, bank.sbi, to provide information on various products & services offered, enable one touch application for any specific Green digital product/services, disclosure of reports, policies or any other green activities for better visibility.



## Loans at foreign offices

Aligned with the Bank's domestic initiatives, Foreign Offices are also pursuing green lending, climate finance, sustainable development projects, renewable energy, etc, demonstrating their broad engagement with sustainable finance. Foreign Offices have integrated sustainable lending into their loan policies, in alignment with the Bank's guidelines, local regulations, and global market practices. Foreign offices are striving to reduce their carbon footprints in their lending portfolio. They play a vital role in supporting Indian corporates in their journey towards Net Zero by facilitating sustainable Finance in Foreign Currency through External Commercial Borrowings (ECBs). The ECB & Syndication department at IBG is continuously exploring opportunities for ESG loans within the Bank's approved framework.

Foreign Offices are actively participating in Green Loans, Social Loans, and Loans with Sustainability-linked pricing. Foreign Offices have extended 76 loans with an outstanding amount of USD 1,724 million under sustainable finance.

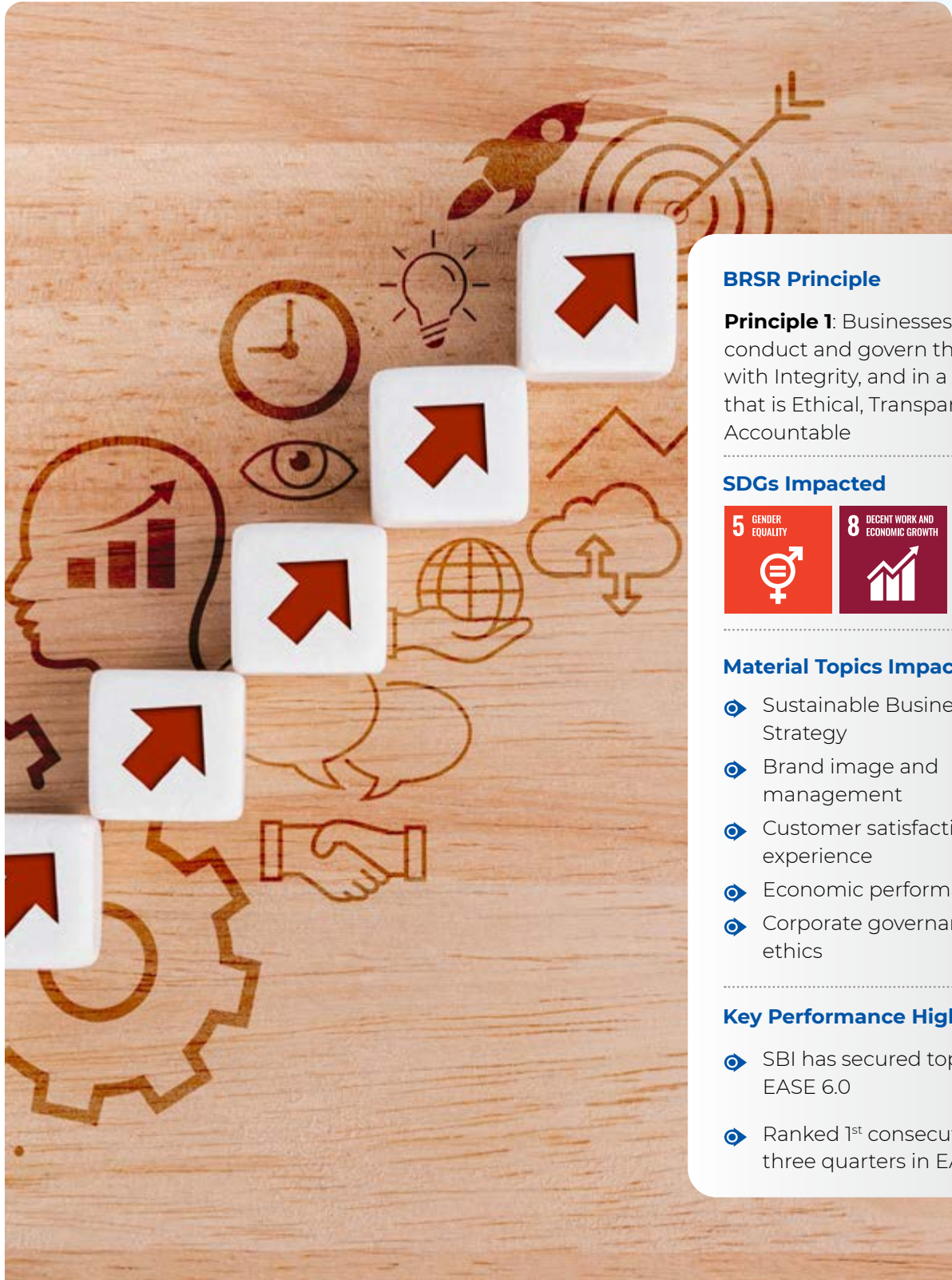
### Types of loans extended by Foreign Offices

| Type of Loan                         | Number of Loans | Outstanding Amount (USD million) |
|--------------------------------------|-----------------|----------------------------------|
| <b>Green &amp; Social</b>            | 22              | 170.16                           |
| <b>Sustainability-linked Pricing</b> | 54              | 1,553.63                         |
| <b>Total</b>                         | <b>76</b>       | <b>1,723.79</b>                  |





# Strategy



**BRSR Principle**

**Principle 1:** Businesses should conduct and govern themselves with Integrity, and in a manner that is Ethical, Transparent and Accountable

**SDGs Impacted**



**Material Topics Impacted**

- Sustainable Business Strategy
- Brand image and management
- Customer satisfaction and experience
- Economic performance
- Corporate governance and ethics

**Key Performance Highlights**

- SBI has secured top spot in EASE 6.0
- Ranked 1<sup>st</sup> consecutively in all three quarters in EASE 7.0

*SBI aims to embed Sustainability into its Business Strategy, managing risks, seizing new opportunities and creating long term value for all its stakeholders. Emphasising on advanced technology, inclusive growth, empowering clients and communities, the Bank is well positioned to achieve business excellence for a sustainable future. The approach combines a thorough understanding of market dynamics and fundamentals, enabling the Bank to better navigate against diverse risks and position itself for long term success.*

At State Bank of India sustainability is at the core of the Banks long term strategy in creating value for its stakeholders while ensuring responsible growth. The Bank aligns its growth aspirations to its strategic pillars by integrating Sustainability into its business model, focusing on green financing, responsible lending, and operational efficiency. The Bank recognises the growing importance of Environmental, Social and Governance (ESG) factors in the corporate sector from an ethical, financial and regulatory perspectives. In response, it has incorporated key ESG material topics into its strategic business areas, integrating responsible practices into its operations.

**SBI's Strategy Document 2026-30**

Strategy Document is a medium-term rolling document that outlines the Bank's strategy over the next five years and lays down the 5-year outlook on key performance indicators of the Bank. To determine the strategic endeavours and rationale of the projections for FY26-30 period, the Document is guided by the following:

- a) Outlook on the Banking Sector and the economy for upcoming years.
- b) The bottom-up view from all the Business Units and Departments concerned.
- c) The risk thresholds and risk appetite as reflected in the Risk Appetite Framework.

**Review of Efficiency Parameters and Business Indicators**

Being a rolling 5-year document, the Strategy Document is reviewed and updated annually. The estimates for 9M FY 2024-25 actual performance, comparison of the FY 2024-25 estimates and the projections from FY 2025-26 onwards vis-à-vis projections made in the previous Strategy Document are incorporated in Strategy Document.

**Salient Features of the Strategy Document**

The Strategy Document for the Bank begins with a commentary on the global outlook and the economic landscape followed by strategies for the next five years. In addition to that, a section on updates / status of major strategies laid out in the previous Strategy Document has also been included. The strategies have been divided into four segments a) Channels and Customer Experience b) Financial Performance c) Internal Organisation d) Human Capital and Learning. Some of the key focus areas covered are as follows

**Channels and Customer Experience**

**Central Areas**

- **Digital Channel:** Our digital platform is an integral part of the Bank's distribution channel and has become the preferred channel for our customers. This is evident from the fact that ~98% of transactions are being completed via digital mode. We would continue to invest, upgrade and revamp our digital platform (YONO). The Bank would also strive to maintain positive Net Gap (Acquiring – Issuing) transactions for our ATMs.



- **Branch Channel:** The Banks extensive branch network across the country helps the Bank to provide last mile coverage of banking products and services. The Bank would continue to improve efficiency of its branches through initiatives like QMS, 'Grahak Mitra' and automation, among others.
- **Banking Correspondent (BC) channel:** Banking Correspondent (BC) is a cost-effective delivery channel. It also helps in reducing the footfall at the branches and freeing manpower for productive purposes. The Bank aims to elevate the BC / CSP channel into a robust delivery platform, leveraging technology innovation to deliver state of art customer service in a risk mitigated way.

Capitals Impacted



Linkage with Material Topics

- Brand Image and Management
- Customer Satisfaction
- Data Security and Customer Privacy
- Financial Inclusion and Community Development
- Product Innovation with ESG Impact

- **Doorstep Banking:** The Bank is extending Doorstep Banking Services (DSB) to senior citizens of more than 70 years of age and differently abled persons at all branches. The Bank would look to extend DSB services through PSB Alliance.
- **Contact Centre:** Contact Centre will leverage its capabilities for business generation, collections, recovery and fulfilling customers' requirement within the overall ambit of compliance besides engaging in Life Cycle Management for different customer segment.
- **Customer Experience Enhancement:** Continue to engage in listening to the Banks customers, digitalizing the Banks processes, and further enhancing the Banks capabilities to ensure customer delight

Financial Performance

Central Areas

- Deposits:** Focus will be on increasing market share, reducing cost of deposits by increasing share of low-cost deposits i.e. CASA by
- improving value proposition of CA products,
  - onboarding Salary package and high value premier banking customers,
  - leveraging synergy between corporate and retail business units,
  - focussing on SME and start-ups,
  - utilizing liability hubs,
  - collaborating with ecosystem to target potential segments like Hotels, Hospitals,

- Educational Institutions, Religious Institutions (HHEIR) & Trust, Associations Societies and Clubs (TASC),
- activating stagnant / attrite and inoperative accounts and increasing engagement level with the customers
- Advances:** Aim is to strengthen the Banks leadership position and book quality advances in RAM as well as corporate segment while also catering to the GYAN (Garib, Yuva, Annadata and Naari) segment which can contribute significantly towards 'Viksit Bharat'.
- In retail segment the Banks approach would include acquisition of new

- customers, retention of existing customers and increasing digitalisation of Processes/Product Journey
- In Agri, our focus would be
- Re-composition and De-risking of loan book by diversifying from Production Credit to Commercial Agri
  - The Agri Cluster Financing Strategy
  - Digitization of Processes/Product Journeys
- In MSME, emphasis is on cash-flow based lending, financing the entire supply chain ecosystem and cluster-based approach

Capitals Impacted



Linkage with Material Topics

- Financial Inclusion and Community Development
- Sustainable Business Strategy
- Economic Performance

- Key priorities for Corporate Credit would be**
- a) Tapping the entire eco-system of the corporates to transform from 'Corporate Lender' to 'Corporate Banker'
  - b) Minimizing concentration risk of exposure & broad-base corporate customers
- Foreign Office Advances:** The Banks advances growth would be guided by global developments, geopolitical events, interest rates and inflation. The Bank would manoeuvre its book swiftly to safeguard the Bank's interest.
- **Profitability:** Increase profitability by utilizing all avenues to grow fee income, rationalizing the operating expenses, and improving employee productivity.

Internal Organisation

Central Areas

- **Using Technology as Business Enabler:** Vision for the Banks IT function is to build secure, robust, and adaptive technology foundation to empower digital and automation aspirations of the Bank. In the near term the Bank intends to float & implement some crucial projects whose execution will be prioritized.
- **Strengthening the Assurance Functions** via Robust Risk Framework, Governance and Management, Promoting Zero-Tolerance compliance culture across organization and re-engineer and improve audit functions.
- **Ensuring sustainability** through creating pathway for Net Zero Scope 1, 2 & 3 Emissions, facilitating green advances and promoting ethical behaviour and culture.

Capitals Impacted



Linkage with Material Topics

- Brand Image and Management
- Customer Satisfaction
- Data Security and Customer Privacy
- Financial Inclusion and Community Development
- Product Innovation with ESG Impact

Human Capital and Learning

Central Areas

Focus is on making learning a part of the business DNA and preparing future ready human capital by relevant and role specific trainings, enabling employees to acquire new skills and contribute to the organization's success, Brand Building for attracting Best Talent (Pre-onboarding), Revamping of Career Progression, Creating Future Leaders pool, Revamping of Performance Review System etc.

Capitals Impacted



Linkage with Material Topics

- Employee Engagement
- Training, Leadership and Succession Planning

Enhanced Access and Service Excellence (EASE) 7.0

EASE 7.0 a reformative initiative by Department of Financial Services, Ministry of Finance/Indian Banking Association (IBA) was launched with an emphasis on enabling the Banks to drive national priorities, maintain a strong customer service orientation, managing operational risks effectively and capitalising new age capabilities built. The focus of EASE 7.0 is on five key themes:

- Banking towards Viksit Bharat
- Excellence in Customer Service
- Adoption of New Age Technology and Other Advance Capabilities
- Effective Risk/ Fraud Management and Recovery
- Developing Employees for Emerging Banking Priorities

IBA has published Bank wise rankings under EASE index for Q3 FY25 with State Bank of India securing top position. SBI has remained amongst the top 3 PSBs in each EASE reforms index since inception.

For the last two consecutive EASE indexes (EASE 5.0 (FY 2022-23) & EASE 6.0 (FY 2024-25) SBI has got top position.

SBI has been ranked 1st consecutively in all three quarters in EASE 7.0



Enhanced Access and Service Excellence (EASE) 8.0

EASE 8.0 is being launched with an emphasis on enabling banks to drive national priorities aiming to improve performance by focusing on areas like risk assessment, NPA management, financial inclusion, digital transformation, and customer service. This initiative also includes supporting emerging segments such as start-ups, gig workers to support in nation building. EASE 8.0 is built on four major pillars Risk & Resilience, Innovation, Socio-Economic Impact (Viksit Bharat Pillar) and Excellence (RISE).





# Approach to governance



**BRSR Principles**

**P1:** Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable.

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

**SDG Impacted**



**Material Topic Impacted**

- Corporate Governance & Ethics
- Regulatory Compliance

**Key Performance Highlights**

- Independent Risk Assessment, monitoring and Control Functions
- 05** Independent Directors on Board
- Ensuring a safe and inclusive workplace for women through the 'Garima' Policy

*At SBI, strong governance is the foundation of responsible banking ensuring transparency, accountability and ethical decision making- key pillars to drive long term value creation for stakeholders and support environmental and social commitments. The Bank's Board of Directors, having rich and diverse experience, skill sets & competency, provides strategic oversight, guiding the Bank towards financial resilience, contributing to nation's sustainable growth. A robust and independent risk management framework enables the Bank to proactively identify and mitigate financial, operational, and climate related risks, ensuring stability and resilience, safeguarding the Bank's financial health. The Bank remains committed to complying with regulatory guidelines, fostering trust among customers, investors, and policymakers.*

**Focus of SBI's corporate governance principles**

- Providing strong and visionary leadership**
- Protecting and enhancing shareholder value**
- Safeguarding the interests of all stakeholders, including customers, employees and the society**
- Upholding transparency, integrity and accessibility to accurate, clear information**
- Driving excellence in performance and customer service at all levels**

**Central Board**

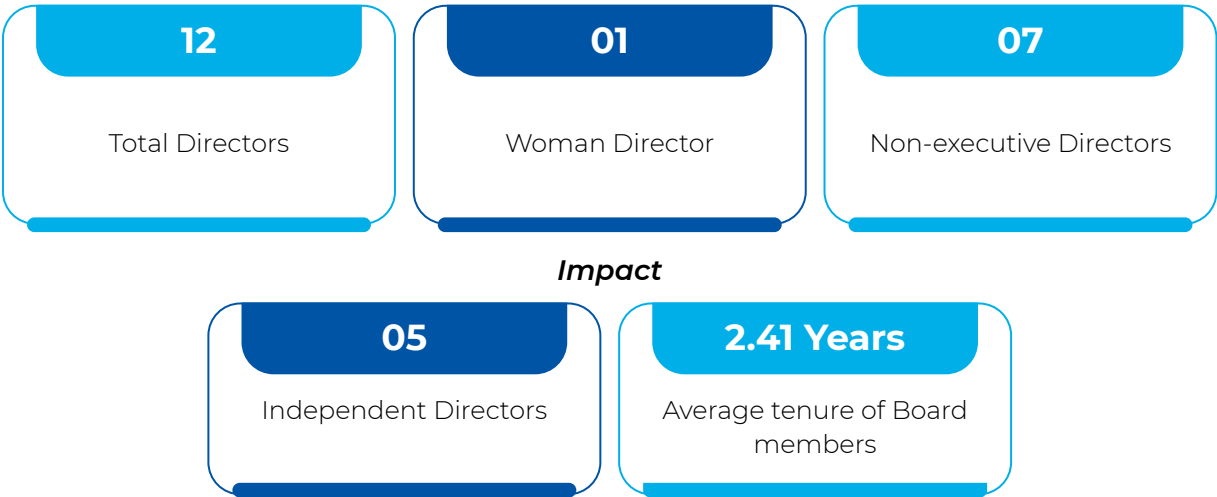
SBI's Board of Directors (hereafter referred as, The Central Board) serves as the highest governing body of the Bank. The Central Board is headed by the Chairman and comprises the, Managing Directors, Shareholders' Directors and Directors nominated by the Central Government. All the Directors, except for the Shareholders' Directors, are appointed or nominated by the Central Government. For the election of Directors, the Nomination and Remuneration Committee of the Board carries out necessary due diligence and arrives at the 'fit and proper' status of the candidates in accordance with the norms prescribed by the RBI and those laid down in the SBI Act and Regulations, 1955. The Central Board plays a crucial role in overseeing the operations, setting strategic direction and ensuring accountability to shareholders and all stakeholders.

**Composition of the Board**

As on March 31, 2025, the Central Board comprises 12 Directors out of which five are Executive Directors including Chairman with diverse educational backgrounds, experience levels, skill sets and competencies. The Central Board's collective expertise spans finance, technology, risk, cyber security, audit and corporate governance, with extensive experience in the banking and financial services industry. Please refer to the Annual Report of FY25 for detailed profiles and skill matrix of the Board.



Key highlights of the Board's composition



Enhancing Board governance and performance excellence

Performance evaluation of the Board

With an objective to continuously improve corporate governance practices, the Bank has engaged an external consulting firm to support the Bank in laying down parameters for performance evaluation of individual Directors, the Chairman, Board-level Committees and the Central Board as a whole. This partnership has resulted in the development of comprehensive performance evaluation frameworks. The Nomination and Remuneration Committee of the Board (NRC) reviews and approves the evaluation framework and criteria. These criteria are meticulously aligned with the relevant SEBI regulations and guidelines, including the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and the SEBI Guidance Note on Board Evaluation, 2017. For the year FY 2024-25 performance evaluation of the Board has been conducted, reaffirming the Board's competence. The process also showcased the strong synergy and collaboration between the Board of Directors and top management.

Board-level Committees

The Central Board has constituted various Board Level Committees for efficiently conducting its business and ensures compliance with the regulatory and statutory requirements of the RBI and SEBI (Listing obligations and Disclosure Requirements) Regulations, 2015, among others. The Bank has an Executive Committee of the Central Board (ECCB) that manages issues falling within the Central Board's authority. In terms of the provisions of SBI Act and General Regulations, 1955 and Govt./ RBI/SEBI guidelines, the Central Board has constituted other nine Board Level Committees for Board oversight in crucial areas. The Bank aims to guarantee a high degree of independence in the composition of the Board Committees.

| Committee Name  | Key Responsibilities   | Composition of Independent/ Non-Executive Directors       | ESG Oversight Role  |
|---|--|---|---|
| Audit Committee of the Board  | Oversees the Bank's audit functions, financial reporting, risk management, IS audit policies, and accounting standards.                              | Executive - 0<br>Non-executive - 4 (Independence: 75%)    | Ensuring ethical, transparent, and accountable governance                     |
| Risk Management Committee of the Board  | Supervises policies and strategies for managing credit, market, and operational risks.   | Executive - 2<br>Non-executive - 3 (Independence: 60%)    | Systematic approach to climate-related risk management                        |
| Stakeholders Relationship Committee (SRC) cum Customer Service Committee (CSCB) | Addresses concerns of shareholders and investors, including share transfers, annual report distribution, and dividend-related issues.                | Executive - 2<br>Non-executive –4 (Independence: 66.67%)  | Ensuring stakeholder engagement and satisfaction                              |
| Special Committee of the Board for Monitoring of Large Value Frauds             | Monitors and reviews significant fraud cases, identifies systemic deficiencies, oversees investigation progress, and recommends preventive measures. | Executive - 2<br>Non-executive – 4 (Independence: 66.67%) | Strengthening compliance, anti-corruption, and anti-money laundering measures |



| Committee Name  | Key Responsibilities  | Composition of Independent/ Non-Executive Directors          | ESG Oversight Role  |
|---|---|--|---|
| IT Strategy Committee of the Board  | Oversees strategic IT planning, budgeting, risk assessment, and IT performance monitoring.                      | Executive - 2<br>Non-executive – 3<br>(Independence: 60%)    | Upholding customer data privacy and cybersecurity                   |
| Corporate Social Responsibility (CSR) Committee                                       | Evaluates and monitors the Bank's CSR initiatives in alignment with its Corporate Social Responsibility policy. | Executive - 2<br>Non-executive – 3<br>(Independence: 60%)    | Promoting inclusive growth and equitable development                |
| Nomination and Remuneration Committee of the Board                                    | Conducts due diligence for the selection of Shareholder Directors, ensuring alignment with regulatory norms.    | Executive - 0<br>Non-executive - 5<br>(Independence: 100%)   | Enhancing leadership effectiveness and governance                   |
| Board Committee to Monitor Recovery   | Supervises loan recovery processes and ensures strategic interventions for non-performing assets.               | Executive – 5<br>Non-executive – 5<br>(Independence: 40%)    | Promoting sustainable and responsible financing                     |
| Review Committee for Identification of Willful Defaulters/ Non-Co-Operative Borrowers | Reviews and assesses cases of wilful defaulters and non-cooperative borrowers to uphold financial discipline.   | Executive – 1<br>Non-executive – 2<br>(Independence: 66.67%) | Strengthening ethical credit practices and financial accountability |

These Board-level committees help SBI in fostering value for its stakeholders and advancing a sustainable future. This commitment is reflected in its comprehensive sustainability strategy, which integrates social, environmental, and economic considerations in alignment with the Bank's Vision, Mission, and Values.

Sustainability governance structure

SBI is deeply committed to creating long-term value for its stakeholders while fostering a sustainable future. Aligned with its Vision, Mission, and Values, the Bank has adopted a holistic sustainability approach that integrates social, environmental, governance and economic considerations into its business strategy. To drive this agenda, SBI has set up a centralized Environment, Social, Governance & Climate Finance Unit (ESG & CFU). This unit is the nodal department for facilitating

delivery of Climate Finance by the Bank. It handles activities related to raising of funds including green LoCs, domestic green bonds/ loans, sustainability linked instruments, green deposits etc. as well as ensures deployment of these funds by coordinating with various internal departments within the Bank. The unit reports to the Deputy Managing Director (Chief Credit Officer), who is also designated as the Chief Sustainability Officer of the Bank

### Vision

To Lead India and the World in Climate Finance with a Pathway to Net Zero (Scope 1, 2, 3) for the Bank by 2055, Centenary year of SBI Formation.

### Mission

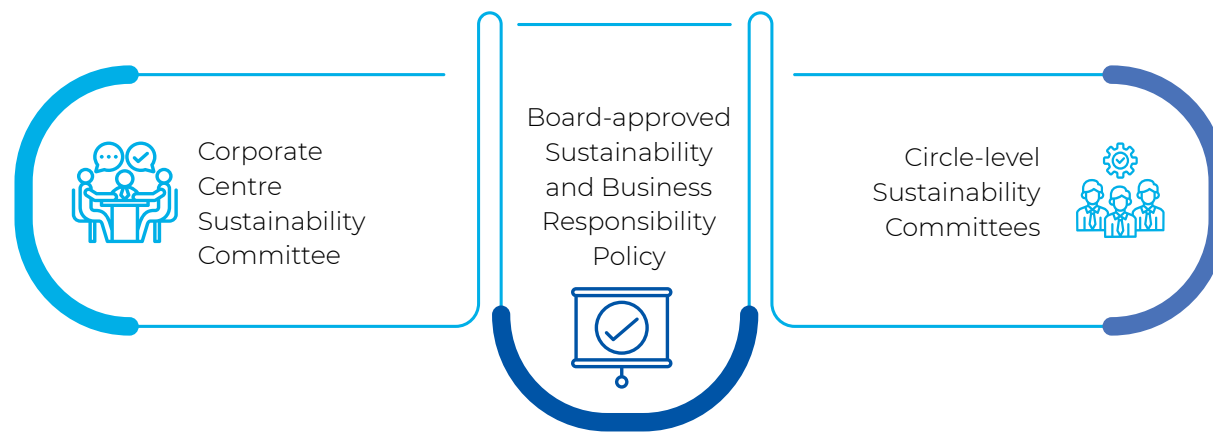
By 2030, SBI aims to:

- Achieve **Net Zero** in Scope 1 and 2 emissions.
- Ensure that **7.5% to 10%** of its domestic gross advances qualify as green advances.
- To achieve by 2030:
  - Net Zero in Scope 1 & Scope 2 emission
  - Facilitate at least 7.5% of domestic gross advances to be Green Advances
  - 25% of these green advances to be funded by green Lines of Credit from Multilaterals & DFIs/green bond/sustainability-linked instruments/green loans/domestic green deposits etc.

ESG and CFU roles and responsibilities

- To act as Nodal Unit for facilitating achievement of climate finance goals in the Bank.
  - To coordinate with various national & international agencies for continuously striving to improve ESG rating of the Bank.
  - End to End oversight for Green portfolio(liability/asset) of the Bank.
  - To collate and showcase ESG initiatives taken by the Bank to demonstrate the Bank's commitment towards ESG.
- To engage with various regulators and Govt. of India for matters related with climate finance and its reporting.
  - To coordinate with different BUs for channelizing new green/ climate focused products and building a strong pipeline to strengthen the Bank's green portfolio.
  - ESG & CFU is perceived as a "Horizontal Business Unit", leveraging on the expertise of the various departments within the the Bank, making it the first of its kind within the Bank.

### Sustainability Governance Structure at SBI



The Corporate Centre Sustainability Committee (CCSC), highest governance body on Sustainability, is chaired by the DMD, (CCO & CSO) of the Bank. The CCSC comprises of members from some of the core functions and business units of the Bank, which have a critical role to play in the Bank's sustainability initiatives. The committee conducts a quarterly review of the Bank's sustainability performance. The CCSC is entrusted with the responsibility of taking forward the Bank's sustainability agenda, with the help of the 17 Circle-level Sustainability committees.

The Circle Sustainability Committee (CSC) is chaired by the CGM of the Circle. The CSC monitors the progress in achieving the sustainability targets allotted to circles, implementation of the Bank's Carbon Neutrality roadmap, reporting on the progress against the targets allotted to circles for procurement of renewables and energy efficient equipment along with other roles.

## Compliance

### Strengthening Compliance Culture for Sustainable Growth

The Bank is committed to cultivating and upholding a robust compliance culture, ensuring strict adherence to Regulatory and Statutory requirements for sustainable business growth. The Bank's governance function ensures that Central Board and the Top Management are informed of any Regulatory events that might impact the Bank. The Compliance Risk Management Committee

comprising of Senior Executives from various business verticals and support functions, maintains oversight on all compliance matters. The compliance status of the Bank is reviewed quarterly by the Central Board and its Audit Committee. The Bank conducts regular compliance training sessions for staff at all operational levels, including new hires, to emphasize the importance of complying with the Bank's internal systems, procedures, and KYC/AML/CFT guidelines. Mandatory courses are provided for all employees, including top executives, requiring them to complete e-lessons on KYC-AML/Compliance. The Bank is steadfast on instilling and fortifying a 'Compliance Culture' throughout the organization and is committed for preventing the misuse of its banking channels for money laundering and terror financing activities. A strong compliance culture is the foundation of responsible banking, ensuring ethical conduct, risk mitigation, and long-term sustainability. The Bank prioritizes regulatory excellence and data protection, ensuring adherence to evolving legal frameworks while upholding the highest standards of transparency and security.

Further, Compliance Department has also initiated steps for implementation of Digital Personal Data Protection Act, 2023 (DPDPA, 2023) in the bank. This exercise involves identifying obligations arising from the Act and putting in place necessary policies & guidelines for implementation in the bank. It also includes setting up necessary IT infrastructure to handle consent, Data principal rights request, grievance etc. in the bank. To bridge the knowledge gaps among

the operating functionaries and instil the importance of adherence to compliance, Compliance Awareness Meetings (CAMs) are being conducted across all Branches, 14285 such CAMs were held in FY 2024-25.

In order to enhance compliance within the Bank, a distinct team of compliance officials has been established at every level, including the LHO, Administrative Offices and Regional Business Offices. Compliance & risk officials at circles visit branches to assess and guide operating officials to bridge knowledge gaps. To ensure compliance at operating levels, a checklist of 16 designated roles have been shared with the branches as a ready reckoner.

Rigorous Testing of compliance with RBI Master Directions, Advisories and other directions and the Bank's internal policies and guidelines are carried out at Corporate Centre, Administrative Offices and at Branches and Processing Centers across the Bank.

### Monitoring of AML/CFT activities

As required under PML Act 2002, AML-CFT Cell is monitoring the transactions with the help of AMLOCK software and filing suspicious transaction reports with FIU-IND. Transaction monitoring is strengthened on ongoing basis by implementing various developments in AMLOCK software thereby providing necessary tools to Case Analysts for making decision. AI/ML Engine has been implemented in AMLOCK which assigns risk score to an alert which helps a case Analyst to prioritize an alert. The AI/ML model has been recalibrated in October 2024 with enhanced attributes. The new emerging ML-TF risks observed by AML-CFT Cell are shared by way of typology with FIU-IND. AML-CFT Cell is compiling ML-TF Risk Assessment Report on annual basis. The report also contains actionables for owner BUs/Departments in the Bank for mitigation of ML-TF Risk. The report, after approval of RMCB is submitted to RBI. Customer risk Categorization, a fully automated process, is done by AML-CFT Cell on half yearly basis

To safeguard the Bank's channels from being misused for Money Laundering, AML-CFT Cell is sensitizing the operating units on issue of Money Mule and risk mitigants. To enable the AML-CFT framework of Regional Rural Banks,

AML-CFT Cell has conducted online workshop for 14 Regional Rural Banks during FY 2024-25.

## Ethical Conduct

The Bank's Compliance Function, including its AML-CFT cell is also ISO 9001:2015 certified.

Ever since inception, the Bank has earned an impeccable reputation when it comes to upholding the highest standards of integrity and conduct. The Bank continuously endeavours to integrate its ethical principles into the operational framework. We are the first organization in the Indian Public Sector space to start an independent Ethics Department. The core idea is to strengthen the moral framework of the organization and upholding the highest standards of ethics, integrity and business conduct. To facilitate greater empowerment and faster decision making at all levels, the Bank has in place a 'Code of Ethics', woven around the values of STEPS (Service, Transparency, Ethics, Politeness & Sustainability).

The Code not only spells out expectations of the Bank from staff members but also guides on how to apply them in the daily conduct. The Bank has taken several other strategically important initiatives including formulation of Anti-Bribery & Anti-Corruption Policy, Conflict of Interest Policy, Staff Accountability Policy, Whistle Blower Policy and Gift Policy to further fortify the ethical framework and align the conduct of its employees with the Bank's values. The Bank has also centralized disciplinary authority structure with the implementation of first-of-its-kind Disciplinary Proceedings Management System (DPMS) which serves as a central database and repository for all disciplinary cases significantly enhancing transparency and strengthening the discipline management system within the Bank.

The Bank is committed towards nurturing an inclusive, secure, and safe environment for its women employees to unleash their full potential. The Bank has a dedicated 'Garima' Policy for implementation of Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal), Act 2013. Garima (POSH) covers the entire process on matters relating to gender sensitivity



and sexual harassment. The Bank regularly conducts webinars on 'Overview of Ethics & Garima POSH' for employees at all levels to ingrain ethical conduct into their personality. The Bank also conducts workshops for Internal Committees, to apprise them on the guidelines of the Bank's Garima Policy. The Bank has revamped its Garima portal to a fully digital portal which will provide a user-friendly interface, streamlined submission, automated notifications, Centralized Database, real time analytics, and maintaining confidentiality. The Bank has zero tolerance policy against sexual harassment at workplace.

The Bank takes various initiatives to uphold and foster ethical values in the Bank. Some of our initiatives are daily broadcast of quiz series "How Ethical Are You?", with the intent to make ethical decision making as a reflex action for our employees. Department has recently started weekly series of "GARIMA: How Aware Are You?" to create awareness on Garima Policy among employees. Other broadcast series such as 'Talk the Walk', 'Ethics Beyond Work', 'Integrity in Action', 'Leadership@Byte', monthly ethics tutorials etc., are streamlined and have become a regular broadcast feature.

The Bank has also launched a new initiative "SBI way: Reflection of our action" which will provide a platform to employees to share their experiences, highlighting how they embraced the SBI way by overcoming ethical dilemmas in challenging situations.

The Bank conducts "Ethical Audit Survey" for the staff members to assess employee awareness of the Bank's ethics related policies, their perception of the organisational culture, and their alignment with the Bank's vision, mission, and values.

During the FY 2024-25, in an effort to create more awareness among the employees and enhance their understanding on the code of ethics and related policies, the Bank has expanded the reach through workshops and webinars, conducted online quiz for staff members on ethics and related policies, and reviewed staff accountability policy and conflict of interest policy.

Ethics & Business Conduct Department has conducted total 63 deliberations of workshops and webinars on Ethics/Garima Policy in FY 2024-25 for employees of different cadres.

Policies and Framework

The Bank maintains a comprehensive set of policies and frameworks that serve as the foundation for its systems and procedures. These policies are regularly reviewed and updated to align with evolving best practices and regulatory requirements, providing clear guidance to staff and ensuring compliance with regulatory standards. SBI's commitment to upholding the nine principles of the National Guidelines on Responsible Business Conduct (NGRBC) is reflected through proactive initiatives. These policies and documents are accessible at SBI's official website.

Policies and Framework

Sustainability and Business Responsibility Policy

Policy on Doorstep Banking for Retail Customers

Business Continuity and Operational Resilience Policy

ESG Financing Framework

Corporate Social Responsibility Policy

Policy on Issuance and Allocation of Green Deposits

Code of Ethics

Cyber Security Policy & Standards

Customer Rights, Grievance Redressal and Compensation Policy

Fair Lending Practices Code

Information Security Policy & Standards

Commitment to Customers (BCSBI Code)

Anti-Bribery & Anti-Corruption Policy

Garima Policy Sexual Harassment of Women at Workplace, (Prevention, Prohibition and Redressal) Policy

Policy on KYC Standards, AML and CFT Measures

Electronic Waste Management Policy

Whistleblower Policy

Renewable Energy Policy

Equal Opportunity Policy for Persons with Disabilities

Operational Risk Management Policy

Climate Change Risk Management Policy

Microfinance Loan Policy

Strengthening Vigilance for Transparency and Integrity

The Vigilance Department at SBI is led by a Chief Vigilance Officer (CVO) of MD rank, appointed by the Government of India in consultation with the Central Vigilance Commission (CVC). Reporting directly to the Chairman, the CVO plays a key role in formulating and overseeing the Bank's vigilance policies. To enhance vigilance oversight across Circles, Verticals, and Subsidiaries, six Additional Chief Vigilance Officers (Addl. CVOs) have been appointed

SBI organized training initiatives reaching over 27,000 officers and 41,000 Customer Service Points (CSPs), strengthening vigilance awareness.

on deputation. This structured vigilance framework ensures strict adherence to ethical banking practices and regulatory compliance.

As part of its efforts to foster a culture of integrity, the Bank observed Vigilance Awareness Week (VAW) from October 28 to November 3, 2024, promoting the theme **“Culture of Integrity for Nation’s Prosperity; across** all communication channels, including ATMs, social media, and internet banking. Awareness programs were extended to schools, colleges, and rural areas through Gram Sabhas. Additionally, the CVC’s three-month campaign on capacity building focused on procurement as a critical area, culminating in a two-day workshop at the State Bank Staff College, Hyderabad, attended by senior officials from CVC and SBI leadership. Training initiatives reached over 27,000 officers and 41,000 Customer Service Points (CSPs), strengthening vigilance awareness. The Vigilance Department conducted 1,326 preventive vigilance programs and 107 training sessions, while AI/ML-based monitoring helped identify high-risk branches for proactive investigations.

Internal Audit and Control

Internal Audit is an independent, objective assurance and advisory service, designed to add value and improve an organization’s operations. Internal Audit function of the

Bank operates as an independent entity with adequate authority and standing within the Bank. The Internal Audit Department (IAD), headed by Deputy Managing Director, functions under the guidance, supervision of the Audit Committee of the Board (ACB).

The Bank’s internal audit function collaborates closely with the Risk Management and Compliance Departments to assess the effectiveness of controls, ensure adherence to internal processes and procedures and evaluate compliance with established standards. As part of Risk Focused Internal Audit, Internal Audit Department conducts various audits, viz. Risk Focused Internal Audit (RFIA) of domestic branches (offsite & onsite), Audit of Corporate Centre Departments [including Global IT Centre (GITC) Departments] involving Risk Focused Internal Audit, Validation Audit, Thematic Audit, Veracity Check, Control Testing, Process Audit, Special Audit, Studies, etc., Risk Focused Credit Audit (offsite & onsite), Legal Audit, Early Review of Sanctions, Information Systems Audit, Cyber Security Audit, Home Office Audit (of Foreign Offices), Concurrent Audit, Foreign Exchange Management Act (FEMA) Audit, Audit of Outsourced Activities (IT & Non-IT), Expenditure Voucher Audit, Compliance Audit and Management Audit.

Key initiatives undertaken

- Coverage of Audit through hybrid mode of Audit with the guiding principle “more of offsite audit and less of onsite audit”.
- Introduction of “Circle Heat Map” which empowers Circle Authorities to drive business improvements by bolstering compliance and addressing key operational gaps with precision and focus.
- Focus on exploring enhanced use of Artificial Intelligence (AI)/Machine Learning (ML) initiatives in internal audit process.
- Audit Bot “DIA”, a utility for guidance to Branches on Credit Audit.
- Web Portal of all non-IT outsourced activities (other than Customer Service Points) rolled out.
- Automation of self-audit process in Risk Focused Internal Audit - Modular Online Audit Report Processing System
- All India Webinar on Internal Audit conducted on 03.12.2024 (4539 officials have participated).
- External Assessment of Adequacy of Internal Audit Function is conducted by external audit consultant during FY 2024-25 to ensure that the Bank’s Internal Audit function is in line with the Global Best Practices
- As part of sustainability/green initiative, IAD has introduced in its campus, compost machines, solar panels, harvesting pits and fountains.

Key achievements of the Internal Audit Department (IAD)

- **Brihaspati Award for Excellence 2025:** The Internal Audit Department (IAD) has been conferred with the prestigious “Brihaspati Award for Excellence 2025” by the Institute of Internal Auditors (IIA), India- Bombay Chapter, which is a mark of distinction, technical expertise intellectual and moral leadership.
- **Quality Management System (QMS):** The Bank’s Internal Audit Department (IAD) has been awarded ISO 9001:2015 certification for QMS, benchmarking with the global best practices.

The Bank is committed to maintaining its impartiality and non-partisanship in political matters. It does not endorse political contributions or engage in sponsoring or funding political activities. SBI advocates for the use of only legal and ethical means to acquire competitive information and intelligence, which aims to promote fair competition, protect customers and ensure the integrity of the financial system. The Bank ensures fair trade practices in its business operations.

Risk Management System

Risk Management Approach

Risk Management Process

Independent risk measurement, monitoring, and control functions are crucial aspects of ensuring the stability and soundness of a financial institution. The banking sector is exposed to several systemic risks, which have the potential to cause cascading impacts on the overall socioeconomic landscape. As the largest bank of the country, SBI has a critical role in the Indian economy. Recognising the significance of the Bank’s role in the financial system, regulators have identified the Bank as a Domestic-Systemically Important Bank (D-SIB). This designation highlights the institution’s importance and the need for robust risk management practices.

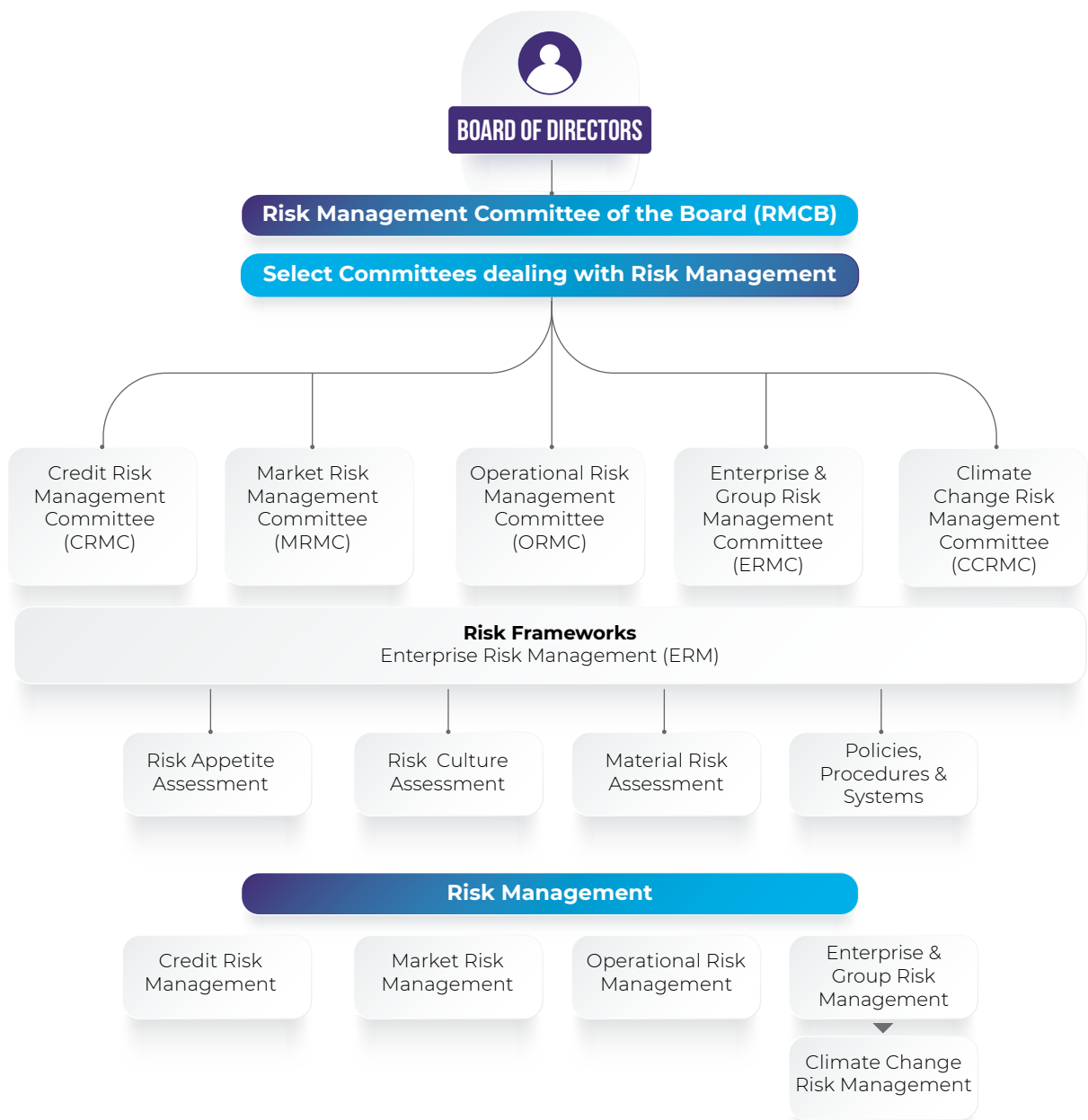
Risk Governance

To effectively manage risk, the Bank has established a robust governance mechanism. The Risk Management Committee of the Board (RMCB), led by an Independent Director, plays a pivotal role in overseeing risk-related activities. Several executive-level committees are established to work on various thematic risks such as Credit Risk, Market Risk, Operational Risk, etc. Such robust governance mechanisms enable the Bank in its endeavour towards independent risk measurement, monitoring and control functions, along with its adherence to regulatory requirements and robust reporting structures. Furthermore, the Risk Management Department is certified by ISO 9001:2015. Presentations on various Risk Management topics are being presented regularly, in addition to periodic risk reporting to Board/Committees. The Internal Audit function undertakes systematic periodic review of the Risk Management processes and policies to ensure their effectiveness and compliance.





Governance Framework for Risk Management



The Bank has Risk governance framework with 3 lines of defence (LoD):

➤ **First LoD:** This line, consisting of operational management and business unit managers, is responsible for identifying, assessing, and managing risks within their respective areas, as well as implementing and maintaining internal controls. They are the primary risk owners. It includes front-line employees and dedicated operational roles such as Business unit heads, risk managers, relationship managers, branch

heads / credit officers, credit support functions who own and manage risks.

➤ **Second LoD:** This line, comprising risk management and compliance functions, provides oversight and challenge to the first line, setting policies, defining risk tolerances, and ensuring compliance with regulations and internal controls. It includes committees at senior management and executive level, for setting control standards and oversee compliance.

➤ **Third LoD:** This line, consisting of internal audit, provides independent assurance to senior management and the board, that the first and second lines are operating effectively and that risks are being managed adequately.

The three lines of defence model ensures a robust and layered approach to risk management, with clear roles and responsibilities to prevent and mitigate risks effectively.

SBI's Comprehensive Risk Management Framework

Market Risk Management

Policies

- Investment Policy
- Trading Policy
- Market Risk Management Policy
- Market Risk Limit Policy
- Hedging Policy

Focus Areas

- Identification and measurement of risks, control measures, monitoring and reporting systems
- Simulating various market risks scenarios to measure stress losses and initiate remedial measures
- Monitoring risk in the Bank's trading portfolio. Daily computation of stressed VaR for market risk and enterprise level VaR
- Risk Adjusted Performance Analysis of domestic and overseas portfolio
- Assessment, measurement, monitoring and mitigation of Model Risk
- Quarterly stress testing
- External validation of models used for market risk management are being performed every year

Capitals Impacted



Operational Risk Management

Policies

- Operational Risk Management Policy
- Business Continuity and Operational Resilience Policy
- Loss Data Management Policy
- IT Risk Management Policy

Focus Areas

- Ensuring that the Bank's operations can continue without any disruptions, even in the face of natural calamities
- Moving towards becoming Operationally resilient over a much longer horizon, rather than just recovering from short spells of disruptions
- Boosting confidence of all stakeholders
- Shifting from Branch/Business Unit BCP to the Bank Level Resilience
- Quarterly KRIs are monitored to ensure that risk remains within accepted thresholds.

Capitals Impacted



Credit Risk Management

Policies

- Credit Risk Management Policy
- Credit Risk Mitigation and Collateral Management Policy
- Credit Risk Model Validation Policy
- Risk Rating Policy
- Country Risk Management Policy
- Policy on stressed sector identification
- Stress Test Policy
- IRB Asset Categorization Policy

Focus Areas

- Framework to ensure quarterly monitoring and strengthening business opportunities and ESG risks
- Evaluation of borrower-specific Credit Risk IT platform for credit appraisal processes on Retail Loan Management System / Loan Lifecycle Management system (RLMS/LLMS) with CIBIL / CIC and RBI defaulters' lists
- Biannual Stress Tests on Credit Portfolios in line with RBI guidelines, industry best practices and changes in macroeconomic variables
- Digitalisation of the customer-level Risk-Adjusted Return on Capital (RAROC) calculation and periodic risk-return analysis of critical portfolios

Capitals Impacted



- Assessing borrowers on ESG criteria for identification of ESG risks associated with projects above a certain threshold
- Credit Risk Training: Credit risk assessment for employees dealing in any segment
- Quarterly exposure reviews in relation to internal and regulatory limits, industry risks, portfolio quality etc.
- External validation of various policies, tools, models etc. at various periodicity defined in terms of materiality framework.

Enterprise and Group Risk Management

Policies

- Enterprise Risk Management Policy
- Enterprise Model Risk Management Policy
- ICAAP Policy
- Policy on Bank's disclosures under pillar 3
- Group Risk Management Policy
- Group Liquidity Risk Management Policy

Focus Areas

- Risk Appetite, Risk Culture Assessment, Reputational Risk, Strategic Risk and Material Risk Assessment Frameworks
- Preparation and reporting of regulatory returns such as Group LCR, Group NSFR, FINCON etc.
- Preparation and validation of annual ICAAP Document

Capitals Impacted



Climate Change Risk Management

Policies

- Climate Change Risk Management Policy

Focus Areas

- Climate Change Risk Management Policy as a guidance for a transition towards low carbon and climate resilient operations and investments
- Identifying, assessing and managing the Climate related financial risks and devise mitigation plans
- Committed to integrate climate-related risks into the centralised enterprise risk management programme

Capitals Impacted



Enterprise Risk Management Process

Enterprise Risk Management (ERM) represents a proactive approach aimed at aligning and managing risk with strategic objectives at the enterprise level. This process incorporates globally recognized best practices, including the establishment of a Risk Appetite Framework, a Risk Culture Assessment Framework, and a Material Risk Assessment Framework.

In line with the bank's vision to integrate the role of risk to that of a strategic function, the Board has in place an ERM Policy. This policy encompasses the Risk Appetite Framework, which delineates limits for significant risks and includes corresponding monitoring

parameters. To uphold the safety and stability of its operations, the bank has devised strategies to methodically measure, evaluate, monitor, and manage risks across its various portfolios. These frameworks are developed in accordance with international best practices.

To foster a robust risk culture, the bank has instituted a Risk Culture Assessment Framework. Furthermore, the Material Risk Assessment Framework conducts periodic analyses of risk-related parameters pertaining to Credit Risk, Market Risk, Operational Risk, and Liquidity Risk, among others. The findings are subsequently presented to the Enterprise and Group Risk Management Committee (EGRMC) and the Executive Committee of the Central Board (ECCB). The bank employs a comprehensive four-step approach to risk management.





Factoring in Risk Assessment into ICAAP

State Bank of India conducts a comprehensive Internal Capital Adequacy Assessment Process (ICAAP) on an annual basis to evaluate the adequacy of capital under both normal and stressed conditions at individual and group levels. Throughout the ICAAP, new and emerging risks are identified and rigorously analysed. The assessment encompasses Credit Risk, Market Risk, Operational Risk, Liquidity

Risk, Interest Rate Risk in the Banking Book (IRRBB), Credit Concentration Risk, and other relevant risks. Based on the assessment capital is allocated as necessary. The identification and discussion of new and emerging risks during the ICAAP reflects a proactive approach that ensures the bank is well-prepared to confront any potential challenges

Business Continuity and Operational Resilience Policy

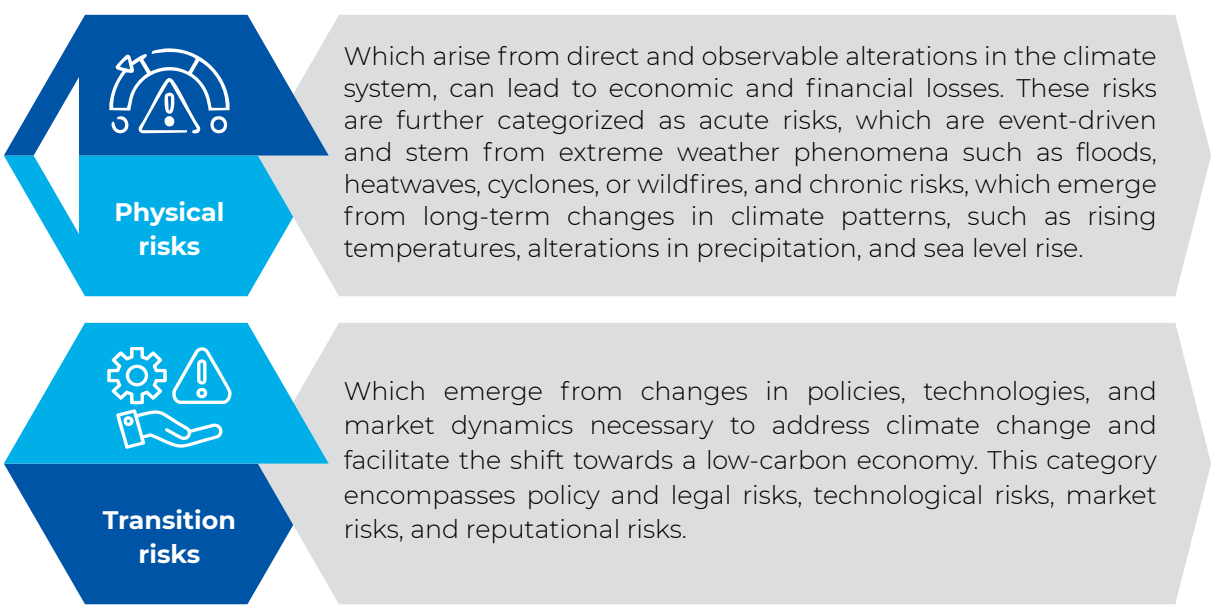
To ensure that the Bank's operations can continue without any disruptions, even in the face of natural calamities, a comprehensive Business Continuity and Operational Resilience (BC & OR) Policy and Manual has been implemented. By adhering to industry-leading best practices, complying with ISO 22301:2012, and regularly reviewing and evaluating the Business Continuity Plan, the Bank is well-prepared to navigate any potential disruptions and maintain its operational resilience.



Integration of Climate Risks into Risk Management Process

The State Bank of India (SBI) is dedicated to enhancing its resilience in light of emerging climate risks. The Bank has instituted a high-level executive body known as the Climate Change Risk Management Committee. This Committee provides strategic guidance and oversight to ensure the integration of

climate considerations within the Bank's risk management framework. Furthermore, the Bank has developed a Climate Change Risk Management Policy aimed at mitigating risks while capitalizing on growth opportunities. The climate change risks encountered by the Bank can be classified into two primary categories:



The Bank is engaged in the process of developing methodologies and frameworks pertaining to climate risk in accordance with regulatory expectations and the Bank's climate-related aspirations. This will enhance the understanding of transition and physical risks associated with portfolios by measuring financed emissions and evaluating decarbonization pathways on a portfolio and sectoral basis.

The Bank aims to assess the potential impact of climate change risks on its portfolio by employing a Climate Risk Score Card consisting of both quantitative and qualitative metrics. Additionally, the scorecard will assist the Bank in engaging with borrowers regarding the material climate risks they face and their respective management plans for adaptation and mitigation.

Furthermore, the Bank has conducted an analysis of the potential vulnerabilities associated with physical risks affecting the locations of its domestic branches, offices, and ATMs. This comprehensive evaluation aims to enhance business continuity and bolster operational resilience, ensuring that the institution can effectively withstand and respond to various challenges that may arise.

Climate-related Risk Scenario Analysis

The utilization of scenario analysis offers insights into potential long-term pathways for the future, illustrating the relationship

between human activities, greenhouse gas emission concentrations, and global temperature changes. The Bank recognizes that climate change risks may adversely affect its portfolio. At the portfolio level, the Bank is in the process of establishing a framework to identify climate-related risks and develop mitigation plans for such risks. Efforts are ongoing to measure financed emissions, with subsequent scenario-based assessments intended to create roadmaps for integrating climate sustainability into the portfolio. The Bank will be closely following global and Indian regulatory developments/guidance in this regard

Building Risk Culture - Sensitising Employees on Risk Management

The Bank has implemented a RMCB-approved framework to assess risk culture among staff. To create an effective risk culture, the Bank provides continuous training, conducts annual surveys, sets up specific assessment groups, encourages active risk identification and reporting, promotes risk reporting and whistleblowing, and integrates risk culture into human resource processes. The Bank has conducted Risk Culture Survey in the current year with active participation of the eligible officials. It was observed that there is strong awareness on Risk Management practices and policies, across all levels of the staff.

Special Trainings and Seminars on Climate Change Risk Management

- A webinar, "Train the Trainer", on Climate risk, was conducted for faculty members of the Bank's training institutes further to transmit the knowledge to the Bank's employees to implement a comprehensive approach for mitigation/adaptation of climate risk in the Bank.
- A series of webinars were also conducted for credit officials for decarbonisation pathways for various sectors/industries for better customer engagement. This will help manage climate risk by actively engaging with customers for mitigation/corrective steps, which will also help provide the required finance while driving the portfolio towards a low carbon emission.



# Value creation model

## EXTERNAL FACTOR INFLUENCING LONG-TERM VALUE CREATION

- Increasing focus on sustainable finance & responsible lending
- Digital Disruption & FinTech Competition
- Evolving Customer Expectations
- Increasing Investors & Regulators outlook for ESG-compliant investments
- Continuous upskilling for Workforce Skill Transformation Talent Retention
- Global Financial Markets & Forex Risks
- PLI as a force multiplier

### INPUT

#### MANUFACTURING CAPITAL

- ATMs and ADWMs: **63,791**
- New branches: **422**
- New rural branches: **182**
- BCs: **62**
- CSPs: **>77,251**
- 6 ATIs and 51 SBLIDs

#### FINANCIAL CAPITAL

- Total Deposits: ₹ **53,82,190 crore**
- Total advances: ₹ **41,63,312 crore**
- Market Capitalization: ₹ **7,13,970 crore**

#### INTELLECTUAL CAPITAL

- Responsible AI and AI/ML model governance framework
- Registered users on Retail Internet Banking: **>13.9 crore**
- Digital transactions: **98%**
- Transforming the Future of Digital Banking: **YONO 2.0**
- Launched eco-friendly financial products as a part of digital transformation
- Use of Generative AI paradigm

#### HUMAN CAPITAL

- Existing workforce: **2,36,226**
- Employee well-being
- Focus on diversity and inclusion

#### NATURAL CAPITAL

- Commitment to carbon neutrality by 2030
- Robust sustainability governance structure
- Climate Change Risk Management Policy
- Green energy initiatives and products
- Financing infrastructure initiatives
- ESG Financing Framework
- Integrating due diligence in credit rating assessment
- Sustainable business strategy
- Building with green tariff
- STPs installed: **30**

#### SOCIAL CAPITAL

- RSETI: **153**
- CSR Expenditure: ₹ **610.77 Cr**
- Customer base: **>52 crore**
- Support to government schemes: **PMJJBY, PMSBY, APY, PMJDY**
- Loan portfolio of SME: ₹ **5.06 lakh crore**
- Strengthening agri start-ups
- Supporting sustainable farming practices

### OUR PURPOSE

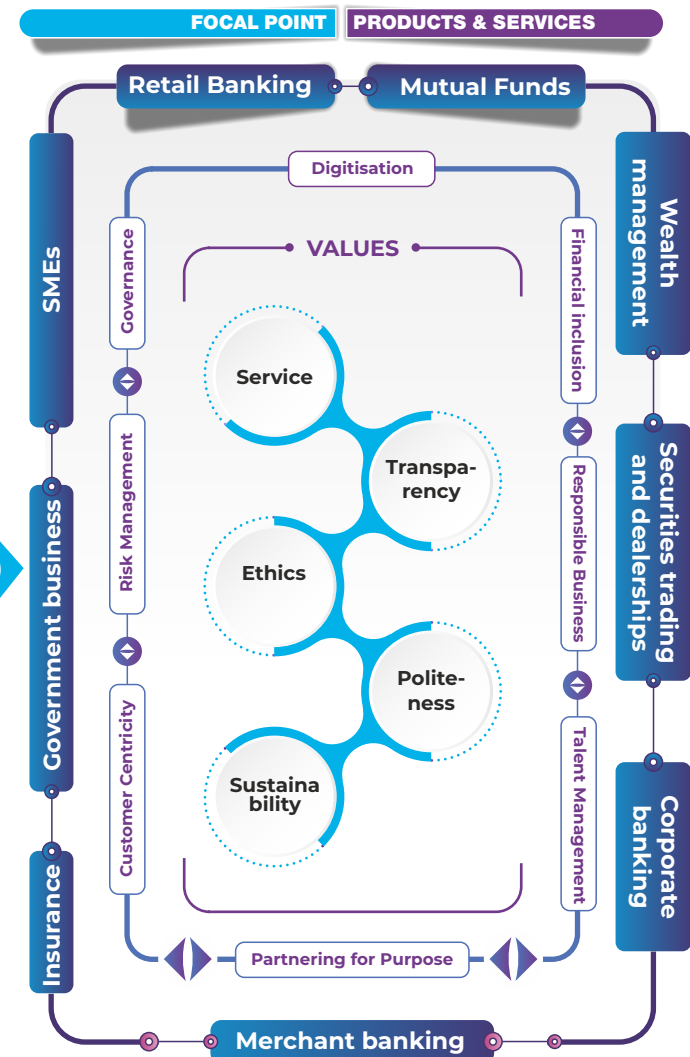
Vision: Be the Bank of Choice for a Transforming India



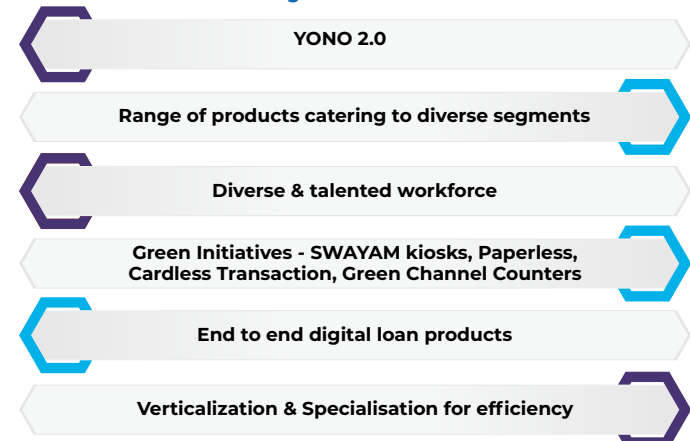
#### Mission

Committed To Providing Simple, Responsive and Innovative Financial Solutions

#### Strategic Areas



#### Key Enablers



### Material Topics Impacted

- Customer Satisfaction and Experience
- Brand Image and Management
- Employee Engagement

- Financial Inclusion and Community Development
- Economic Performance

- Data Security and Customer Privacy
- Digital Leadership
- Product Innovation with ESG Impact
- Brand Image and Management

- Employee Engagement
- Training, Leadership Development, and Succession Planning

- Climate Action
- Natural Resource Management

- Customer Satisfaction
- Data Security and Customer Privacy
- Financial Inclusion and Community
- Value Chain Management

### Outputs

#### MANUFACTURING CAPITAL

- Total branches: **22,937**
- Disability-friendly office premises
- ATMs with solar power backup: **3,534**
- Branches opened in FY 2024-25: **422**

#### FINANCIAL CAPITAL

- Net Profit: ₹ **70,901 Cr**
- Net Interest Margin: **3.09%** (whole Bank)
- Return on equity: **19.87%**
- Dividend per share value: ₹ **15.90**
- Earnings per share: ₹ **79.44**

#### INTELLECTUAL CAPITAL

- ISD is 27001:2022 certified
- SBSOC for real-time monitoring and incident management
- Suite of innovative digital offerings
- YONO registrations: **>8.77 crore**
- Employees trained for IS and cybersecurity through e-lessons: **1.75 lakh**

#### HUMAN CAPITAL

- Women in workforce: **65,148**
- Differently abled employees in the workforce: **5,831**
- More inclusive workforce
- Turnover rate: **4.5%**
- Employee health benefits coverage: **100%**

#### NATURAL CAPITAL

- Amount sanctioned for RE projects: ₹ **76,736 crore**
- Trees planted: **>16 lakh**
- Pages saved through YONO: **380.39 lakh**
- GHG emission monitoring and reporting
- Total RE consumption: **3,04,044 GJ**
- Total water consumption: **15,67,890 kL**
- Existing IBGC certified assets: **61**

#### SOCIAL CAPITAL

- E-Mudra App for SME loan processing
- Shareholding in PMJJBY: **47%**
- Lending under agriculture and allied activities: ₹ **3,48,524 crore**
- No. of PMJJBY beneficiaries: **7.13 crore**
- No. of PMJDY beneficiaries: **15.11 crore**
- CSR spend in aspirational districts: ₹ **16.50 crore**
- Basic saving bank accounts: **18.07 crore**
- No. of PMSBY beneficiaries: **14.65 crore**
- Aspirational districts covered: **61**

### Outcomes

#### MANUFACTURING CAPITAL

- Highest customer touchpoints across India, including remote areas
- Market share of installed ATMs and ADWMs: **29%**
- Number of rural branches: **8,280**
- National coverage: **28 states and 8 Union Territories**
- Global coverage: **29 countries across six continents**

#### FINANCIAL CAPITAL

- Long-term value creation
- Cost to income ratio: **51.64%**
- Return on asset: **1.10%**
- Return on Equity: **19.87%**
- Dividend per share value: ₹ **15.90**
- Earnings per share: ₹ **79.44**

#### INTELLECTUAL CAPITAL

- ISO 9001: 2015 Certification to
  - Risk Management Department
  - Inspection and Audit Department
  - AML-CFT Department
  - Incidents related to data breaches: **Zero**
- Digital advancement drives operational efficiency and personalised customer experience and strengthens financial inclusion

#### HUMAN CAPITAL

- Average Employee Training Hours: **60.21**
- Dedication to gender inclusivity, equal employment opportunities, and culture of inclusion
- Retention rate: **99.82%**
- Absentee rate: **1.41%**

#### NATURAL CAPITAL

- Capacity of RE financed: **>38 GW**
- Total e-waste disposed through authorized vendors: **168.7 MT**
- Emission reduction in Scope 1 and 2: **8.25%**
- Sustainable projects financed: ₹ **20,558 crore**
- RE portfolio financed: ₹ **76,736 crore**
- Emissions avoided through RE: **61,400 MTCO<sub>2</sub>e**

#### SOCIAL CAPITAL

- Outsourced service providers trained:
- SME portfolio growth: **YOY 16.86%**
- FLC participants: **11,79,033**
- Digital loan disbursed: ₹ **3.91 lakh**
- CSR Beneficiaries: **>65 lakh**
- Aspirational districts covered: **94**
- 1<sup>st</sup> Ranking in DSB Abhiyaan and DSB Digital Life Certificate
- Training to outsourced service providers: **55,857**



# Stakeholder Engagement and Materiality Assessment



**BRSR Principle**

**Principle 4:** Businesses should respect the interests of and be responsive to all its stakeholders

**SDG Impacted**



*In today's complex and interconnected environment, the significance of engaging with stakeholders is more crucial than ever. SBI prioritizes clear and transparent communication and interaction with both internal and external stakeholders to foster sustainable growth and create long-term value. Engaging with stakeholders ensures aligning business practices and strategic goals with their expectations and build relationships that contribute to mutual success. This engagement also contributes to efficient and prompt risk management while addressing social, environmental and governance issues.*

**Stakeholder Engagement at SBI**

SBI is committed to extending exceptional banking services to its stakeholders by promoting inclusion, forming strategic collaborations, and establishing impactful partnerships. Continuous stakeholder engagement enhances trust and transparency and ensures collaborative approach to challenges, development of innovative solutions thus enhancing value for its stakeholders. The Bank strives to provide enhanced customer experiences through

innovative and digital financial products and supports communities and society through financial inclusion & CSR activities. The Bank fosters supportive and inclusive work environment for its employees and ensures fair and ethical procurement practices for its suppliers and business partners. The Bank ensures compliance with legal and regulatory frameworks, long term profitability and sustainable financial returns for its shareholders & investors.

**Key Purpose of Stakeholder Engagement**

Through its engagement with stakeholders, the Bank identifies critical material topics that could impact (both positive and negative) the Bank along with strategically leveraging the opportunities and identifying potential risks for effective mitigation. SBI ensures meaningful and regular engagement with stakeholders by utilizing diverse communication channels and structured feedback mechanisms to understand and address the stakeholder concerns. The Bank also ensures transparency through regular reporting of different stakeholder groups and concerns.

SBI ensures information dissemination through accessible channels including digital platforms, community meetings, online/offline surveys, feedback meetings etc. using clear and multilingual communication mode to cater to diverse stakeholder groups for a barrier free, inclusive, and culturally sensitive engagement. The stakeholder feedback is analysed by the respective business units and senior management to integrate the same in the Bank's strategic and operational planning.

**Our Stakeholder Engagement Process and Framework**

|   |  |   |   |
|---|--|---|---|
| <p><b>1. Discussions to determine key stakeholders:</b><br/>The Corporate Centre Sustainability Committee (CCSC), highest governance body for sustainability matters oversees the process</p> | <p><b>2. Prioritising for Excellence:</b><br/>Stakeholders are prioritized on the basis of their activities, business relationships and impact</p> | <p><b>3. Engage to Collaborate and Inspire:</b><br/>Engagement with key stakeholders through appropriate channels for identification of material topics</p> | <p><b>4. Aligning Expectations for Optimal Outcomes:</b><br/>Strengthening the relationship by addressing concerns and meeting the expectations of the stakeholders</p> |
|---|--|---|---|

Identification of Stakeholders


The Bank through consultation with the management, identified important internal and external stakeholders basis their influence, representation, dependency, responsibility and potential impact. Stakeholders have been assessed based on how much they affect or are affected by the Bank's decisions and activities. The stakeholders identified were prioritised basis their level of influence and interest.

The Bank proactively interacts with stakeholders to understand their concerns and expectations, which subsequently shapes the Bank's strategy towards identification of material topics. The key internal and external stakeholders of the Bank are highlighted below along with the stakeholder engagement framework depicting the mode of engagement, needs and expectations of stakeholders, and SBI's efforts towards enhancing stakeholder partnerships.

EMPLOYEES


Frequency of Engagement: Annual / Continuous

Vulnerable Group: Yes, especially employees with special abilities



Mode of Engagement

- Performance appraisal process
- Regular meetings with the management and leaders
- Online surveys
- Engagement Surveys



Needs and Expectations of Stakeholders

- Advancement in career, skill enhancement, and professional training opportunity
- Employee wellbeing and satisfaction
- Equal opportunities for specially-abled
- Gender equality
- Grievance redressal and timely response



Efforts of SBI for enhanced stakeholder engagement

- Employee engagement and welfare initiatives
- Timely Employee grievance redressal
- Employee satisfaction surveys and taking necessary initiatives through insights
- Online/offline training programmes for learning and development
- Training to visually and/ or hearing-impaired employees

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Sustainability Report

FY 2024-25

Stakeholder Engagement

Financial Capital

Intellectual Capital

Natural Capital


Human Capital


Social Capital

CUSTOMERS

Frequency of Engagement: Continuous


Vulnerable Group: Yes, Pensioners, Women and Senior Citizens, People with disabilities (PWD) and beneficiaries of social security schemes






Mode of Engagement

- Customer feedback mechanisms – Online/Offline
- Customer satisfaction surveys
- One-on-one meeting with corporate customers



Needs and Expectations of Stakeholders

- Customer needs for centric solutions
- Enhanced customer service, experience and reduced turnaround time
- Financial literacy and awareness of products and digital banking
- Enhancing access to products and services for PWD/ senior citizens
- Timely redressal to customer grievances/complaints




Efforts of SBI for enhanced stakeholder engagement

- Customer Relationship Management (CRM) engages with customers and record feedback and grievances
- Net Promoter Score to measure customer satisfaction and loyalty
- Inclusive infrastructure, services, and digital offerings
- Doorstep Banking Services
- Banking Correspondent - Customer Service Points to include underserved areas into banking sector and increase disposable income of people

INDUSTRY ASSOCIATIONS

Frequency of Engagement: Need-Basis


Vulnerable Group: No






Mode of Engagement

- Memberships and Association meetings
- Conferences and Seminars
- Communication emails
- Industry event partnership



Needs and Expectations of Stakeholders

- Collaboration for policy advocacy and growth
- Remain informed about market trends and industry developments
- Peer learning



Efforts of SBI for enhanced stakeholder engagement

- Collaborating with reputed organizations on banking, ESG and identified industry-specific issues

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INVESTORS & SHAREHOLDERS



Frequency of Engagement: Quarterly  
Vulnerable Group: No



Mode of Engagement

- Webcasts and audio calls
- Investor conferences
- Annual General Meetings



Needs and Expectations of Stakeholders

- Financial Performance Transparency
- Operational Performance with focussed growth strategy
- ESG Performance and Integration
- Declaration of dividend
- Claim-related concerns



Efforts of SBI for enhanced stakeholder engagement

- Ethical and transparent business conduct
- Strong credit risk evaluation and management
- Management of Non-performing Assets
- Portfolio and investment diversification and strong creditworthiness
- Financial stability

LOCAL COMMUNITIES



Frequency of Engagement: Monthly  
Vulnerable Group: Yes



Mode of Engagement

- Community consultations
- Welfare programmes
- Project assessment
- CSR activities



Needs and Expectations of Stakeholders

- Promoting socioeconomic transformation through new areas of intervention
- Job-creation
- Better quality of life
- Creating sustainable and responsive community systems



Efforts of SBI for enhanced stakeholder engagement

- CSR activities to support national priorities
- Implement CSR initiatives through CSR arm of the Bank - SBI Foundation
- Support national initiatives and policies through grants
- Financial literacy programmes through FLCs
- Non financial support through CFL

NGOs



Frequency of Engagement: Need-Basis  
Vulnerable Group: No



Mode of Engagement

- Social media interactions
- Press releases



Needs and Expectations of Stakeholders

- Understanding overall socioeconomic requirements of the nation
- Promote social inclusion
- Financial literacy and inclusion



Efforts of SBI for enhanced stakeholder engagement

- Timely communication of initiatives, their impact and way forward

REGULATORY BODY



Frequency of Engagement: Need-Basis  
Vulnerable Group: No



Mode of Engagement

- Meetings to discuss mandates or regulations
- Annual filings with regulators



Needs and Expectations of Stakeholders

- Consultation and feedback for public policy development
- Compliance and disclosures
- Implementation of social schemes



Efforts of SBI for enhanced stakeholder engagement

- Compliance and ethics-oriented culture, related policies and framework
- Contribution to government schemes
- Contribution to development of policies and regulatory frameworks

SUPPLIERS & VENDORS

**Frequency of Engagement:** Continuous/ Annual performance review  
**Vulnerable Group:** Yes, including MSMEs and Women-owned organizations



Mode of Engagement

- Vendor meets
- Grievance Redressal Mechanism



Needs and Expectations of Stakeholders

- Governance and ethical practices
- Ensuring quality checks and compliance
- On-time payments
- Operational efficiency
- Local procurement
- Standardised procurement



Efforts of SBI for enhanced stakeholder engagement

- Regular trainings and awareness programmes of value chain partners
- Board approved outsourced policies
- Abide by government -accepted selection processes for vendor onboarding
- Regular audits for outsourced activities from non-IT vendors

Materiality Assessment

The Bank operates in a complex financial ecosystem influenced by a wide array of ESG factors. A materiality assessment enables banks to identify and focus on the ones most relevant to their stakeholders. The Bank identifies, assesses the impacts and evaluates the factors that are most significant to its business operations and have a potential influence on its stakeholders, on an ongoing basis, prioritizing the crucial ESG material topics and must be addressed in its operations and value chain.

Approach & methodology of materiality assessment conducted by the Bank

SBI conducted a comprehensive materiality assessment exercise in FY 2022-23 in alignment with GRI Sustainability Reporting Standards. The Bank through engagement with critical internal and external stakeholders, identified through the process, as detailed

above, conducted this exercise.

- The first step was identifying ESG material topics through an overview of the Bank's own activities, activities undertaken by business relationship partners, type of products & services offered, peer review and stakeholder engagement. These topics were evaluated for impact on the Bank's business, its importance to stakeholders and impact of the Bank on environment & society (double materiality). A comprehensive list of 27 ESG topics was developed through this process.
- Suitable stakeholder engagement methods were employed to gather feedback from the identified stakeholders on potential material issues. The Bank collected feedback from internal (employees) and external stakeholders (retail customers, wealth customers, local community representatives and investors) through customised questionnaires. The questions were designed to assess the likelihood, magnitude and impact of risks

and opportunities associated with each material topic. Mitigation measures were suggested for negative impacts identified. Also, potential positive impacts were identified for leveraging the opportunities.

- The Bank assessed the relative significance of identified impacts (through qualitative and quantitative analysis) to prioritize and take appropriate measures to address the impacts. The material topics were subsequently prioritized based on perspectives from both the management and stakeholders.
- The significance of the impact was evaluated by establishing threshold to identify very high priority, high priority, and medium priority material topics. The findings were reviewed by Corporate Centre Sustainability Committee (CCSC), highest governance body on sustainability. This ensures alignment with the Bank's strategy, risk appetite and reporting goals.



SBI's Corporate Centre Sustainability Committee (CCSC) is the highest governance body for sustainability in the Bank that oversees the process, reviews, approves and provides sign-off on the ESG material topics.

A materiality assessment refresher exercise was conducted by the Bank in FY 2023-24 to capture any emerging requirement and changes in the material topics of the Bank. The exercise included review of peer practices, ESG standards and frameworks and leadership discussions. An impact analysis was carried out through internal consultations and discussions with the leadership. It included identifying

major business risks and opportunities together with functional leaders, mapping relevant KPIs and targets with the Bank's operations. The business implications of ESG risks were evaluated through leadership survey and the findings were analysed alongside the previous year's stakeholder survey to update the materiality matrix. The exercise led to the identification of three (3) new material topics for addition in the Bank's key material topics, i.e., Digital Leadership, Economic Performance, Climate Action. The CCSC approved the addition of the three key material topics crucial to the business, making the total list of 15 key material topics for the Bank.

The 15 ESG material topics for FY 2024-25 have been kept the same as identified in the previous fiscal year as there has been no significant change in the internal/external activity or business relationships of the Bank and has also been approved by the CCSC committee.

Materiality Matrix

Material Topics: Grasping Their Importance and Influence Across ESG Metrics

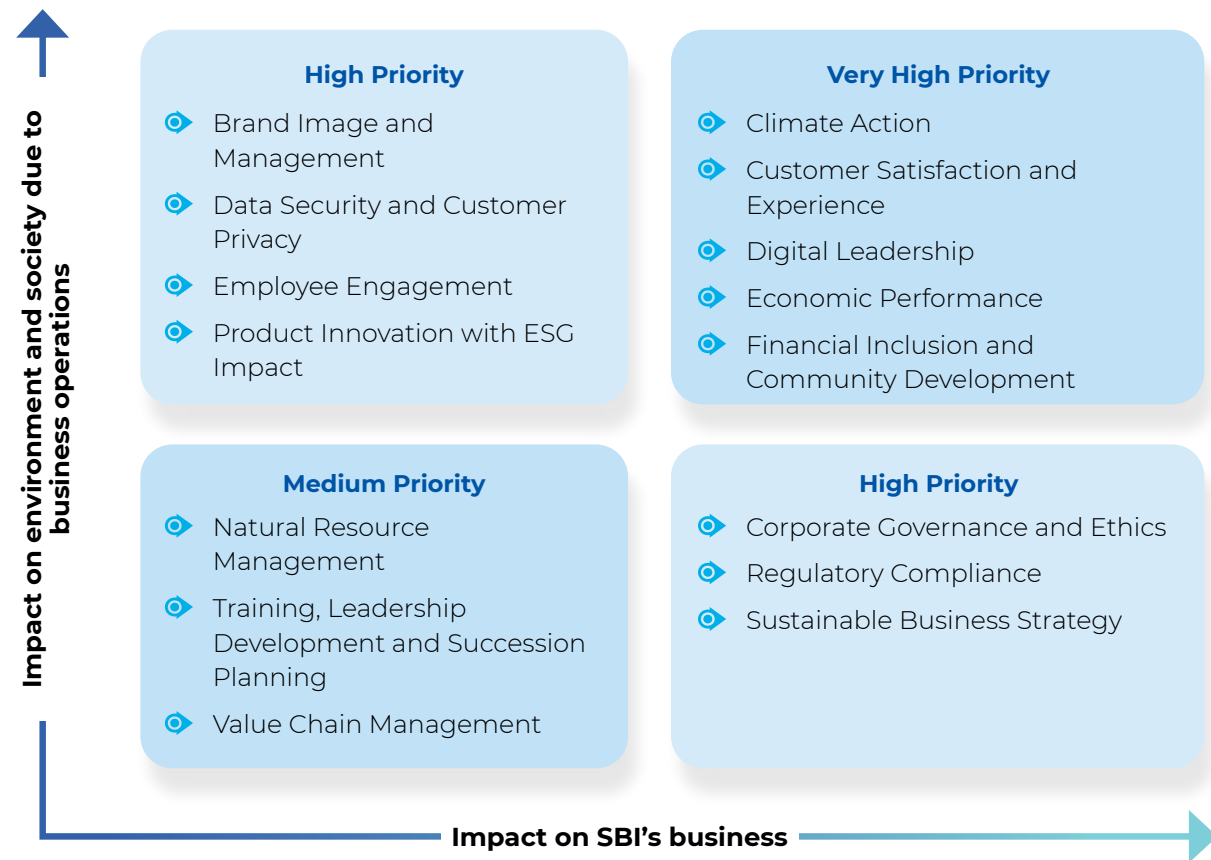
Materiality matrix serves as a vital tool for SBI in identifying and prioritizing the environmental, social, and governance (ESG) issues that are most relevant to its stakeholders and business operations. By analysing these material topics, SBI aims to integrate sustainability into its strategic decision-making, ensuring that it addresses key concerns while fostering long-term value creation and promoting responsible business practices.

The Bank has identified 15 material topics which are of strategic relevance to its operations. The topics are evaluated on two dimensions: impact on SBI's business and importance to the relevant stakeholders and external environment.





Materiality Matrix



| Material Topic                                | Mapped Capital                  | Linkage with GRI Standards and disclosures  |
|---|---------------------------------|---|
| Climate Action                                | Natural Capital                 | <ul style="list-style-type: none"><li>GRI 201: Economic Performance 2016</li><li>GRI 302: Energy 2016</li><li>GRI 305: Emissions 2016</li></ul>                         |
| Customer Satisfaction and Experience          | Social Capital                  | <ul style="list-style-type: none"><li>GRI 416: Customer Health and Safety 2016</li><li>GRI 418: Customer Privacy 2016</li></ul>   |
| Digital Leadership                            | Intellectual Capital            | <ul style="list-style-type: none"><li>GRI 201: Economic Performance 2016</li><li>GRI 417: Marketing and Labelling 2016</li><li>GRI 418: Customer Privacy 2016</li></ul> |
| Economic Performance                          | Financial Capital               | <ul style="list-style-type: none"><li>GRI 201: Economic Performance 2016</li><li>GRI 202: Market Presence 2016</li></ul>  |
| Financial Inclusion and Community Development | Social and Relationship Capital | <ul style="list-style-type: none"><li>GRI 413: Local Communities 2016</li></ul>   |

| Material Topic                     | Mapped Capital                              | Linkage with GRI Standards and disclosures  |
|------------------------------------|---|---|
| Brand Image and Management         | Intellectual Capital, Manufacturing Capital | <ul style="list-style-type: none"><li>GRI 417: Marketing and Labelling 2016</li></ul>   |
| Data Security and Customer Privacy | Intellectual Capital                        | <ul style="list-style-type: none"><li>GRI 410: Security Practices 2016</li><li>GRI 418: Customer Privacy 2016</li></ul>   |
| Employee Engagement                | Human Capital                               | <ul style="list-style-type: none"><li>GRI 404: Training and Education 2016</li><li>GRI 405: Diversity and Equal Opportunity 2016</li></ul>  |
| Product Innovation with ESG Impact | Intellectual Capital, Manufacturing Capital | <ul style="list-style-type: none"><li>GRI 201: Economic Performance 2016</li></ul>  |
| Corporate Governance and Ethics    | Social and Relationship Capital             | <ul style="list-style-type: none"><li>GRI 205: Anticorruption 2016</li><li>GRI 206: Anticompetitive Behaviour 2016</li><li>GRI 406: Non discrimination 2016</li><li>GRI 407: Freedom of Association and Collective Bargaining 2016</li><li>GRI 408: Child Labor 2016</li><li>GRI 409: Forced of Compulsory Labor 2016</li></ul> |
| Regulatory Compliance              | Stakeholder and Relationship Capital        | <ul style="list-style-type: none"><li>GRI 205: Anticorruption 2016</li><li>GRI 206: Anticompetitive Behaviour 2016</li><li>GRI 405: Diversity and Equal Opportunity 2016</li><li>GRI 411: Rights of Indigenous People 2016</li><li>GRI 417: Marketing and Labeling 2016</li></ul>   |
| Sustainable Business Strategy      | Intellectual Capital                        | <ul style="list-style-type: none"><li>GRI 2: General Disclosures 2021</li><li>- GRI 2-12: Role of the Highest Governance Body in Overseeing the Management Impacts</li><li>- GRI 2-22: Statement on Sustainable Development Strategy</li></ul>  |

| Material Topic                               | Mapped Capital                  | Linkage with GRI Standards and disclosures   |
|--|---------------------------------|--|
| Natural Resource Management                  | Natural Capital                 | <ul style="list-style-type: none"><li>GRI 303: Water and Effluents</li><li>GRI 304: Biodiversity</li></ul>   |
| Training, Leadership and Succession Planning | Human Capital                   | <ul style="list-style-type: none"><li>GRI 401: Employment</li><li>GRI 404: Training and Education</li><li>GRI 405: Diversity and Equal Opportunity</li><li>GRI 406: Non discrimination</li></ul> |
| Value Chain Management                       | Social and Relationship Capital | <ul style="list-style-type: none"><li>GRI 204: Procurement Practices</li><li>GRI 308: Supplier Environmental Assessment</li><li>GRI 414: Supplier Social Assessment</li></ul>                    |

Material topics and corresponding risks and opportunities

The Bank comprehends the impact of each identified material topic to develop sustainable strategies and long-term value creation. Matrix below outlines the nature of identified material issues and their impact on the business. It also includes outcomes from stakeholder engagement and materiality exercise. It presents the key material topics identified through assessment process,

highlighting actual and potential impact of identified material topics and the areas where SBI focuses its efforts to drive sustainable value creation.


Out of the 15 material topics, 9 have been identified as opportunities and remaining 6 have potential to pose risks to the Bank's operations.





Legend to the below matrix: Risk Opportunity

| Material Issues Identified   | Rationale for Identifying as Risk/ Opportunity   | Financial Implication / Impact | Affected Stakeholders  | Mitigation for Risk Commitment/ Policies for Opportunity  | Targets/Performance for FY 2024-25  |
|--|--|--------------------------------|--|---|---|
| <b>Brand Image and Management</b><br><br>Enhancing the Bank's brand image by building trust, incorporating ethics & transparency in operations                         | Brand management shapes the Bank's reputation and customer trust. A strong brand attracts clients, fosters loyalty, enhances credibility and enhances sustainable growth.                              | Potential Positive Impact      | <ul style="list-style-type: none"><li>Investors</li><li>Customers</li></ul>                            | <ul style="list-style-type: none"><li>Marketing &amp; Communication Policy guides marketing and communication strategies to strengthen the brand keeping in view the Bank's vision, mission, and customer centricity.</li><li>Marketing &amp; Communication Department collaborates to align brand and product messaging with design aesthetics for variety of stakeholder groups.</li><li>The Bank invests in community development programs to develop positive brand image and trust among local community.</li><li>Emphasizing effective and positive communication by leveraging media channels.</li></ul>   | <b>Targets</b> <ul style="list-style-type: none"><li>Maintain its position to be top Bank and most trusted Bank in India and globally.</li><li>Increase the Bank's social media engagement by 20% annually.</li><li>Increase brand value.</li></ul> <b>Performance FY 2024-25</b> <ul style="list-style-type: none"><li>Brand Value 2025- USD 9.6 billion, 6<sup>th</sup> Most valuable brand in India as ranked by Brand Finance Report 2025.</li><li>Best Bank in India for the year 2024 by Global Finance Magazine.</li><li>4<sup>th</sup> Most Trustworthy Bank Globally by Newsweek for the year 2024.</li><li>5<sup>th</sup> Strongest Indian Brand 2024 by Brand Finance India100 2024.</li><li>24<sup>th</sup> Global Rank in 2024 Brand Finance Global 500 list of the world's strongest brands.</li><li>Website traffic increased by 12%.</li><li>Increased digital media engagement by 9%.</li><li>SBI won Silver medal for best use of social media in Brand Activation in 9th DigiXX 2025 awards.</li></ul> |
| <b>Climate Action</b><br><br>Addresses operational risks arising due to extreme climate events/ natural disasters.<br><br>-Compliance to regulations on climate action | Climate change can pose disruptions caused due to natural disasters and may interrupt the operations of the Bank, resulting in losses. Climate change poses physical and transition risk for the Bank. | Potential Negative Impact      | <ul style="list-style-type: none"><li>Investors</li><li>Customers</li><li>Investee Companies</li></ul> | <ul style="list-style-type: none"><li>Comprehensive Business Continuity and Operational Resilience (BC &amp; OR) Policy and Manual to ensure continuity of the Bank's operations during disruptions including natural calamities restore business during disruptions.</li><li>Climate Change Risk management policy addressing climate change concerns by identifying and managing climate related risks and opportunities.</li><li>The Sustainability and Business Responsibility Policy determines the Bank's efforts to adapt and operate efficiently in an environment filled with risks and opportunities.</li><li>ESG &amp; Climate Finance Unit to act as a nodal unit for climate finance and monitoring the Bank's carbon footprint and development &amp; implementation of roadmap to achieve Bank's Carbon neutrality (scope 1 &amp; 2) target by 2030.</li><li>The Bank is in the process of measurement of financed emissions and evaluating decarbonisation pathways on a portfolio and sectoral basis.</li></ul> | <b>Targets</b> <ul style="list-style-type: none"><li>Target to achieve at least 7.5% of domestic gross advances to be Green by 2030.</li><li>Target to be carbon neutral (Scope 1 and 2) by 2030.</li><li>Target to be Net zero target (Scope 1, 2 and 3) by 2055.</li><li>Implement 100% renewable energy usage across Bank's corporate offices and ATMs by FY 2029-30.</li></ul> <b>Achievements (up to March 31, 2025)</b> <ul style="list-style-type: none"><li>March 31, 2025 the outstanding Green Advances was 1.56% of the Bank's total advances.</li><li>Roadmap in place for achieving Carbon Neutrality in internal operations (scope 1 &amp; 2) by 2030.</li><li>&gt;38 MW capacity of renewable energy financed.</li><li>Installation of more than 46 MW captive RE capacity.</li><li>61,400 MT CO<sub>2</sub> e GHG emissions avoided through switching to solar/wind power and green tariff.</li><li>61 green building certifications by IGBC.</li></ul>   |

| Material Issues Identified  | Rationale for Identifying as Risk/ Opportunity  | Financial Implication / Impact | Affected Stakeholders  | Mitigation for Risk Commitment/ Policies for Opportunity   | Targets/Performance for FY 2024-25   |  |                |                  |            |             |  |  |  |            |      |      |      |            |  |  |  |               |        |         |        |
|---|---|--------------------------------|--|--|--|--|----------------|------------------|------------|-------------|--|--|--|------------|------|------|------|------------|--|--|--|---------------|--------|---------|--------|
| <b>Corporate Governance and Ethics</b><br><br>Practicing corporate governance, ethical and transparent practices through strong corporate governance practices anchored in transparency, integrity and accountability | Lack of strong governance can result in regulatory penalties, legal issues, financial and reputational loss, and loss of investors/ stakeholder trust. It can also impact market position and may impact profitability. | Potential Negative             | <ul style="list-style-type: none"><li>Board and KMPs</li><li>Investors</li><li>Customers</li></ul> | <ul style="list-style-type: none"><li>A diverse Board with varied expertise and strong financial oversight ensures regulatory compliance and implementation of ethical practices.</li><li>Comprehensive policies and procedures to ensure accountability and transparency on compliance, ethical conduct, cyber security data privacy, anti-corruption, and money laundering, etc.</li><li>Regular inspection and audits to ensure compliance.</li><li>9 Board level committees for oversight on crucial areas.</li><li>Independent Ethics department to uphold the highest standards of integrity and conduct.</li></ul>  | <b>Performance for FY 25</b> <ul style="list-style-type: none"><li>Performance evaluation of the Board was carried out in FY 2024-25 reaffirming the Board's confidence in Bank's Governance values.</li><li>More than 1.76 lakh of employees trained on Code of Ethics through e-learning modules.</li><li>Ethical Audit Survey have been completed in two circles namely Thiruvananthapuram and Jaipur Circle in FY 2024-25.</li></ul>   |  |                |                  |            |             |  |  |  |            |      |      |      |            |  |  |  |               |        |         |        |
| <b>Customer Satisfaction</b><br><br>Delivering exceptional customer service that exceeds expectations and build lasting relationships   | Customer satisfaction directly impacts customer trust and loyalty.<br><br>It leads to enhanced brand reputation, customer retention, business prospects and profitability   | Actual Positive                | <ul style="list-style-type: none"><li>Customers</li><li>Employees</li><li>Investors</li></ul>      | <ul style="list-style-type: none"><li>The Bank complies with Customer Rights, Grievances Redressal and Compensation Policy, mandated by RBI, ensuring protection of customer rights and improvement in overall Banking experience.</li><li>Integrated CRM solution for enhanced customer engagement across all touchpoints.</li><li>Round the day (24*7*365) contact centre with IVR and toll-free numbers available in regional languages for easy customer complaint resolution.</li><li>Continuous monitoring of customer satisfaction through metrics including CSAT, NPS and CES.</li><li>The Bank hired an external agency to conduct Incognito visits to 3,100+ branches.</li><li>Calling Dissatisfied Customers (Branch Channel).</li><li>Feedback submission through QR Code by Customers / Non -Customers.</li></ul> | <b>Targets</b> <ul style="list-style-type: none"><li>Target to achieve a NPS of 75%.</li></ul> <b>Performance for FY 25</b> <div><div></div><div>Bank achieved 1st rank in promoting Doorstep Banking Services across multiple campaigns.</div></div> <table><tr><th></th><th>BRANCH CHANNEL</th><th>DIGITAL CHANNELS</th><th>BANK LEVEL</th></tr><tr><td><b>CSAT</b></td><td></td><td></td><td></td></tr><tr><td>(Out of 4)</td><td>3.92</td><td>3.55</td><td>3.59</td></tr><tr><td><b>NPS</b></td><td></td><td></td><td></td></tr><tr><td>(Out of 100%)</td><td>95.24%</td><td>92.82 %</td><td>94.00%</td></tr></table> |  | BRANCH CHANNEL | DIGITAL CHANNELS | BANK LEVEL | <b>CSAT</b> |  |  |  | (Out of 4) | 3.92 | 3.55 | 3.59 | <b>NPS</b> |  |  |  | (Out of 100%) | 95.24% | 92.82 % | 94.00% |
|   | BRANCH CHANNEL  | DIGITAL CHANNELS               | BANK LEVEL   |  |  |  |                |                  |            |             |  |  |  |            |      |      |      |            |  |  |  |               |        |         |        |
| <b>CSAT</b>   |   |                                |  |  |  |  |                |                  |            |             |  |  |  |            |      |      |      |            |  |  |  |               |        |         |        |
| (Out of 4)  | 3.92  | 3.55                           | 3.59   |  |  |  |                |                  |            |             |  |  |  |            |      |      |      |            |  |  |  |               |        |         |        |
| <b>NPS</b>  |   |                                |  |  |  |  |                |                  |            |             |  |  |  |            |      |      |      |            |  |  |  |               |        |         |        |
| (Out of 100%)   | 95.24%  | 92.82 %                        | 94.00%   |  |  |  |                |                  |            |             |  |  |  |            |      |      |      |            |  |  |  |               |        |         |        |



| Material Issues Identified  | Rationale for Identifying as Risk/ Opportunity   | Financial Implication / Impact | Affected Stakeholders  | Mitigation for Risk Commitment/ Policies for Opportunity  | Targets/Performance for FY 2024-25   |
|---|--|--------------------------------|--|---|--|
| <b>Data Security and Customer Privacy</b><br><br>Focusses to protect the Bank's assets, customer's personal and financial information from unauthorized access, breaches, and misuse. This involves implementation of robust cybersecurity measures, adhering to data protection regulations and strict Information Security protocols. | Cybersecurity may pose a risk due to regulatory non-compliance with data protection regulations. Also, data breaches may lead to customer distrust, impacting customer retention.                                  | Potential Negative             | <ul style="list-style-type: none"><li>Customers</li><li>Employees</li><li>Investors</li><li>Value chain partners</li></ul> | <ul style="list-style-type: none"><li>The Bank has implemented policies and plans, including the Board-approved Cyber Security Policy &amp; Standards v7.0, Cyber Security Audit Policy, Group Cyber Security Policy and Cyber Crisis Management Plan.</li><li>The Bank has robust cybersecurity framework to safeguard customer data.</li><li>The Bank conducts periodic internal and third-party audits to ensure compliance with Privacy Policy and uphold the highest standards of data protection.</li><li>Customers receive detailed information on privacy matters and, including data collection, usage, and their rights. Customers can consent for opt out for data processing.</li></ul> | <b>Targets</b> <ul style="list-style-type: none"><li>Ensuring zero successful hacking incidents.</li><li>Achieve 100% coverage of the concerned employee training on data security.</li></ul> <b>Performance in FY25</b> <ul style="list-style-type: none"><li>Employees trained on IS and cybersecurity: 1.75 lakh</li></ul>  |
| <b>Digital Leadership</b><br><br>Focusses on the Bank's ability to leverage digital technologies to transform its operations, fostering a culture of constant digital evolution and be future ready Bank  | Digital Leadership can enhance customer acquisition, improve customer experience, enable data-driven decision-making, ensure agility and competitive advantage in digital era resulting in increased market share. | Actual Positive                | <ul style="list-style-type: none"><li>Employees</li><li>Customers</li><li>Investors</li><li>Regulators</li></ul>           | <ul style="list-style-type: none"><li>The Bank leverages cutting-edge technology and innovative solutions to deliver seamless and efficient banking experiences.</li><li>The Bank leads digital banking space with constant technological innovations across digital, mobile, and card services.</li><li>The Bank's multi-channel model offers customers a wide array of operational convenience.</li><li>The Bank also collaborates with fintech companies and financial institutions that enable the Bank to innovate and provide cutting-edge solutions to its customers.</li></ul>  | <b>Targets</b> <ul style="list-style-type: none"><li>Achieve 10% increase in YONO app registrations y-o-y.</li><li>Increased savings accounts opening through YONO</li><li>Achieve more than 90% Digital adoption by customers (Includes Digital, ATM + CDM, BC Channel).</li></ul> <b>Performance in FY 25</b> <ul style="list-style-type: none"><li>Achieved 18.21% (1.35 Cr) increase in YONO Registration y-o-y.</li><li>Average daily logins to YONO- 1.29 Cr+</li><li>64% of saving accounts opened through YONO in FY25</li><li>&gt;98% transactions through alternate channels</li></ul> |

| Material Issues Identified   | Rationale for Identifying as Risk/ Opportunity   | Financial Implication / Impact | Affected Stakeholders  | Mitigation for Risk Commitment/ Policies for Opportunity  | Targets/Performance for FY 2024-25   |
|--|--|--------------------------------|--|---|--|
| <b>Economic Performance</b><br><br>The Bank's economic performance and financial support contributes to job creation and overall development of the country.   | Strong Economic Performance can lead to long term success and resilience against economic fluctuations.  | Actual Positive impact         | <ul style="list-style-type: none"><li>Investors</li><li>Customers</li></ul>                    | <ul style="list-style-type: none"><li>The Bank is focusing on diversifying investment portfolios, enhancing risk management practices, digital leadership and fostering innovation in financial products and services. These actions aim to bolster resilience against economic fluctuations, ensure sustainable growth and optimise returns for stakeholders while minimising associated risks.</li></ul>  | <b>Targets</b> <ul style="list-style-type: none"><li>Achieve Net Interest Margin of 3.58% (domestic) and 3.35% (whole Bank).</li><li>Achieve Return on Assets of 1.10%</li><li>Attain Return on Equity of 20.50.</li></ul> <b>Performance in FY 25</b> <ul style="list-style-type: none"><li>Net interest margin Domestic: 3.22 % and Whole Bank : 3.09%</li><li>Net profit: ₹ 70,901 crore</li><li>RoA: 1.10%</li><li>RoE: 19.87%</li></ul>   |
| <b>Employee Engagement</b><br><br>Fostering an inclusive work culture that enhances job satisfaction, collaboration, positive work environment, career growth and prioritises physical and mental wellness of employees. | Engaged employees remain motivated and committed to their work leading to higher productivity and efficiency. A high level of employee engagement reduces the turnover rate ensuring high employee retention | Actual Positive                | <ul style="list-style-type: none"><li>Employees</li><li>Customers</li><li>Regulators</li></ul> | <ul style="list-style-type: none"><li>The Bank conducts an annual employee survey to track employee metrics related to job satisfaction, stress levels, purpose, and happiness.</li><li>The Bank has implemented several health and wellness initiatives implemented to support employee's physical and mental well-being leading to higher productivity.</li><li>The Bank maintains a gender-equal compensation philosophy, ensuring pay parity between female and male employees.</li><li>The Bank provides several benefits for employees including parental leave, medical care and post-retirement benefits.</li></ul> | <b>Targets</b> <ul style="list-style-type: none"><li>Ensure 100% accessibility to differently abled employees and customers.</li></ul> <b>Performance in FY 25</b> <ul style="list-style-type: none"><li>Abhyuday 2.0 survey, conducted in FY 2024-25 not only for measurement of employee satisfaction but also about ensuring sustained growth, consistency and resilience within our workforce.</li><li>Major initiatives introduced post-survey: Employee Happiness Survey, LEAP (Leveraging Engagement &amp; Achieving Persistently), Employee Contribution Score Dashboard, Implementation of Super.</li><li>100% gender pay parity.</li></ul> |



| Material Issues Identified  | Rationale for Identifying as Risk/ Opportunity  | Financial Implication / Impact | Affected Stakeholders  | Mitigation for Risk Commitment/ Policies for Opportunity   | Targets/Performance for FY 2024-25   |
|---|---|--------------------------------|--|--|--|
| <b>Financial Inclusion and Community Development</b><br><br>Enhancing financial literacy and inclusivity through accessible services and digitalisation of products & services. Community development initiatives to promote economic and social wellbeing of the communities | Empowering underserved communities and expanding financial reach stimulates growth, increases inclusivity, reduces poverty and enhances financial stability, fostering an increased customer base.  | Actual positive impact         | <ul style="list-style-type: none"><li>Customers</li><li>Local community</li><li>Regulators</li></ul> | <ul style="list-style-type: none"><li>Expanding affordable financial services and promoting financial inclusion through range of financial products &amp; services to underserved groups.</li><li>The Bank reaches underserved populations through a large network of branches, digital offerings and through Business Correspondents (BCs) and Customer Service Points (CSPs).</li><li>It offers affordable microinsurance (PMJJBY and PMSBY) and pension schemes (APY) for social security in the unorganised sector for unbanked and low-income group.</li><li>The Bank provides non-financial support through 595 nationwide Centres for Financial Literacy (CFLs), nationwide offering free financial education, credit counselling and promoting electronic payments, aligned with RBI directives to enhance financial literacy in rural areas.</li><li>Skill development and training through 153 Rural Self Employment Training Institutes (RSETIs) across 29 States &amp; Union Territories.</li><li>Social upliftment through Bank's CSR activities, which include healthcare, education, livelihood, etc.</li></ul> | <b>Performance in FY 25</b> <ul style="list-style-type: none"><li>Conducted 28,097 Financial Literacy camps (FLC) and 2,05,734 camps through Centre for Financial Literacy (CFL).</li><li>Achieved PMJJBY cumulative enrolments 7.13 Cr</li><li>Achieved PMSBY cumulative enrolments 14.65 Cr</li><li>Achieved APY cumulative enrolments: 1.73 Cr</li><li>Number of Basic Saving Bank Deposit (BSBD) accounts opened: 18.07 crore.</li><li>8,280 branches in rural areas.</li><li>Deployment of ₹610.77 crore on community initiatives with approx. 65 lakh beneficiaries during FY 2024-25.</li></ul> |
| <b>Natural Resource Management</b><br><br>Minimizing environmental impact by reducing emissions in the Bank's internal operations and implementing sustainable practices  | Indiscriminate use of scarce natural resources can result in environmental degradation having long-term negative effects on the Bank's operations and ESG goals. This can also pose operational, regulatory, and reputational risks for the Bank. | Potential negative             | <ul style="list-style-type: none"><li>Investors</li><li>Customers</li><li>Employees</li></ul>        | <ul style="list-style-type: none"><li>Sustainability and Business Responsibility policy outlines the Bank's commitment to adapt and operate efficiently and sustainably.</li><li>Target to achieve carbon neutrality in Scope 1 and Scope 2 emissions by 2030 through a comprehensive approach involving increased usage of energy efficient technologies and share of renewable energy in the Bank's internal operations.</li><li>End to end digital product offerings along with digitalization of internal operations. The Bank's flagship digital app, YONO, enhances business operations, enriches customer experience and substantially reduces paper usage.</li></ul>   | <b>Targets for FY25</b> <ul style="list-style-type: none"><li>Shifting to 100% renewable energy for Bank's operations by 2030.</li><li>Target to be carbon neutral in internal operations by 2030.</li></ul> <b>Performance in FY 25</b> <ul style="list-style-type: none"><li>Savings of over 380.39 lakh pages through YONO journeys.</li><li>61,400 MTCO<sub>2</sub> e emissions avoided.</li><li>Plantation of more than &gt;16 lakh trees.</li><li>Installed 542 rainwater harvesting systems to conserve water at its facilities.</li><li>30 STPs for treatment of wastewater.</li></ul>         |

Governance and Risk Management

Strategy

About the Bank

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Sustainability Highlights

About the Report

| Material Issues Identified   | Rationale for Identifying as Risk/ Opportunity  | Financial Implication / Impact | Affected Stakeholders  | Mitigation for Risk Commitment/ Policies for Opportunity   | Targets/Performance for FY 2024-25   |
|--|---|--------------------------------|--|--|--|
| <b>Product Innovation with ESG Impact</b><br><br>Developing and delivering innovative financial products and services that not only meets the diverse needs of the customers but also promote positive ESG outcomes across various sectors | Product innovation with ESG impact enhances competitiveness and customer appeal, enhances sustainability and risk management contributing to long-term growth.  | Actual positive                | <ul style="list-style-type: none"><li>Customers</li><li>Investors</li><li>Employees</li><li>Regulators</li></ul> | <ul style="list-style-type: none"><li>Digitalisation- The Bank integrates innovation &amp; technological advancements for improved digital products, processes &amp; journeys which not only improves customer experience but enhances operational sustainability.</li><li>YONO the Bank's mobile banking comprehensive digital banking platform, caters to a wide spectrum of customers providing seamless transactions, significantly reducing environmental impact &amp; promoting financial inclusion.</li></ul>                     | <b>Performance in FY 25</b> <ul style="list-style-type: none"><li>Introduction of new digital journeys in YONO</li><li>Development of innovative financial products that deliver measurable ESG impact</li></ul>   |
| <b>Regulatory Compliance</b><br><br>Ensuring regulatory compliance across operations, including accounting, taxation, labour laws fraud prevention, KYC, SEBI guidelines on BRSR, etc  | A dynamic regulatory landscape can pose risks of noncompliance, which can in turn impact the Bank with higher costs, penalties and constraints, causing operational disruptions, effecting the Bank's reputation, and stakeholders' confidence. | Potential negative impact      | <ul style="list-style-type: none"><li>Directors</li><li>Employees</li><li>Customers</li></ul>                    | <ul style="list-style-type: none"><li>Policy on Know Your Customer (KYC) Standards and Anti Money Laundering (AML) / Combating of Financing of Terrorism Measures.</li><li>Anti-Bribery &amp; Anti-Corruption Policy</li><li>The Compliance Risk Management Committee, comprising senior executives, oversees compliance matters.</li><li>The Corporate Centre's Compliance Department including AML CFT department is ISO 9001:2015 compliant.</li></ul>  | <b>Performance in FY 25</b> <ul style="list-style-type: none"><li>Meticulous compliance of regulatory guidelines.</li><li>Regular audits of branches.</li><li>All employees, including top executives, completed the KYC/ AML-CFT e-lesson.</li></ul>  |
| <b>Sustainable Business Strategy</b><br><br>Involves integrating ESG principles into operations of the Bank to promote long-term growth, reduce environmental impact, and enhance stakeholder value while mitigating the risks.            | Integrating Sustainability in business operations ensures long-term growth and resilience, boosts reputation, attracts investors, mitigates risks, fosters profitability and aligns with regulatory expectations.                               | Potential positive             | <ul style="list-style-type: none"><li>Investors</li><li>Customers</li><li>Employees</li><li>Regulators</li></ul> | <ul style="list-style-type: none"><li>The Bank has adopted a Sustainability and Business Responsibility Policy.</li><li>A dedicated ESG-CFU has been established to strengthen governance.</li><li>ESG financing framework for the Bank's issuance of Green, social and sustainable instruments.</li><li>CCSC committee to steer the Bank's sustainability vision.</li><li>Policy for issuance and allocation of Green Deposits in compliance with RBI guidelines.</li><li>ESG framework for rating borrowers on ESG criteria.</li></ul> | <b>Targets</b> <ul style="list-style-type: none"><li>Achieve Carbon Neutrality in Scope 1 and 2 emissions by 2030.</li><li>Facilitate at least 7.5% of domestic gross advances to be Green by 2030.</li></ul> <b>Performance in FY25</b> <ul style="list-style-type: none"><li>8.25% reduction in Scope 1 and Scope 2 GHG emissions.</li><li>As on 31.03.25 Green Advances portfolio was 1.56% of the Bank's total advances.</li></ul> |

Stakeholder Engagement

Financial Capital

Intellectual Capital

Natural Capital

Human Capital

Social Capital



| Material Issues Identified  | Rationale for Identifying as Risk/ Opportunity   | Financial Implication / Impact | Affected Stakeholders   | Mitigation for Risk Commitment/ Policies for Opportunity   | Targets/Performance for FY 2024-25   |
|---|--|--------------------------------|---|--|--|
| <b>Training, Leadership and Succession Planning</b><br><br>Developing talent for leadership roles through comprehensive training and development programmes | <p>Training, leadership, and succession planning ensure strategic development.</p> <p>Comprehensive and well-developed training infrastructure not only focuses on cultivating the right skills and attitudes but also plays a crucial role in achieving the Bank's overarching goals.</p> | Actual positive                | <ul style="list-style-type: none"><li>Employees</li><li>Customers</li></ul>                   | <ul style="list-style-type: none"><li>The Bank's Employee Training Lifecycle ensures continuous learning from induction to retirement. Initial training includes institutional training, branch assignments, e-lessons and certifications.</li><li>Ongoing education encompasses e-lessons, webinar and classroom training and mandatory in-house and role-based certifications. Reimbursements are provided for external certifications.</li><li>SBI's Sankalp initiative focused on enhancing employee performance through structured development programs, fostering skill growth and career progression.</li><li>SBI is committed to empowering women leaders by providing targeted leadership training, mentorship, and career advancement opportunities.</li></ul> | <p><b>Targets</b></p> <ul style="list-style-type: none"><li>Ensure 100% of employees complete mandatory training as per role assigned.</li><li>Inclusion of training on ESG in all training programmes of 3 days and above.</li></ul> <p><b>Performance</b></p> <ul style="list-style-type: none"><li>Specialized Training Programme (STP) for Top Management officials.</li><li>Dedicated Training programmes on ethics, cyber security, health and safety and human Rights.</li><li>Training on ESG &amp; Climate Finance included in all training programmes of 3 days and above.</li><li>60.21 average training hours in FY 2024-25.</li></ul> |
| <b>Value Chain Management</b><br><br>Embedding ESG criteria into the Bank's lending and procurement and prioritising sustainable suppliers                  | <p>Complexity of value chains, especially those associated with the portfolio, poses credit and market risks to the Bank.</p> <p>Dependencies on external vendors and suppliers may pose risk of delays, quality issues, or financial instability</p>                                      | Potential negative             | <ul style="list-style-type: none"><li>Investors</li><li>Customers</li><li>Suppliers</li></ul> | <ul style="list-style-type: none"><li>The Bank collaborates with its value chain partners on ESG topics and conducts awareness programmes for outsourced vendors on responsible business conduct principles.</li><li>The Bank has implemented Board approved Outsourcing policy providing guidance on hiring of outsourced activities and risk framework for monitoring and control purpose.</li><li>The Bank's Code of Ethics for suppliers ensures that suppliers and other third-party partners use environment friendly products and are compliant of regulatory guidelines.</li></ul>   | <p><b>Performance in FY 25</b></p> <p>Over 13,000 Customer Service Point representatives engaged through training programmes.</p>  |



## SBI's Contribution to UN SDGs

As India's leading financial institution, SBI remains committed to drive sustainable and inclusive growth in alignment with the United Nations Sustainable Development Goals. The Bank's increased efforts in green financing, digital empowerment, and community development reflect its commitments in creating long-term impact while fostering economic resilience.

### Svayam Siddha Saral & Nari Shakti

Extend finance to women entrepreneurs who are members of NRLM sponsored SHGs and ease out obstacles faced by financially illiterate members by waiving submission of project reports, quotations and IT returns.



### Retail loans: Financing of personal mobility vehicle for Divyangjans

For financing wheelchair with / without motor powered clip-on automated feature



### SBI Asmita - SME Loan for Women Entrepreneurs

To meet the financing needs of units operated by Women Entrepreneur



### SBI EV Mitra

To finance Business enterprises planning to set up charging infrastructure for EVs at Public/Private places



### SME Business: Finance to Solar Vendors

To provide effective credit linkage to Small and Medium Solar Vendors for capturing the emerging business opportunities



### SBI Green Rupee Term Deposit

Scheme to attract Green Deposits for funding green projects and fostering development of green finance ecosystem.



### Student Loan

Loans granted to Indian nationals for pursuing higher education in India or abroad, with 0.50% interest concession for female students



### YONO Krishi Safal Dairy Loan

Streamlined and pre-approved credit facility on YONO, to support dairy farming requirements through corporate partnerships



### Finance for Biofuel Projects

Addressing capital expenditure needs for substituting feedstock coal and other fossil fuels with biomass



### Sanjivani - SME Loan for Healthcare Sector

Loan to meet the credit needs of units involved in the medical oxygen supply chain



### Compressed Biogas (CBG) under SATAT Scheme

Providing loans for CBG plants under Sustainable Alternative Towards Affordable Transportation (SATAT) scheme, promoting large-scale employment and sustainable industrialization



### Green Car Loan

Financing purchase of green cars to encourage cleaner mobility, with extended repayment periods and concessional interest rates



### Skill Loan Scheme

Encouraging equal opportunities for everyone by assisting individuals in skill development and improving their livelihoods.



### PM Kusum Scheme

Providing funds for purchase of solar water pumping systems under PM Kusum Yojana to support sustainable livelihoods for farmers and reduce environmental impact.



### Financing Polyhouse

Financing polyhouse farming projects to boost yields and advance progress towards Sustainable Development Goals



### SBI SuryaGhar

Loan product for financing installation of rooftop solar system for home loan customers with individual houses having rooftop rights



### PM Vishwakarma Scheme

Support artisans and craftspeople in various trades to enhance their skills, productivity, and market access



### Stand Up India Scheme

Promotes entrepreneurship among Scheduled Caste/ Scheduled Tribe and women by providing collateral free loans



### Home Loan

Provide home loans to assist individuals in realizing their dream of homeownership



### E-Rickshaw Scheme

Encouraging use of cleaner fuels and enhancing environmentally friendly practices



### Grid-Connected Rooftop Solar PV Projects

Financing rooftop solar PV projects and promoting RE in commercial and industrial buildings with limited roof space.



### Insta Plus Savings Account

Video-based customer identification process for complete digitalization and significant paper reduction



### PM SVANidhi-Street Vendor Loan

Supports street vendors to improve their livelihoods after Covid-19 pandemic by offering collateral-free working capital loans.



### Surya Shakti Solar Finance

Providing financing for solar loans to SME units with capacities up to 1 MW for captive consumption.



### Self Help Group (SHG) Financing

Providing funding to self-help groups (primarily women) to create sustainable livelihoods and promote gender equality.



### SBI e-Mudra

Offering digital term loans to microentrepreneurs meet business needs, thereby boosting employment opportunities.



### Digitalisation of Retail Loans


Leveraging YONO for paperless, real-time processing of retail loans, reducing branch visits and improving customer experience





# Financial Capital

Driving India’s Economic Progress  
Through Robust Financial  
Stewardship




**BRSR Principle**

**Principle 1:** Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable

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**SDG Impacted**



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**Material Topic Impacted**

🔗 Economic Performance

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**Key Performance Highlights**

- 🔗 **₹ 3,66,174 Cr**  
Economic Value Retained
- 🔗 **₹ 70,901 Cr**  
Net Profit
- 🔗 **1.10%**  
Return on Assets
- 🔗 **19.87%**  
Return on Equity

*SBI, firmly believes that strong financial performance and sustainability are intrinsically linked forming the foundation of the Banks mission to foster a resilient & inclusive future. By maintaining financial resilience, the Banks able to invest in long-term environmental initiatives, support social development, and drive economic progress while delivering consistent returns to its investors and shareholders.*

The Indian economy is regaining its growth momentum driven by recovery in consumption demand and overall investment. State Bank of India demonstrated remarkable resilience, delivering a revenue of ₹5,24,172 Crore and a net profit of ₹70,901 Crore in FY 2024-25, a testament to the Bank’s business strategies and unwavering focus on sustainable growth. The Bank’s strategic initiatives, underpinned by digital innovation, prudent management, operational resilience, and strategic investments ensure sustained value creation for the Bank’s investors and shareholders. SBI is firmly positioned for facilitating a stronger economic growth and financial stability, guided by a commitment to excellence & culture of adaptability.

**Economic Value Generated, Distributed and Retained**

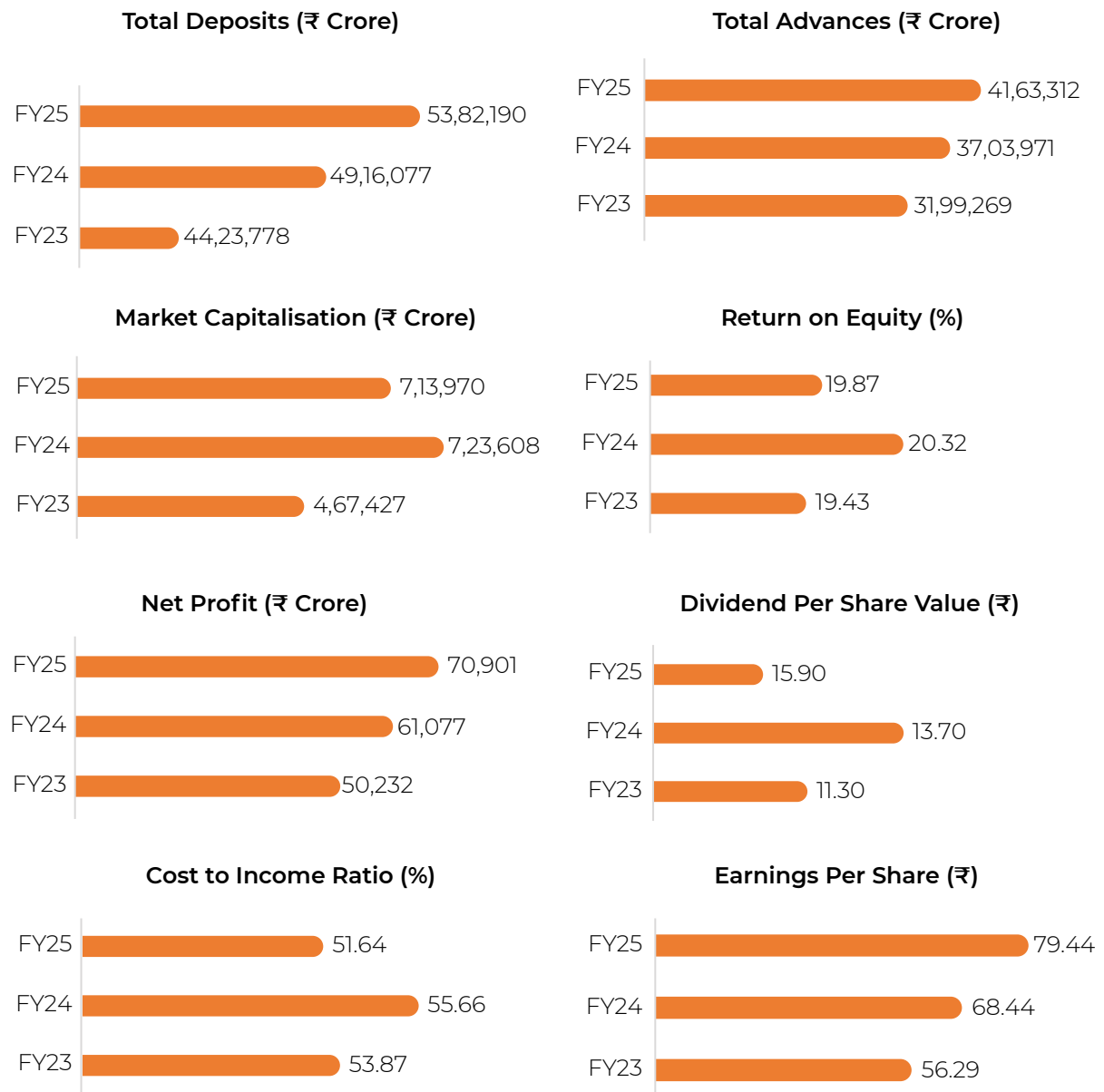
In FY 2024-25, SBI maintained a strong Capital Adequacy Ratio of 14.25% demonstrating its financial resilience and regulatory compliance. In this reporting period, the Banks revenue increased by ₹42,859 Crore. In FY 2024-25, SBI’s total deposits have crossed ₹53 trillion with more than 52 crore customers registering a growth of 9.48% YOY. SBI continues to report Return on Assets & Return on Equity greater than 1% & 19%, respectively

| SBI's Performance   | FY25 (₹ Crore) | FY24 (₹ Crore) | FY23 (₹ Crore) |
|---|----------------|----------------|----------------|
| Economic value generated  |                |                |                |
| Total income  | 5,24,172       | 4,66,813       | 3,68,719       |
| Economic value distributed  |                |                |                |
| Operating costs (other than employee wages and benefits)                  | 53,717         | 46,524         | 40,451         |
| Employee wages and benefits   | 64,352         | 71,237         | 57,292         |
| Payments to capital providers   | 14,190         | 12,227         | 10,084         |
| Payments to government (net cash outgo on amount of corporate income tax) | 25,128         | 25,173         | 12,677         |
| Community investment  | 611            | 502            | 317            |
| Total economic value distributed  | 1,57,998       | 1,55,663       | 1,20,821       |
| Economic value retained   |                |                |                |
| Total economic value retained   | 3,66,174       | 3,11,150       | 2,47,898       |

Financial Highlights FY 2024-25

| Particulars | Domestic offices<br>(₹ Crore) | YoY growth<br>(%) | Foreign offices<br>(₹ Crore) | YoY growth<br>(%) |
|-------------|-------------------------------|-------------------|------------------------------|-------------------|
| Advances    | 35,45,377                     | 11.98             | 6,17,935                     | 14.86             |
| Deposits    | 51,66,864                     | 9.26              | 2,15,326                     | 12.30             |

Key Indicators of Financial Performance



**Financial Assistance received from the Government-** Bank has not received any financial assistance from Government of India during FY25





# Intellectual Capital

## Driving Innovation Harnessing Data



**BRSR Principle**

**Principle 9:** Businesses should engage with and provide value to their consumers in a responsible manner

**SDG Impacted**

4  
QUALITY  
EDUCATION

8  
DECENT WORK AND  
ECONOMIC GROWTH

9  
INDUSTRY, INNOVATION  
AND INFRASTRUCTURE

12  
RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION

16  
PEACE, JUSTICE  
AND STRONG  
INSTITUTIONS

**Material Topics Impacted**

- 🔍 Data Security and Customer Privacy
- 🔍 Digital Leadership

**Key Performance Highlights**

- 🔍 **>13.9 Cr+**  
Registered user base on Retail Internet Banking
- 🔍 **>8.77 Cr+**  
Registered user base on YONO
- 🔍 **Zero** Data breaches
- 🔍 **AI-Driven** Hyper-Personalized campaigns

*Technological advancements and digital initiatives play a crucial role in banking industry today. SBI is at the forefront in adopting advanced technologies, data analytics & providing innovative solutions. The Bank is also leveraging technology interventions to automate repetitive tasks & functions. The Bank's emphasis on AI and data analytics enables informed decision-making, process optimization, and personalized customer service. With increased automation & data processing, robust cybersecurity becomes paramount. SBI has developed comprehensive multilayered security system to protect sensitive financial data.*

### SBI's digital edge

SBI is continuously integrating innovative technology for delivering end to end digital journeys to stay ahead on innovation curve for improved customer service and realize productivity gains. SBI has taken several initiatives which have improved its digital interface and tech capabilities. The Global IT Centre (GITC) acts as the Bank's inhouse software development hub, spearheading the adoption of innovative technologies. The Banks digital platforms, YONO and Retail Internet Banking, have significantly contributed to improving ease of doing business, reducing transaction costs and easing branch congestion. With a strong adoption rate, these platforms now serve over 13.90 crore registered users on Retail Internet Banking and more than 8.77 crore users on YONO. Notably, 98% of transactions are now conducted digitally, underscoring widespread acceptance and efficiency of these channels.

WhatsApp Banking service enhances accessibility by offering 80+ customer-centric services across 21 user journeys in multiple languages, strengthening financial inclusion and customer convenience. This initiative primarily caters to rural and semi-urban (RUSU) customers, enabling seamless access to nonfinancial services.

### Artificial Intelligence & Machine Learning

The Bank's Analytics function is completely in-house and comprises of 45+ laterally recruited data scientists and 145+ models live in production, which have generated significant business worth more than ₹1.24 Lakh Crore in FY 2024-25.

SBI has developed a diverse portfolio of models covering most functions of the Bank, including end to end digital loans, marketing leads, risk monitoring, operational efficiency and fraud prevention.

This is supported by a robust Next Generation Data Warehouse with a data lake which is cloud-native and integrated with operational systems of the Bank. SBI is also using emerging technologies including the revolutionary Generative AI Paradigm wherein two generative AI chatbots assist staff in customer service and compliance have already been deployed. Gen AI Ask SBI chatbot and deceased case chatbot have been launched for staff to help in resolving queries.

Further, the Bank has a robust Responsible AI and AI/ML Model Governance Framework in place. A comprehensive, annually updated vision/roadmap is also maintained to proactively leverage AI/ML in new areas, ensure collaborative monitoring and adoption of AI tools, etc.

Meghdoot – SBI Private Cloud: Driving Innovation and Sustainability

Meghdoot, the Bank’s private cloud, hosts over 350 applications, including critical services like UPI and DBT. It uses just 8% of the data centre footprint while hosting 76% of applications, reducing carbon emissions and supporting ESG initiatives. Meghdoot integrates with public cloud services, combining security and scalability. It drives digital transformation, AI capabilities, and operational efficiency, enhancing customer experiences and promoting sustainability.



SBI's WhatsApp Banking services are currently available in 5 languages: English, Hindi, Bengali, Tamil and Telugu.

Network Infrastructure Improvement

The Bank has enhanced user experience through bandwidth improvements, architecture optimization, and cloud-based solutions, ensuring better service delivery. Security has been fortified with next-generation firewalls and a hybrid DDoS mitigation strategy.

Enterprise Short Messaging Services (SMS)

The Bank’s Centralized SMS gateway provides SMS services for domestic and international customers, enhancing transactional alerts, notifications, and two-factor authentication. It supports marketing campaigns and has registered SMS templates and headers using Distributed Ledger Technology (DLT) to prevent fraud and ensure transparency.

Revamping Agri Loan Management System through technology innovation

The Bank is committed to providing Universal Access and Service Excellence to its customers. In line with sustainability goals, the Bank has embarked on a transformation journey to revamp its legacy Agri application. This initiative aims to create a scalable, robust, and modern Low code-No code architecture, ensuring efficient resource use and minimizing environmental footprint. The Bank is also developing a state-of-the-art Agri Loan Management System which will replace the old Agri LOS application. In this regard, the Bank has onboarded M/s Newgen Software Technology Pvt Ltd. to build a state-of-the-art Agri Loan Management System which will replace the decade old Agri LOS application

Digital Solutions in Current Account Services and Cash Management Procedure

There has been a paradigm shift in the marketing strategy and customer outreach, with focus on bundling of digital and transaction banking solutions and deepening engagement with high value customers. The pre onboarding journey is simplified and made seamless for a better customer experience. A paperless digital journey for opening of current accounts of all types of business entities through TAB banking is under development. End-to-end digital current account opening

for sole proprietor ship through video KYC has been launched. Additionally, partnerships with Fintech firms are helping us offer specialised financial tools to small businesses and MSMEs, especially those with limited tech infrastructure. Bank’s network of 42 Transaction Banking Hubs and 58 Liability Hubs across top business cities—staffed by dedicated Relationship Managers—ensures that businesses receive end-to-end support and smart, bundled financial solutions.

SBI offers tech-enabled Cash Management Products (CMP) designed to meet the diverse needs of corporates, institutions, government

departments, autonomous bodies, and NBFCs. These solutions provide a dedicated platform for managing bulk transactions, along with

customised MIS and automated reconciliation, helping clients streamline and optimise their fund management.

SME Digital Business Loans

To boost and support MSME business, the Bank has automated MSME loan assessments up to 5.0 Crores using Business Rule Engine (BRE). BRE fetches data from various sources, ensuring quick, precise, and unbiased evaluations, reducing risky loans and improving appraisal quality. This digital process minimizes human intervention, enhances ease of doing business for MSMEs, and aims to provide fastest and most intuitive lending experience.

Other planned developments

SBI continues to invest in technology and operational enhancements to improve customer experience and streamline internal processes. In the near future, the Bank’s Kiosk Banking Android application will feature facial recognition for customer authentication through AePS, marking a significant step in secure digital banking. A channel-agnostic platform, KaaS (KYC As a Service), is also under development to automate and

standardize KYC processes across channels, improving TAT and reducing manpower at LCPCs. Other key developments include the launch of a dedicated mobile app for FASTag, a new application for government-related transactions, and the integration of the corporate website with the Bhashini application to offer vernacular language translation. Furthermore, geolocation-based IP monitoring for Red Flag Indicators in the AMLCFT solution and the development of an Audit comprehensive dashboard are also in progress.

Smarter Banking approach

Driving digital-first marketing for smarter customer engagement

Paperless Customer Engagement

Shifted to digital marketing campaigns via WhatsApp, emailers, and SMS, reducing paper-based communication and supporting ESG goals

AI-Driven Personalized Campaigns

Leveraging MarTech and AI analytics to send relevant, need-based communications, reducing spam while increasing engagement and conversions

WhatsApp CRM for Sustainability

Centralized WhatsApp marketing to enhance efficiency, reduce redundancy, and improve customer satisfaction, aligning with ESG compliance

Digital Reputation & Local Outreach

Strengthened SEO, Google My Business(GMB) integration, and hyperlocal marketing to address customer queries online, minimizing unnecessary branch visits and reducing carbon footprint



## Fortifying Cybersecurity and Data Privacy

SBI is committed to delivering seamless digital services while ensuring the highest standards of cybersecurity and data privacy. The bank has implemented a comprehensive Information Security (IS) framework that aligns with its business strategy to support organizational objectives. This framework is built on a foundation of regularly reviewed policies and standards, including the Information Security Policy & Standards, Cyber Security Policy & Standards. The Bank has a board approved Cyber Crisis Management Plan, which spells out the procedures for responding and acting in the event of a cyber crisis. The Computer Emergency Response Team – SBI (CERT-SBI) plays a crucial role in handling cyber crises, monitoring vulnerabilities, and suggesting remedial measures. The Computer Emergency Response Team – SBI (CERT-SBI) plays a crucial role in handling cyber crises, monitoring vulnerabilities, and suggesting remedial measures.

Technological controls are extensive and include physical security measures such as security guards, biometric devices, and CCTV surveillance. Network perimeter security is reinforced with next-gen firewalls, intrusion prevention systems, and secure web gateways. Application security is ensured through

rigorous testing, secure code reviews, and penetration testing. Endpoint security measures include disabling USB and CD drives, IT asset management, and integration with Security Operations Centres (SOC). Data security is maintained through multi-factor authentication, encryption, and data leak prevention.

General controls involve access management solutions, automated security review tools, and the implementation of AI/ML-based solutions. People-centric measures are also a key focus, with regular tabletop exercises, cyber drills, phishing awareness campaigns, and specialized training for technical roles to ensure preparedness and awareness among employees.

The Bank adheres to global information security best practices, including ISO 27001 for Information Security Management System (ISMS), ISO 22301 for Business Continuity Management System (BCMS), and PCI DSS for card information processing units. Additionally, the Bank has adopted the Cyber Security Framework issued by the Reserve Bank of India (RBI) and follows practices such as security by design, threat modelling, robust configuration management, and digital forensic readiness assessments. This comprehensive approach ensures a proactive and resilient stance against cyber threats, safeguarding the Bank's operations and infrastructure.

### IT Governance Structure

SBI has put in place a well-defined IT Governance Structure, the stakeholders of which include:

#### Organizational Framework

Well-defined roles and responsibilities of Board and Senior Management are imperative, while implementing IT Governance. IT Governance Stakeholders include:



### Organization Structure

Board Members: IT Strategy Committees have participation at the Board level. This

is to ensure that as part of the Corporate Governance initiatives, IT Governance is also

addressed. Its responsibility includes strategic direction on IT and to review IT investments on Board's behalf. The strategies and policies related to IT, Information Assets, Business Continuity, Information Security, Cyber Security (including Incident Response and Recovery Management/ Cyber Crisis Management) are to be approved by the Board of Directors. Such strategies and policies are reviewed at least annually by the Board.

IT Strategy Committee: A qualified and an independent Board-level IT Strategy Committee is constituted ensuring:

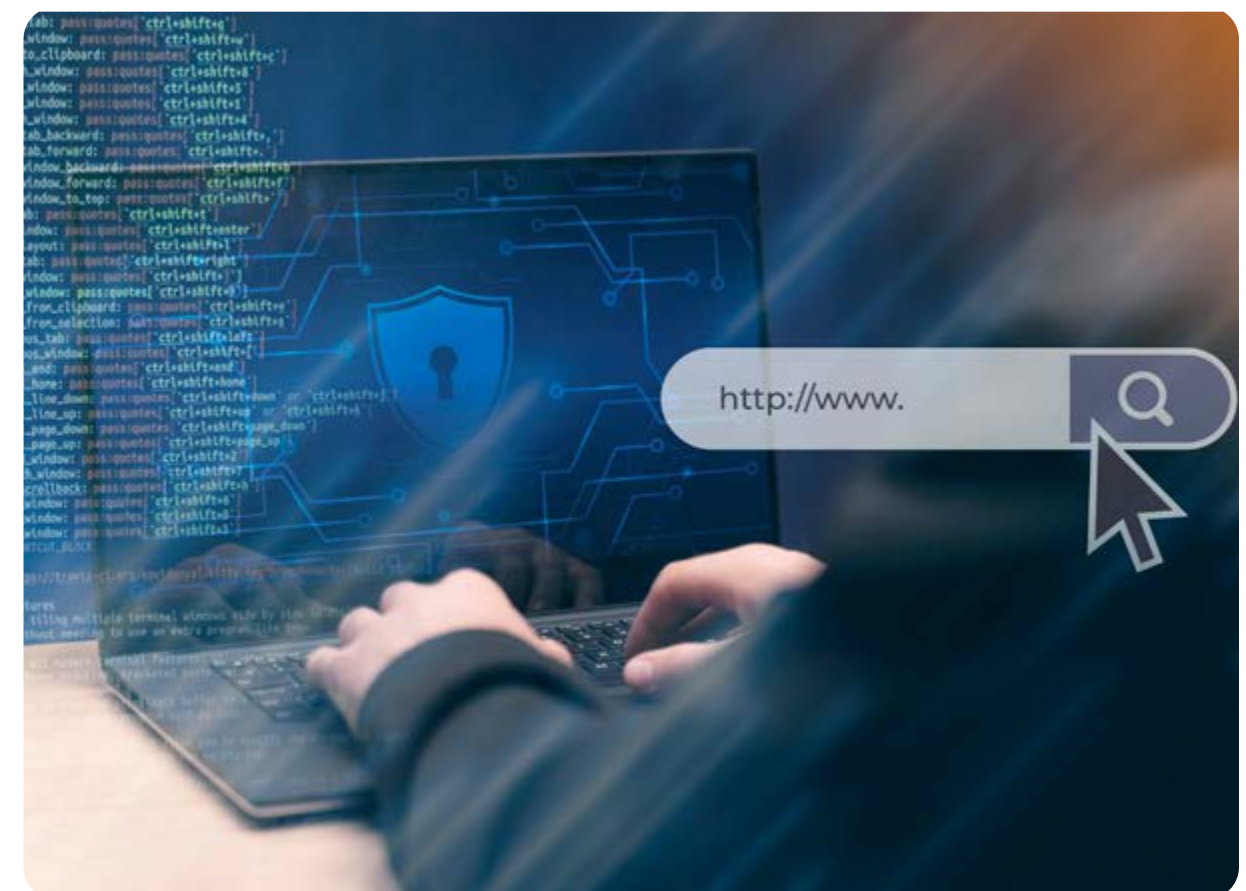
- (i) Minimum of three directors as members.
- (ii) The Chairperson of the ITSC is an independent director and have substantial IT expertise in managing/ guiding information technology initiatives and
- (iii) Members are technically competent

The ITSC meets at least on a quarterly basis. The DMD (IT) is a permanent invitee of this committee, present at Board meetings to help IT strategy align with business goals. The key role of the committee is to ensure an effective

IT strategic planning process, IT Project Review, IT Related expenditure and IT Operation.

### Information Security

The Information Security Department (ISD) is headed by Group Chief Information Security Officer (Group CISO) who reports to the Head of Risk (i.e. DMD & CRO). ISD endeavours for the alignment of information security with business strategy to support organizational goals. Its core objective is to ensure the CIA triad i.e. maintaining the Confidentiality, Integrity and Availability of the IT systems of the Bank. It manages the performance of information security by measuring, monitoring and reporting the information security governance metrics to top management to ensure that the organizational objectives are achieved. ISD is responsible for implementing and maintaining organization-wide information security policies, standards, guidelines, and procedures to prevent, detect, document and counter threats to information assets. It is also entrusted to communicate and drive a common understanding of security initiatives and awareness amongst all group entities.



ISD Consists of Three Wings:

| Information Security (IS)   | Security Operations Centre (SOC)   | Cyber Security Wing  |
|---|--|--|
| IS Wing Safeguards Bank's assets against external threats and vulnerabilities and is ISO 27001:2022 certified   | Security Operations Centre identifies external threats and unauthorized intrusions.  | Cybersecurity Wing performs ethical hacking to uncover vulnerabilities.  |
| <ul style="list-style-type: none"><li>Identify and Protect Assets: Determine owned assets, threats, and risks, and safeguard them appropriately.</li><li>Security Reviews: Conduct initial, periodic, and comprehensive security reviews of applications, including major changes.</li><li>Configuration and Patch Management: Manage configurations, review firewall rules, port management, and patch updates.</li><li>Vulnerability Testing: Perform periodic vulnerability analysis, penetration testing, and domain password sprays.</li><li>Documentation: Prepare and release secure configuration documents annually.</li></ul> | <ul style="list-style-type: none"><li>Detect threats and incidents of intrusions, breaches, and unauthorized access.</li><li>Respond to a potential cybersecurity event and mitigation of risks.</li><li>Recover from a cybersecurity event by restoring normal operations and services.</li><li>Learn from the security incidents to reinforce the system and shares the learnings among IT Departments</li><li>Threat Intelligence assimilation and usage</li><li>Vulnerability Assessment and Penetration Testing</li></ul> | <p>Activities related to Public Facing assets</p> <ul style="list-style-type: none"><li>Cyber Web Reconnaissance &amp; Foot-Printing</li><li>Internal Ethical &amp; Hacking Red Team (IEHRT) to perform Ethical Hacking testing of Internet facing applications and Mobile Apps</li><li>Perform Scanning of Internet facing IPs of the Bank for vulnerable web services and Ports</li><li>Automatic Scanning of Network IP addresses, Internet Applications and Static Analysis of Bank's External Mobile Applications.</li></ul> <p>Activities related to Internal Network assets</p> <ul style="list-style-type: none"><li>Ethical hacking tests on intranet systems, applications, databases, and network devices.</li><li>Manual scanning to identify high-impact vulnerabilities like SQL injection, privilege escalation, and open share drives.</li><li>Monthly domain password spray to detect easily guessable passwords among AD users</li></ul> |

Incident Handling & Regular Risk Mitigation Exercises

- The Bank has developed a comprehensive incident management life cycle to handle security incidents effectively, which includes identifying AOs (Application/Asset Owners) for incident assignment and establishing priority levels for different types of security incidents. Timelines for managing the incident life cycle are clearly defined, ensuring prompt response and resolution. An incident escalation matrix is in place to escalate Incidents as needed. The SOC also provides guidelines on the dos and don'ts for handling incidents, helping to maintain best practices. False positive incidents are clearly defined to avoid unnecessary actions, and the mean time to detect incidents is measured to improve detection efficiency. These measures collectively enhance the SOC's ability to manage and mitigate security incidents effectively.
- When an incident occurs in SBI, the CSIRT (Computer Security Incident Response Team) would handle the situation on the ground depending on the category and severity of the incident in collaboration with the affected IT Application Owners (AOs) to respond to the incidents.
- The IRT team members comprise of Threat hunters, Threat Intel officials, internal forensic experts with a Nodal incident responder from IR Team who would lead the investigations and coordinate with the CSIRT.
- Containment is important before an incident overwhelms resources or increases damage. Most incidents require containment, so it is an important consideration early in the course of handling each incident. Containment provides time for developing a tailored remediation strategy. An essential part

of containment is decision-making (e.g., shut down a system, disconnect it from a network, disable certain functions). Such decisions are much easier to make if there are predetermined strategies and procedures for containing the incident.

- After an incident has been contained, eradication may be necessary to eliminate components of the incident, such as deleting malware and disabling breached user accounts, as well as identifying and mitigating all vulnerabilities that were exploited. During eradication, it is important to identify all affected hosts within the Bank so that they can be remediated.
- In recovery, administrators restore systems to normal operation, confirm that the systems are functioning normally, and (if applicable) remediate vulnerabilities so as to prevent similar incidents.
- VAPT is being conducted for the information systems in the Bank periodically (quarterly) to identify vulnerabilities in IT systems, assessing the associated risks, and taking appropriate actions by IT - AOs. This process provides the Bank with a continuous overview of vulnerabilities within the information systems and the associated risks.

Robust IT and Data Security Governance

Strengthening IT governance and monitoring is crucial for continued success of our operations, and we have put in place the triad of Network Operations Centre (NOC), Security Operations Centre (SOC), and Resiliency Operations Centre (ROC) for the purpose. This integrated approach allows us to monitor and manage our IT infrastructure effectively, ensuring that we maintain high standards of performance, security, and compliance.



Resiliency Operations Center (ROC)

The Bank has embarked on Technology Resiliency project in July 2023, identifying 11 internal and 13 RBI-mandated priorities.

- In Phase-1, the Bank implemented centralized monitoring for over 18 applications, formed an architecture review board, standardized incident management through an integrated SOP, and initiated automated DR migration drills.
- Phase-2, which commenced in July 2024, to focus on strengthening resiliency with nine targeted initiatives aimed at enhancing pre-emptive resiliency, fostering architectural and engineering excellence, and developing alternate operational pathways

These initiatives underscore SBI's proactive approach to building a secure, agile, and sustainable digital infrastructure.

Over recent years, the Bank has significantly improved Data Quality & Governance. The replication of its Data Governance Framework across all PSBs via the Indian Banking Association (IBA) highlights its maturity. The framework, extended to the branch level, supports digital transformation and regulatory compliance. Enhancements to the Data Quality Index (DQI) make it more inclusive and insightful, aiding decision-making.

Strengthening Cyber Security Awareness and Training

SBI is committed to enhancing cyber security awareness and equipping its employees with the necessary knowledge to tackle evolving digital threats.

- To create awareness about the different online frauds relevant to banking industry, our ATI (Apex Training Institute), State Bank Institute of Innovation & Technology (SBIIT), Hyderabad conducts functional training programmes & webinars on digital banking and IS & cyber security for operating functionaries at branches on a regular basis. These programmes cover various aspects of online frauds, cyber security, and data governance in a detailed manner. Total 1,658 such programmes have been conducted covering 39,656 employees.
- Program on Enhancing Analytical Skills of Faculty: An online program on cutting edge Artificial Intelligence/Machine Learning techniques for 16 faculty members of ATIs was arranged by IIT, Mumbai.

- Micro-capsules in the form of short educative videos on Cyber Awareness have been curated by SBIIT on fortnightly basis to facilitate on-the-go learning of employees. 51 such videos have been created during the year.
- An in-house developed e-lesson on IS (Information System) & Cyber Security was mandatory for all employees in FY 2024-25. Nearly 1.75 lakh employees have read the e-lesson and cleared the associated exam.

Digital Products

Enhancing UPI Merchant Integrations & Digital Payments

SBI continues to drive seamless and innovative digital payment solutions through UPI integrations across various sectors. The Bank has enabled UPI Merchant Integration with self-donation kiosks at Tirupati TTD and Prayagraj Kumbh Mela, providing a convenient digital payment option for devotees. Additionally, UPI has been integrated with Automated Fare Collection (AFC) machines for Mumbai Metro Line 3, facilitating contactless travel payments.

The Bank has also enabled UPI Dynamic QR for the Department of Post to simplify fund collection and integrated UPI for Mumbai State Electricity Distribution Company Ltd (MSEDCL), allowing seamless bill payments. SBI has further expanded its reach by enabling itself as a Remitter Bank for UPI Global Merchant transactions, ensuring smoother cross-border payments.

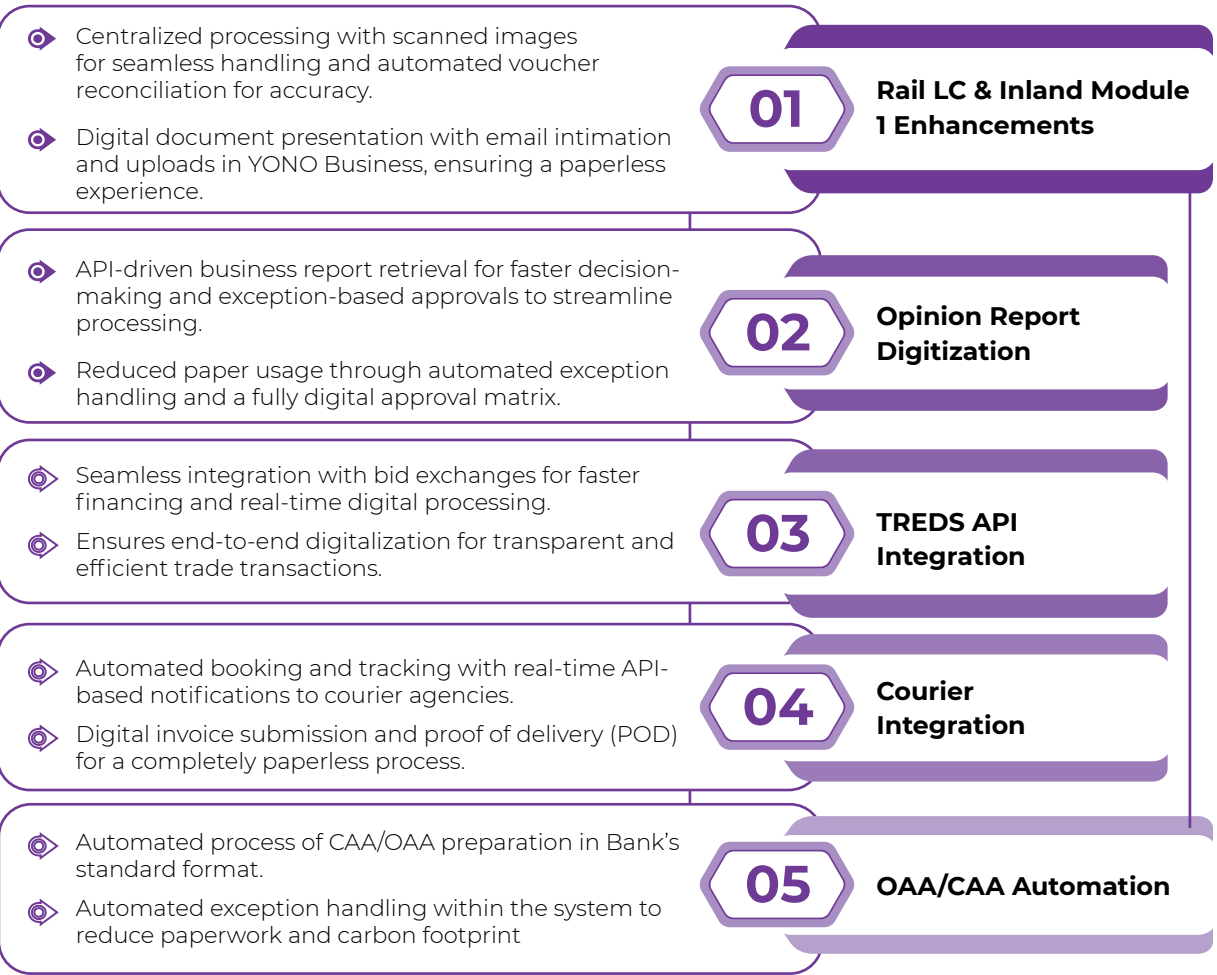
Enhancing Trade Finance

Trade finance is transitioning from paper-based to digital processes using AI/ML, blockchain, and document digitization to enhance user experience. The TF revamp project centralizes trade finance processing at two Global Trade Finance Centres, upgrading Exim bills and e-Trade applications for seamless integration with internal and external systems. The customer-facing e-Trade portal now supports all trade finance journeys with ~100 Trade APIs for ERP integration.

The Bank is also actively participating in Government initiatives such as blockchain-based BG issuance. By implementing AI/ML technology for Inland BG vetting and planning for Forex LCs, the Bank aims to enhance its market share in trade finance and forex. These initiatives are designed to promote sustainable practices by leveraging advanced technologies to increase efficiency, reduce resource consumption, and minimize the Banks environmental impact.

Innovations in digital cash transactions have also been introduced, including UPI QR Cash Withdrawal on YONO UPI, allowing customers to withdraw cash from ATMs without needing a debit card. UPI Lite with Auto Top-Up on BHIM SBI Pay ensures effortless small-value transactions by automatically reloading the UPI Lite account. SBI has also facilitated UPI payments through Rupay Credit Cards on YONO, eliminating the need to carry physical credit cards for merchant payments. In FY 2024-25, 164 enhancements have been linked with Rupay Credit Card.

The Bank has further enhanced Tap & Pay functionality with NFC-enabled merchant QR devices, allowing users to make instant payments through their NFC-enabled smartphones. Cross-border remittances have been simplified with Nepal FOR & FIR on BHIM SBI Pay, enabling quick money transfers to and from Nepal. Additionally, FASTag recharge through UPI on YONO now allows users to recharge FASTags issued by any bank seamlessly.



FY24 Trade Finance with Digital Innovation Initiatives

Aadhaar-Enabled Onboarding

In line with its commitment to digital innovation, SBI has also enhanced customer onboarding for UPI by integrating Aadhaar-enabled authentication. Customers can now seamlessly link their Aadhaar credentials for validation, adding an extra layer of security

with One-Time Password (OTP) verification. This initiative ensures a swift, secure, and frictionless onboarding experience, enabling hassle-free UPI transactions. By leveraging these digital advancements, SBI continues to redefine banking by enhancing customer convenience, security, and operational efficiency.

YONO 2.0: REDEFINING BANKING, UNLOCKING INCLUSIVE GROWTH

Enhancing Digital Solutions for Businesses with YONO Business and YONO Retail and Agri

YONO SBI, the Bank's mobile banking and lifestyle application, continues to evolve as a comprehensive digital banking platform, catering to a wide spectrum of customers—from individuals to businessmen, proprietors to large corporations, Agriculture to global customers. It is operational since November 2024, and one stop mobile banking solution for daily banking needs such as digital banking, financial investments and tracking, bill payments, lifestyle offerings and many more. By integrating a diverse suite of services such as retail banking, cash withdrawal, payments, trade finance, forex, API banking, cash management, and supply chain finance etc, the Bank aims to provide a seamless and one stop solution to all banking needs. With the increasing scale of YONO adoption, it became imperative to build the next version of YONO platform i.e. 'Only YONO - The New Digital Bank' (YONO 2.0) which will be Omni-channel in nature hosted on new Tech Stack to ensure high availability, scalability, and robustness. With state-of-the-art journey designs and supporting tech architecture, the Bank's customers can bank with confidence and in a more seamless manner.



Features of YONO2.0

With 4.2 rating, YONO app is serving 86.2 million users and empowering the Bank's brand as New Generation Bank

YONO Retail and Agri Platform

In line with the Bank's commitment to continuous digital innovation, several new developments and enhanced functionalities have been introduced under the YONO (Retail & Agri.) platform. These initiatives aim to further simplify banking processes,

improve accessibility, and support sustainable financial practices. These advancements cater to a diverse customer base, enabling hassle-free banking, investment, loan services, insurance, and digital transactions. These developments not only enhance operational efficiency but also contribute to our broader sustainability goals by promoting paperless banking, reducing transactional friction, and encouraging digital adoption across business segments.

Key developments introduced in FY 2024-25

| S. No. | Initiative                                       | Key Features & Benefits  |
|--------|--|--|
| 1      | SBI Green Rupee Term Deposit                     | Customers can now open the SBI Green Rupee Term Deposit via the YONO app and the Branch portal, promoting sustainable banking investments. |
| 2      | Loan Against Mutual Funds with CAMS Integration  | Customers can avail of loans against mutual fund units across various AMCs, ensuring quick and seamless access to credit.                  |
| 3      | Savings Bank Account Opening via bank.sbi Portal | Customers can open a Savings Account, including Salary Packages, through Video KYC, eliminating the need for branch visits.                |



| S. No. | Initiative   | Key Features & Benefits   |
|--------|--|---|
| 4      | Integration of Account Aggregator in existing Home Loans | Enables automated fetching of account statements from other banks to streamline loan processing in YONO.  |
| 5      | Auto-Renewal of SBI Life Insurance Policies              | Customers and branch staff can enable auto-renewal for SBI Life insurance policies, ensuring continuous coverage.   |
| 6      | Digital Signing of Loan Terms & Conditions               | Loan documents now include a digitally signed Terms & Conditions document in Insta Home Top up Loan, which is securely emailed to customers.  |
| 7      | KYC Updation via YONO                                    | Customers can update KYC digitally without visiting a branch, enhancing ease of compliance.   |
| 8      | Introduction of 11 SBI Life Insurance Products on YONO   | Customers can now avail SBI Life Insurance products seamlessly through YONO.  |
| 9      | Launch of 6 SBI General Insurance Products on YONO       | End-to-end access to SBI General Insurance policies is now available on YONO.   |
| 10     | SBI MF Mitra Portal Integration                          | Facilitates the purchase of SIPs and lump sum mutual fund investments through the YONO Branch portal due to integration with SBI MF Mitra Portal.   |
| 11     | Enhancements in WhatsApp Banking                         | New services introduced: Voice interaction, Loan services (apply & track status), Krishi related services such as Agri Gold Loan (AGL) & Kisan Credit Card (KCC) applications, simplified registration, and KYC updates via WhatsApp. |
| 12     | Credit Card Journey Enhancements                         | Expansion of eligible customers for credit card applications, leading to improved lead-to-card conversion rates.  |
| 13     | KYC Updation through VCIP & Digi locker                  | Video-based KYC (VCIP) and Digi locker integration enable smoother KYC updates.   |
| 14     | SBI Life e-Shield Insta Term Insurance                   | Customers can purchase e-Shield Insta Term Insurance up to ₹40 lakh via YONO.   |

| S. No. | Initiative   | Key Features & Benefits   |
|--------|--|---|
| 15     | Virtual Debit Card Security Enhancements                 | Customers can block virtual debit cards or online banking deactivation in case of unauthorized transactions.                          |
| 16     | Introduction of New GPAI Insurance Variant (₹2,000 Plan) | Branch staff can issue a new Group Personal Accident Insurance (GPAI) policy through the YONO Branch portal.                          |
| 17     | Jan Nivesh Mutual Fund Investments via YONO              | Customers can invest in Jan Nivesh SIPs starting from just ₹250, with flexible frequency options (daily, weekly, monthly, quarterly). |

YONO Business

YONO Business continues to enhance its digital offerings for business customers, ranging from proprietors to large corporates. The platform integrates diverse transaction banking services, including payments, trade finance, forex, API banking, cash management, and supply chain finance. Through YONO Business, the Bank aims to provide seamless and sustainable financial services that cater to the evolving needs of our corporate clientele.

YONO Business platform

Paperless Banking Expansion

- Digital issuance of bank guarantees (eBG) across 25 states. All Customer facing Trade journey are Digital.
- Enhanced online account opening (including VKYC) and lending journeys to reduce physical paperwork.
- Implementation of API based paper-less journey for pre-approved Credit Cards on Yono, backed by Analytics Leads
- Implementation of in-house developed Transaction Monitoring System to detect risky transactions by staff.
- Trade Finance Revamp: Enhanced digital journeys covering Import/Export LC, BGs and collections, including a 100% paperless eBG journey across 25 states.

Financial Inclusion & MSME Support

- Launch of MSME Sahaj (End to End Digital Invoice financing), focusing on financial accessibility for small businesses.
- Expansion of Pre-Approved Business Loans (PABL) with a focus on digital lending for sole proprietors and MSMEs. PABL has achieved a significant milestone, crossing ₹20,000 crore in total sanctions.
  - o Accessibility for Visually impaired: Keyboard Navigation: Seamless access to login, logout and key functions via keyboard shortcuts.
  - o Screen Reader Support: Compatibility with JAWS and NVDA for reading texts, buttons and images.

Reduction in Carbon Footprint

- Promoting API banking to minimize branch visits and paperwork. API Banking for Corporates and 3<sup>rd</sup> Party Integrations: Enhanced Partnerships with ZOHO, CipherPay, OPEN and MARG for seamless accounting and payroll solutions and real-time balance inquiries.
- Enhanced digital payments and transaction journeys, reducing cash dependency.
- Launch of Surya Ghar Solar finance leads and Surya Shakti Solar Finance leads by Analytics Department to reduce carbon footprint

YONO Global

Expanding Digital Banking Across Borders

YONO Expansion

- YONO US NY and YONO US Chicago launched on March 14, 2024
- YONO Singapore launched on February 27, 2025
- YONO Oman launched on February 27, 2025

Enhanced Security & Access

- OTP over Email- Launched in all Foreign Offices (Fos) except Bahrain and New York.
- Online account opening- Live in Canada, UK, Singapore and Frankfurt in fully digital mode. Live in Maldives, South Africa, Bangladesh and Nepal in Branch assisted mode. Under various stage of development in Mauritius and Sri Lanka in Branch Assisted Mode.
- Biometric Login -Live in UK, Mauritius, Maldives, SA, Bangladesh, Bahrain, Nepal and Singapore. Under development in Canada, New York, Chicago and Sri Lanka.
- Global Smart OTP- Offline App for Generating OTP for 2FA launched in UK. Phase-wise rollout in remaining FOs under progress.

Digital Banking Features

- YONO Cash- Cardless cash withdrawal from ATMs, launched in Maldives, Nepal and Mauritius. Under development in Sri Lanka and Bahrain
- Virtual Debit Card- Launched in Maldives and South Africa. Under Development for Sri Lanka, UK, Bahrain and Bangladesh
- ATM Green PIN- Launched in all FOs, except Singapore, with SBI ATMs.

Cross-Border UPI Services

- Cross-Border UPI- Nepal- Cross-Border remittance facility using NPI-UPI interface. VPA based account transfer from YG Nepal App.
- Cross Border UPI- Mauritius- Facility for making payment to Indian merchants using YG Mauritius app. Also enables generation of UPI compatible QR Code for corporate customers of SBI Mauritius

Special Sustainability Initiative: Green Score in YONO (Retail & Agri) platform

To implement sustainability capabilities in its digital offerings, the Bank has collaborated with fintech to create awareness among its customers and to provide encouragement for doing their banking transactions in sustainable and eco-friendly manner. Through this initiative, bank is planning to provide a Green Score to its customers performing digital transactions through YONO app.



Digital Outreach: Conclaves & Impact

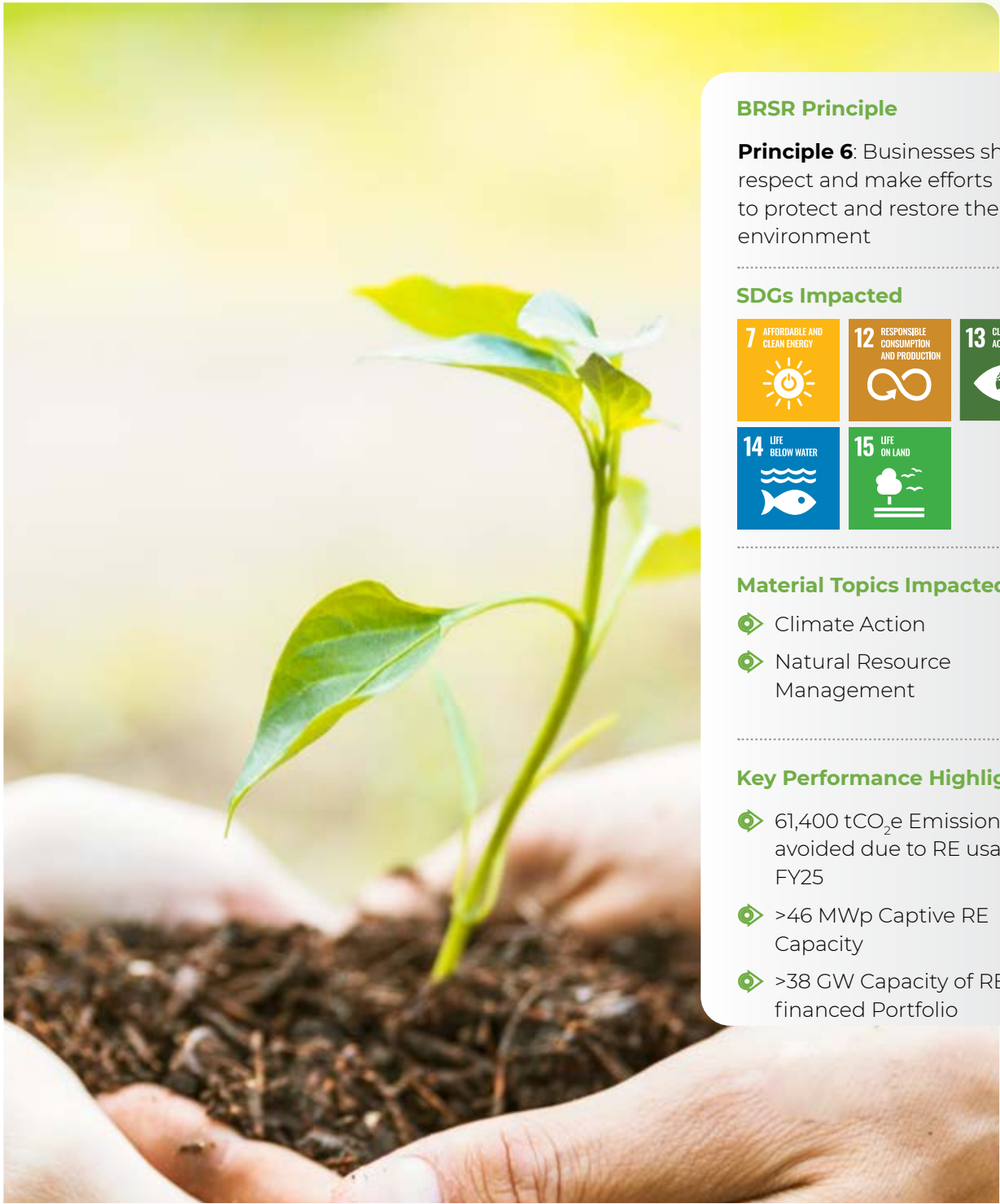


- SBI hosted the Digi Quest 2025 Conclave to advance YONO Business, showcasing a unified digital vision under the leadership of top executives. The event emphasized AI-led innovation, risk management, and cross-functional collaboration to position SBI as the "Netflix of Banking."
- SBI conducted extensive training and support initiatives to boost YONO Business adoption, including in-person sessions, digital guides, and cue cards. The Bank is also pursuing ISO certification for its analytics Department and has earned several awards for digital excellence.
- SBI received multiple prestigious awards for its innovation and digital excellence, including recognitions for DIGIGOV and RLMS-FO highlighting SBI's tech-driven, customer-centric global approach.



# Natural Capital

## Promoting Green Banking & Eco-conscious Operations



**BRSR Principle**

**Principle 6:** Businesses should respect and make efforts to protect and restore the environment

**SDGs Impacted**

7 AFFORDABLE AND CLEAN ENERGY

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

14 LIFE BELOW WATER

15 LIFE ON LAND

**Material Topics Impacted**

- Climate Action
- Natural Resource Management

**Key Performance Highlights**

- 61,400 tCO<sub>2</sub>e Emissions avoided due to RE usage in FY25
- >46 MWp Captive RE Capacity
- >38 GW Capacity of RE financed Portfolio

*SBI is committed to integrating sustainability across its banking operations and financial services. Recognizing the importance of reducing its carbon footprint, the Bank is actively advancing green banking practices, renewable energy adoption, and financing of green initiatives to support India's transition to a low-carbon economy. Through these strategic initiatives, SBI aims to create long-term value for its stakeholders while contributing to sustainable economic growth.*

### Sustainable Growth Through Environmental Stewardship

SBI recognizes its role in conserving natural resources and promoting sustainable economic growth as a leading financial institution. As part of this commitment, the Bank actively assesses and mitigates the environmental impact of its operations while promoting responsible banking practices.

SBI supports businesses and projects focused on sustainable resource management and biodiversity conservation through its green financing initiatives, channelising capital into renewable energy and conservation efforts. Operationally, the Bank continues to reduce its environmental footprint by improving energy efficiency, minimizing waste, lowering water consumption, and advancing initiatives such as paperless banking and responsible procurement.

SBI has set a target to achieve Net Zero emissions across Scope 1, 2, and 3 by 2055 along with an interim target to be carbon neutral in its internal operations (scope 1 & 2) by 2030. To further strengthen its environmental stewardship, the Bank is in the process of assessment of portfolio emissions, enhancing climate risk assessments and scenario analysis thus ensuring a robust approach to managing environmental risks.

### Aligning Sustainability with Business Strategy

SBI's Sustainability and Business Responsibility (BR) Policy outlines the Bank's commitment to adapt and operate efficiently and sustainably in a dynamic environment characterized by both risks and opportunities.

**Bank's focus area under environmental aspects defined in Sustainability & BR policy**

- Reduce the Bank's Greenhouse Gas (GHG) emissions in internal operations through the use of technology and innovation.
- Enhance product and services delivery through digital banking platforms
- Implement energy conservation and energy efficiency initiatives with focus on installation of renewable energy infrastructure for our own operations
- Innovate continuously to develop financial products and services that enable environmental conservation as well as socioeconomic development
- Natural Resource Management including managing waste generation and disposal (hazardous and non-hazardous), reducing paper consumption and water footprint
- Adopt environmental best practices, including establishing an environmental management system. Conserve natural resources by adopting the "3 R" (Reduce, Reuse and Recycle) approach towards pollution prevention and effective waste disposal including electronic waste
- Adopt and integrate the energy and environment considerations for all new infrastructural facilities and obtaining relevant certifications wherever possible

- Support biodiversity and habitat conservation, prevent own operation's direct impact on the same, and comply with biodiversity and conservation-related laws and regulations
- Explore avenues and promote the transition to non-polluting transportation
- Make efforts to procure products which are environment- friendly, energy efficient and locally sourced.

The Bank ensures compliance with SEBI's Business Responsibility and Sustainability Reporting (BRSR) guidelines for transparent ESG disclosures. The Bank also undertakes Reasonable Assurance of BRSR Core indicators along with limited assurance of some important ESG indicators. The Bank is also committed to improve data collection processes by adopting suitable technological solutions to enhance the quality of disclosures and mandatory assurance requirements.

The Bank has been implementing several initiatives across operations to reduce its carbon footprint and design products and services taking in to account environmental and social causes. As an organization that is supported by a large employee base across India, SBI understands that its sustainability strategy will be successful only if it is proactively adopted by all employees. In light of this, the Bank undertakes several steps towards creating awareness and capacity building among employees on sustainability.

Energy Efficiency and Green Buildings

As part of its commitment to carbon neutrality in scope 1 & 2, Bank continuously enhances energy efficiency practices by adopting advanced technologies as also increasing share of renewable energy in energy consumed in its internal operations. The Bank is also setting annual targets for solar rooftop installations at its owned/leased premises. As of 31st March 2025, 4,534 of the Bank's buildings (branches/offices/ATMs) have solar rooftop installations with an aggregate capacity of over 31 MW. Rooftop solar panels have been installed in 798 out of 801 feasible owned buildings with a cumulative capacity of 23.40 Mwp.

In FY 2024-25, the Bank has shifted 41 more buildings to green power totalling 59 buildings now operating on renewable energy. This transition offsets approximately 2.16 crore units of conventional grid electricity with green energy annually, equivalent to around 22 MWP of solar capacity, resulting in an estimated saving of 15,690 tonnes of CO<sub>2</sub>e emissions. Additionally, the Bank also owns 10 windmills with a combined installed capacity of 15 MW. The Bank has also achieved IGBC Green Building Certifications under different ratings Platinum, Gold, Silver and Net Zero operations for 16 additional buildings in FY 2024-25 taking the total to 61 certified buildings across the country reflecting the Bank's commitment to sustainable infrastructure.

The Bank has also adapted energy-efficient practices such as installation of LEDs, energy efficient equipment across the Bank branches/offices. All offices have been issued guidelines to purchase energy efficient ACs only conforming to the latest Standards developed by Bureau of Energy Efficiency (BEE) for installation in office premises. Several initiatives have been initiated at GITC Belapur and Hyderabad data centres which are major consumers of electricity. Some of the initiatives at the Global IT Centres (GITC) are mentioned below:

- GITC, Hyderabad has achieved the prestigious IGBC Platinum (Global Leadership Standard) Green Data Centre Rating by meeting key sustainability criteria such as real-time energy management, rainwater harvesting, indoor air quality checks and effective waste management. It has also received a 10-year Pollution Control Certificate from the Telangana State Pollution Control Board, highlighting its adherence to stringent environmental standards and regulations. It ensures that

- data centre complies with all relevant statutes, judicial directives, and legislative pronouncements aimed at protecting the environment.
- GITC DC, Navi Mumbai and Gachibowli DC, Hyderabad have been awarded ISO 27001:2022 certification for Information Security Management Systems (ISMS). This certification applies to functions providing physical infrastructure, environmental security, and related equipment maintenance for our Data Centres.
- The Bank has recently entered a strategic partnership with colocation provider CtrlS for new Data Centre with a rack hosting capacity of 1000 racks at Mahape, in Navi Mumbai, securing a blended electricity supply agreement that includes 30% from renewable energy sources, reinforcing our commitment to sustainable energy practices.
- GITC Belapur, Navi Mumbai has consolidated various UPSs (Un-interrupted Power Supply) into high capacity 500 kVA modular UPSs with an objective of achieving high performance, high power efficient and reliable power system. This has resulted in significant power consumption reduction, reduced floor loading and space requirements.

- GITC Belapur, Navi Mumbai is also replacing 26 nos. of current Precision Air Conditioning (PAC) units. These PACs currently use R-22 refrigerant, known for its harmful effects on the ozone layer. They will be upgraded to more environmentally friendly models that utilize R410A refrigerant, which has a significantly lower environmental impact.
- The Bank has initiated RDHx projects at Rabale Data Centre (DC) in Navi Mumbai and Gachibowli Data Centre (DC) in Hyderabad. This innovative cooling technology represents a significant step forward in our efforts to enhance energy efficiency and reduce our carbon footprint by directly cooling server racks, minimizing energy waste and allowing higher rack densities with vertically scalable provision.
- Gachibowli Data Centre in Hyderabad is fully compliant with the stringent Management & Operations (M&O) framework designed by the Uptime Institute. This compliance is a testament to our commitment to operational excellence, risk mitigation, and alignment with business objectives. The M&O framework is a globally recognized standard that sets rigorous criteria for DC management and operations.

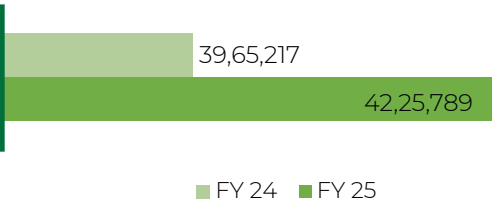
Total Energy Consumption (in GJ) and Energy Intensity

| Parameter  | FY25      | FY24      |
|--|-----------|-----------|
| Total electricity consumption – Non-Renewable (A)  | 29,11,585 | 28,88,100 |
| Total electricity consumption – Renewable (B)  | 3,04,044  | 2,68,462  |
| Total fuel consumption (owned cars and DG sets) (C)  | 10,10,160 | 8,08,655  |
| Total energy consumption ( A + B + C)  | 42,25,789 | 39,65,217 |
| Energy intensity per rupee of turnover (GJ per Cr Rupee of revenue from Domestic Operations) | 8.78      | 9.28      |
| Energy intensity per FTE (Total energy consumed/Full time employees)*                        | 17.92     | 17.10     |

\*FTE has been taken for domestic operations only



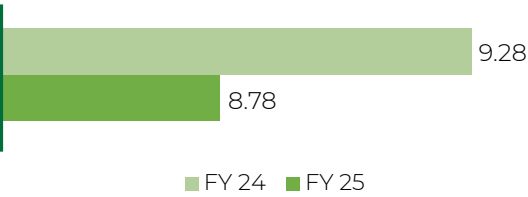
Total Energy Consumption (in GJ)



SBI remains committed to reducing its greenhouse gas (GHG) emissions by continuously enhancing energy efficiency and scaling up the use of renewable energy.

- Renewable energy consists of energy from solar rooftop, green tariff & windmill. Energy intensity has been computed based on domestic revenue, which includes interest earned under Schedule 13 and other income, excluding profit/(loss) on sale of buildings & other assets (net) earned under

Energy intensity (GJ per Cr Rupee of revenue from Domestic Operations)



Schedule 14 of the audited Standalone Financial Statements of the Bank.

- Electricity consumption (non-renewable sources) has increased by 0.81%, majorly due to the increase in number of branches & offices. 422 new branches and 96 centralised processing cells were opened during the year.
- Energy consumption from Renewable sources has also increased by 13% in FY25.

Energy Consumption from Renewable and Non-Renewable Sources (GJ)

| From Renewable Sources  | FY25      | FY24      |
|---|-----------|-----------|
| Total electricity consumption (Windmill, Solar Rooftop, Green Tariff) | 3,04,044  | 2,68,462  |
| Total fuel consumption  | Nil       | Nil       |
| Total energy consumed from renewable sources                          | 3,04,044  | 2,68,462  |
| From Non-Renewable Sources  | FY25      | FY24      |
| Total electricity consumption (Purchased electricity from Grid)       | 29,11,585 | 28,88,100 |
| Total fuel consumption (Owned vehicles & Owned/Rented Diesel gensets) | 10,10,160 | 8,08,655  |
| Total energy consumed from non-renewable sources                      | 39,21,745 | 36,96,755 |

Emissions Avoided due to Renewable Energy Usage for FY25 (in MTCO<sub>2</sub>e)

61,400



Green Power through DISCOM for FY25 (in GJ)

77,692



Solar Electricity Consumption for FY25 (in GJ)

1,88,288



Wind Electricity Consumption for FY25 (in GJ)

38,064

Initiatives/Solutions to Improve Resource Efficiency and Reduce Impact due to Emissions

| Sl. No | Initiatives                      | Details of Initiatives   | Outcomes of Initiatives  |
|--------|----------------------------------|--|--|
| 1      | Paper saving through YONO        | The Bank's flagship application has been a key driver in digital journey contributing significantly to resource conservation and operational sustainability. | Through the digitization of existing processes and the development of new digital products, SBI has achieved paper saving of approximately 380.39 lakh pages |
| 2      | Green power through Green Tariff | SBI procures green power through Green tariff at 59 of its large establishments  | 15,690 MtCO <sub>2</sub> e emissions avoided   |
| 3      | Power through Wind               | The Bank owns 10 windmills with an installed capacity of 15 MW   | 7,687 MtCO <sub>2</sub> e emissions have been avoided by procuring wind power  |
| 4      | Sewage Treatment Plant (STP)     | The Bank's STPs across India manage waste generated by large establishments  | 30 STPs installed across India with cumulative Water Savings of 118768.3 KL  |
| 5      | Rainwater harvesting             | The Bank has installed rainwater harvesting measures at 542 locations  | The initiative has led to water efficiency and use of recycled water for internal use  |
| 6      | Onsite composting                | Purchasing of compost machine to manage vegetable waste & food waste generated at canteens.  | Led to inhouse recycling of vegetable waste and food waste generated at canteen  |

| Sl. No | Initiatives     | Details of Initiatives  | Outcomes of Initiatives   |
|--------|-----------------|---|---|
| 7      | Waste reduction | Plastic Waste crushers installed at various offices. The Bank ensures safe and responsible disposal of electronic waste generated in its operational activities in conformance with its e-waste policy. The Bank encourages disposal of battery waste under a buyback scheme. | Led to minimizing of plastic waste generated.<br>168.7 MT of E-Waste was recycled through authorized E-Waste vendors. 846 MT of Battery Waste disposed under Buyback. |
| 9      | EV charging     | Installation on EV charging points for two wheelers and four wheelers parking areas   | Reduction of emissions generated from Internal Combustion Engine (ICE) vehicles.  |

GHG Emissions

Sources of GHG Emissions Reported include:

| Emissions | Emission Sources  |
|-----------|---|
| Scope 1   | Bank-Owned Vehicles, Owned DG sets, AC / HVAC and Fire Extinguishers                |
| Scope 2   | Purchased Electricity and Electricity consumed through Third-party / Leased DG sets |
| Scope 3   | Business travel and Waste generated in business operations                          |

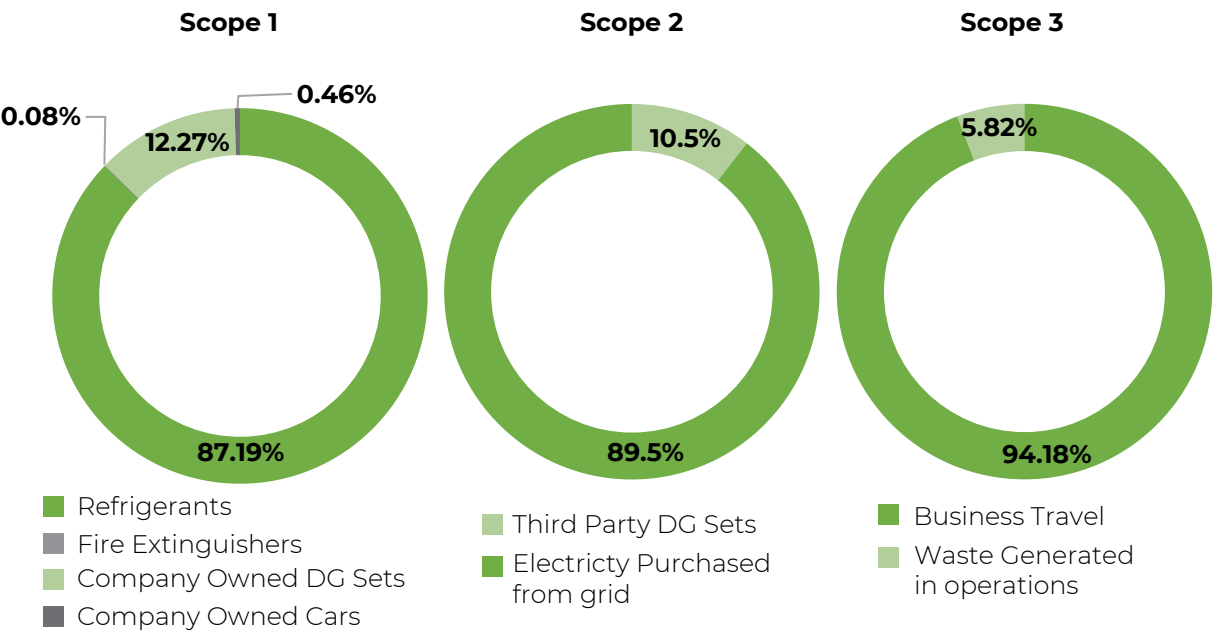
The Bank also measures and discloses its Scope 3 emissions, under two categories operational waste and business travel, and has implemented targeted mitigation measures to address and minimize these indirect emissions as part of its broader decarbonization efforts.

GHG Emissions from Scope 1, Scope 2 and Scope 3

| Parameter  | Unit of Measure             | FY25     | FY24     | FY23     |
|--|-----------------------------|----------|----------|----------|
| Total Scope 1 emission   | MTCO <sub>2</sub> e         | 49,583   | 1,47,240 | 2,17,272 |
| Total Scope 2 emission   | MTCO <sub>2</sub> e         | 6,56,819 | 6,22,670 | 7,42,732 |
| Total Scope 1 & 2 emission   | MTCO <sub>2</sub> e         | 7,06,402 | 7,69,910 | 9,60,004 |
| Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 emissions/Revenue from domestic operations) | MTCO <sub>2</sub> e/₹ crore | 1.47     | 1.80     | 2.6      |
| Total Scope 1 and Scope 2 emission intensity per FTE (Total Scope 1 and Scope 2 emissions/Full time employees)                   | MTCO <sub>2</sub> e/FTE     | 3.00     | 3.32     | 4.07     |
| Total Scope 3  | MTCO <sub>2</sub> e         | 48,494   | 41,500   | 46,299   |
| Total Scope 3 emissions per rupee of turnover (Total Scope 3 emissions/Revenue from domestic operations)                         | MTCO <sub>2</sub> e/₹ crore | 0.10     | 0.09     | 0.13     |
| Total Scope 3 emissions intensity per FTE (Total Scope 3 emissions/Full time employees)  | MTCO <sub>2</sub> e/FTE     | 0.21     | 0.18     | 0.20     |

116  
\*FTE has been taken for domestic operations only

| Emission Scope                            | Emission Source                                  | Emissions (MtCO <sub>2</sub> e) |
|---|--|---------------------------------|
| Scope 1                                   | Diesel Consumption in Bank-owned gensets         | 6,086                           |
|   | Bank-owned vehicles                              | 226                             |
|   | Air-Conditioners                                 | 43,233                          |
|   | Fire Extinguishers                               | 38                              |
| Scope 1 (Total)                           |  | 49,583                          |
| Scope 2                                   | Diesel Consumption in Leased/Third-party gensets | 68,841                          |
|   | Electricity purchased from grid                  | 5,87,978                        |
| Scope 2 (Total)                           |  | 6,56,819                        |
| Total Scope 1 & 2                         |  | 7,06,402                        |
| Scope 3                                   |  |                                 |
| Category 6: Business Travel               | Air, Bus, Train, Taxi and Rented Vehicles        | 45,673                          |
| Category 5: Waste generated in operations | E-waste, Battery, Food, Paper and Plastic waste  | 2,821                           |
| Scope 3 (Total)                           |  | 48,494                          |

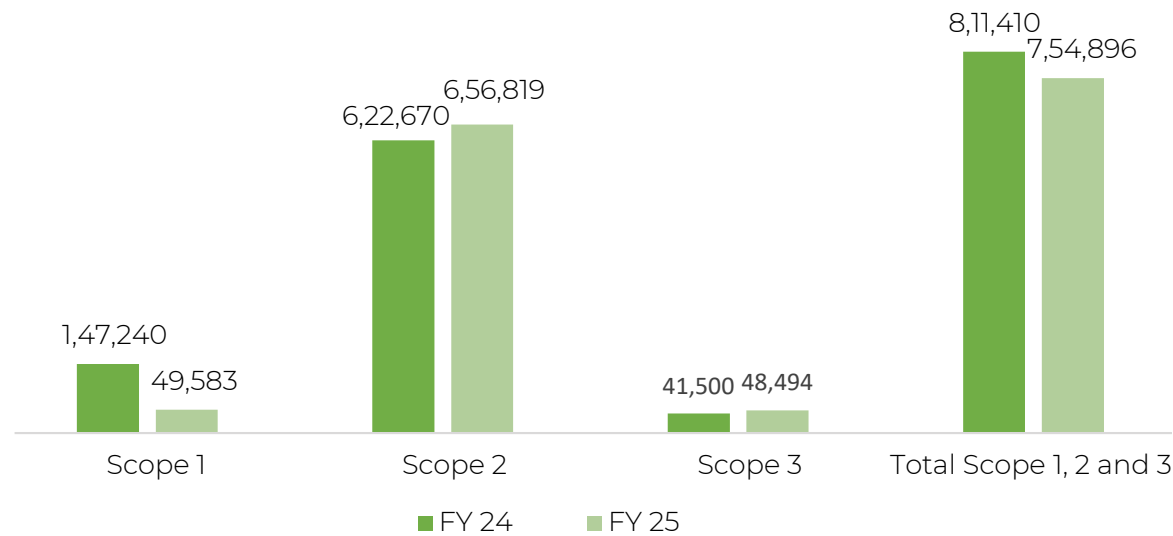


Emissions profile scope 1,2 & 3 FY 25



Scope 1 emissions have reduced by 66%, due to reduction in fugitive emissions from sources such as air conditioners, chillers and fire extinguishers compared to FY24. Scope 2 emissions have increased by 5.48% due to higher electricity consumption and increased emissions from leased / third-party DG Sets.

FY 24 & FY 25 GHG Emissions Comparative (MtCO<sub>2</sub>e)



GHG Emissions Calculation Methodology

- With a commitment to achieve Carbon Neutrality, the Bank is actively implementing measures to reduce its greenhouse gas (GHG) emissions. This involves meticulously recording emissions and consistently monitoring and reporting its carbon footprint. The bank measures scope 1, 2 & 3 emissions across its operating locations at the national level as per the GHG protocol standards.
- The Bank adopts a sampling methodology to collate data from its branches and offices covering all domestic locations for some of the data points as mentioned

below. For FY 2025, sample includes all large establishments including Corporate Office, Data Centres, Local Head Offices, ATIs etc. Sampling has been done for processing centres and branches based on geographical location and type. Statistical approach has been adopted to derive present sample which is representative of all locations. Data derived from the sample is then extrapolated for the entire population.

- For rest of the data points, data is being collated on an actual basis.

| Emission Category | Emission Source   | Methodology  | Emission Factor Source  |
|-------------------|---|--|---|
| Scope 1           | Mobile Combustion-Bank Owned Vehicles                   | Data on the Bank-owned vehicles, including fuel type, total fuel consumption, and/or distance travelled, is collected from all offices and branches on an actual basis. Emissions from these vehicles are calculated using standard emission factors.  | Distance based: India GHG Program<br>Fuel based: Intergovernmental Panel on Climate Change (IPCC) |
|                   | Fugitive Emissions - Fire Extinguishers                 | Data on fire extinguishers refilled during the reporting period is obtained from the Fire and Safety portal. CO <sub>2</sub> gas type fire extinguishers are only used for calculation of the emissions under this category.   | Intergovernmental Panel on Climate Change (IPCC)<br>Sixth Assessment Report (AR6)                 |
|                   | Fugitive Emissions - Refrigerants Leak from AC and HVAC | For ACs, the data collected from sample set of branches is extrapolated across all branch's population wise.<br><br>For HVAC systems, actual data of refilling of refrigerant during the year is collated from Circles / Offices. Specific Global Warming Potential (GWP) values are applied to determine the emissions associated with refrigerant usage.   | Intergovernmental Panel on Climate Change (IPCC)<br><br>Sixth Assessment Report (AR6)             |
|                   | Diesel- Bank owned/rented DG assets                     | Diesel consumption data (in liters) is captured from the sample set of branches/offices along with ownership details. Average consumption per branch population wise is calculated from the sample diesel consumption data, which is then extrapolated to the overall population. The percentage of the Bank-owned/third-party DG sets is applied to total diesel consumption data to calculate the emissions from Bank-owned/third-party DG sets under Scope 1 and 2. | Intergovernmental Panel on Climate Change (IPCC)  |

| Emission Category | Emission Source  | Methodology  | Emission Factor Source  |
|-------------------|--|--|---|
| Scope 2           | Electricity-Grid Consumption                                 | The monthly electricity expenses for all branches/offices are sourced from the centralized Vendor Portal System (VPS). The state-wise average unit cost (INR/kWh) is calculated by analysing the data on monthly electricity consumption (kWh) and the amount paid for electricity bills (INR) from sample set of branches and offices. The monthly electricity expense is divided by the state wise unit electricity cost to arrive at the total electricity consumption. The consumption data is multiplied by standard emission factor to calculate the emissions from purchased electricity under Scope 2. | Central Electricity Authority   |
|                   |  |  |   |
| Scope 3           | Business Travel- rented taxis, buses, trains, and air travel | The data on employee travel across various modes of transport, including rented taxis, buses, trains and air travel is recorded in the Bank's HRMS portal along with the corresponding expenditure and distance travelled. For each mode of transport, the specific emission factor is applied to the distance travelled.  | Distance based: India GHG Program<br><br>Fuel based: Intergovernmental Panel on Climate Change (IPCC) |
|                   |  | Further, Information on the Banks-rented vehicles, including fuel type, total fuel consumption, and/or distance travelled, is collected from various circles and offices. Emissions from these vehicles are calculated using standard emission factors under Scope 3 Business Travel.  |   |
|                   | Waste Generated in Business Operations                       | The Bank collects data on food, paper and plastic waste generated, recycled, and disposed off from sample set of branches. This data is then extrapolated to the total number of branches population-wise to estimate the overall waste generated for all branches.  | US EPA (United States Environmental Protection Agency)  |
|                   |  | For battery and e-waste, data on generation, recycling and disposal is directly collected from all circles/offices.  | (Department for Environment, Food and Rural Affairs)<br><br>DEFRA                                     |
|                   |  | The relevant emission factors are applied for the calculation of associated emissions.   |   |

| Emission Category | Emission Source                             | Methodology   | Emission Factor Source                    |
|-------------------|---|---|---|
| Water             | Water Withdrawal, Consumption and Discharge | The methodology for calculating water withdrawal, consumption, and discharge is based on Central Ground Water Authority document CGWA guidelines, for office type assuming 25 litres/person/day for water consumption (domestic usage) and 20 litres/person/day for water discharge (flushing). The water consumption and discharge both are derived by multiplying per-person usage by the number of employees and working days of the Bank, then converting to kilolitres (kl/year). Total water withdrawal is the sum of water consumption and water discharge. For branches with an operational Sewage Treatment Plant (STP), treated discharge is recorded based on actual STP output, while untreated discharge is the difference between total discharge and treated volume. | Central Ground Water Authority Guidelines |

Carbon Neutrality Roadmap (Scope 1 & 2)

The Bank's roadmap to achieve Carbon Neutrality in internal operations is in place. The roadmap is based on a comprehensive, three-pronged strategy: Optimizing energy efficiency, increasing share of renewable energy and neutralizing the residual emissions through Carbon Offsets. This structured approach, with yearly targets for all branches/offices for implementation of energy efficient measures and procurement of renewable energy, to be executed over a five-year period with FY 2022-23 as the base year, ensures a practical, data-driven transition, supported with detailed planning.

**Operational Energy Efficiency:** Enhancing energy efficiency practices by adopting advanced technologies such as high efficiency equipment, optimizing processes, and implementing energy management systems thereby reducing energy consumption and associated emissions. SBI aims to implement 5 major energy-efficiency measures across its operations under Carbon Neutrality roadmap, based on impact in terms of emissions which can be avoided by 2030.

- Replacement of conventional fans with BLDC fans
- Replacement of ACs older than 5 years with 5 star rated ACs
- Replace old chillers with new oil free magnetic chillers
- Installation of BEMS for branches with >5 Lakh kWh consumption
- Energy optimization measures in GITC data centre.

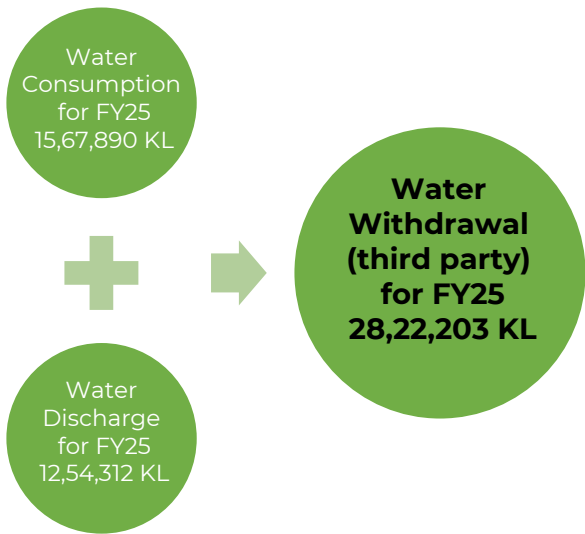
These measures will not only reduce operational energy demand but also enhance overall system efficiency.

**Renewable Energy Procurement:** In view of the Bank's commitment to be carbon neutral in internal operations, focus is on transitioning to green power. Bank aims to shift to 100% renewable energy in its internal operations by 2030. As a renewable energy procurement strategy, utilizing rooftop area to maximum extent for onsite solar plant, adopting open access wherever feasible, prioritizing buying green power from DISCOMs and purchasing certificates for the remaining RE requirement has been aimed.



Water Conservation

As part of its environmental sustainability efforts, SBI has implemented several initiatives aimed at optimizing water usage across its operations. Given the nature of the Bank's business and its operational footprint, water consumption remains minimal and is primarily limited to drinking and municipal use. Consequently, there is no significant negative impact on local communities in terms of water withdrawal or discharge.



Waste Management

SBI adopts the Reduce, Reuse, Recycle (3R) approach as part of its comprehensive waste management strategy, ensuring the responsible handling and disposal of all waste generated through its operations. Due to the nature of its business, the Bank's primary waste streams are limited and consist mainly of paper waste and electronic waste (e-waste).

The Bank focuses on reducing paper usage and promoting environmentally responsible behaviour through extensive digitalisation of

The majority of the Bank's water is sourced from municipal supplies or third-party vendors. To reduce reliance on external sources and strengthen its approach to sustainable water management, SBI has installed rainwater harvesting systems at 542 locations and established 30 sewage treatment plants (STPs) to ensure effective wastewater treatment and reuse. The Bank has recycled 118768.3 KL of Water through its Sewage Treatment Plants (STPs), contributing to water conservation and sustainable resource management.

products and processes for internal operations and implementing Green Banking practices, including paperless banking.

The Bank has e-waste policy to ensure the safe, responsible disposal, recording and reporting of E-Waste. In addition, SBI regularly conducts awareness sessions and clean-up drives to educate employees and the wider community on sustainable waste management practices, reinforcing its broader sustainability goals.

| Parameter*         | FY25      |          |          | FY24      |          |          |
|--------------------|-----------|----------|----------|-----------|----------|----------|
|                    | Generated | Recycled | Disposed | Generated | Recycled | Disposed |
| Plastic waste (MT) | 683       | 84       | 599      | 594       | 153      | 441      |
| Paper waste (MT)   | 1,657     | 487      | 1,170    | 3,043     | 675      | 2,368    |
| E-waste (MT)       | 216       | 10       | 206      | 198       | 36       | 162      |
| Battery waste (MT) | 880       | 0        | 880      | 704       | 520      | 184      |
| Food waste (MT)    | 1,491     | 263      | 1,228    | 2,180     | 870      | 1,310    |

\*E-waste is disposed through the Bank's or authorized vendors. Battery waste is handled via vendor buyback schemes. Food, paper and plastic waste go to landfill if not recycled.

Battery waste in FY 24 disposal through buyback to vendors was taken under other recovery operations which for the current financial year have been considered under other disposal operations.

Biodiversity Conservation

SBI's commitment to biodiversity conservation extends across all levels of its operations. Due to the nature of the banking industry, the Bank has no significant impact on biodiversity, or the species listed in the International Union for Conservation of Nature (IUCN).

To integrate its commitment towards biodiversity protection into value chain, the Bank has included ESG due diligence along with Credit Risk Assessment while evaluating credit proposals.



# Human Capital

## Nurturing a Committed Diverse Workforce



**BRSR Principle**

**Principle 3:** Businesses should respect and promote the well-being of all employees, including those in their value chains.

**SDGs Impacted**



**Material Topics Impacted**

- Employee Engagement
- Training, Leadership Development, and Succession Planning.

**Key Performance Highlights**

- SBI conducted extensive cyber security awareness programs, training 39,656 employees through 1,658 sessions.
- 1.75 lakhs employees completed mandatory e-lessons on Information System (IS) & Cyber security.
- Over 1.6 lakh employees are covered under the Executive Health Checkup Scheme.

*Human capital is the backbone of State Bank of India (SBI), driving its growth, innovation, and service excellence. The Bank fosters a culture of continuous learning, leadership development, and employee well-being, ensuring that its workforce remains agile and future ready. Through structured training programs, digital learning platforms, and mentorship initiatives, SBI empowers its employees with the necessary skills to navigate evolving financial landscapes. By investing in human capital, SBI not only enhances operational efficiency but also strengthens customer trust and long-term sustainability.*

SBI, considers its employees as the Banks greatest asset. As a financial institution, SBIs success is driven by the skills, dedication, and well-being of the Banks workforce. SBI remains committed to nurturing a dynamic, inclusive, and skilled workforce that not only drives financial performance but also contributes to a sustainable and equitable future. The Bank always aspire to improve employee value proposition and recognize the importance of aligning our strategies with the ever-changing aspirations of the workforce to increase efficiency, transparency and promote participative work culture in the organization. The Bank intends to move towards skill-based talent management by linking skills to performance assessment, learning and development, job family allocation, career progression and succession planning.

### Our Dynamic Workforce: A Mosaic of Talent

The Bank possesses a balanced mix of young and experienced employees, which results in a perfect blend of energy and innovation on the one hand and experience on the other. The workforce is a rich tapestry of regional and cultural backgrounds, blending youthful energy with seasoned expertise.

Women employees are well represented across all geographies and hierarchical levels, reflecting the Bank's commitment to inclusivity. The Bank has dynamic and skilled pool of IT Specialist Officers ensuring the security, efficiency, and innovation of banking operations. The Bank also has well-qualified doctors on payroll ensuring the health, safety, and wellbeing of employees. Their presence contributes to increased productivity, reduced absenteeism, and overall workplace wellness.

### Age wise, Gender wise & Region wise breakup of workforce

| Category                    | FY25     |        |          | FY24     |        |          | FY23     |        |          |
|-----------------------------|----------|--------|----------|----------|--------|----------|----------|--------|----------|
|                             | Male     | Female | Total    | Male     | Female | Total    | Male     | Female | Total    |
| By Employee Category        |          |        |          |          |        |          |          |        |          |
| Officers                    | 85,895   | 26,476 | 1,12,371 | 82,097   | 24,844 | 1,06,941 | 81,475   | 24,114 | 1,05,589 |
| Associates                  | 57,943   | 36,137 | 94,080   | 57,505   | 35,009 | 92,514   | 59,408   | 35,569 | 94,977   |
| Subordinate and other staff | 2,4731   | 2,349  | 27,080   | 27,048   | 2,618  | 29,666   | 28,752   | 2,870  | 31,622   |
| Contractual                 | 2,509    | 186    | 2,695    | 2,970    | 205    | 3,175    | 3,140    | 530    | 3,670    |
| Total                       | 1,71,078 | 65,148 | 2,36,226 | 1,69,620 | 62,676 | 2,32,296 | 1,72,775 | 63,083 | 2,35,858 |
| By Region                   |          |        |          |          |        |          |          |        |          |
| Domestic                    | 1,70,685 | 65,088 | 2,35,773 | 1,69,231 | 62,623 | 2,31,854 | 1,72,395 | 63,038 | 2,35,433 |
| Foreign                     | 393      | 60     | 453      | 389      | 53     | 442      | 380      | 45     | 425      |
| By Age*                     |          |        |          |          |        |          |          |        |          |
| <30                         | 17,322   | 10,975 | 28,297   | 15,851   | 9,571  | 25,422   | 18,022   | 10,676 | 28,698   |
| 30-50                       | 1,11,247 | 47,113 | 1,58,360 | 1,04,260 | 44,483 | 1,48,743 | 1,01,927 | 42,801 | 1,44,728 |
| >50                         | 42,116   | 7,000  | 49,116   | 49,120   | 8,569  | 57,689   | 52,826   | 9,606  | 62,432   |

\*for domestic operations only



Talent Acquisition and Recruitment

At SBI, people are at the heart of the Banks success, and the Bank is committed in attracting, nurturing, and retaining top talent. Beyond recruitment, SBI prioritizes internal career growth, ensuring employees have opportunities to advance within SBI.

SBI has expanded its talent acquisition strategy beyond traditional advertisements by leveraging social media, head-hunters, consultants, and engaging video campaigns—particularly to attract Gen Z talent. The Bank continues to focus on lateral hiring to bring

in specialized expertise in areas such as IT, Information Security, Risk (including Climate Risk), Wealth Management, and Economics. Additionally, the Bank has initiated the recruitment of sportspersons to support Indian sports and blending athletic spirit with professional excellence at workplace. During the reporting period, the Bank hired 1,770 officers and issued advertisement for 14,191 clerical cadre vacancies for FY 2025–26 to enhance customer service delivery. Average hiring cost per full time employee for FY 2024-25 was ₹40,440.59. Bank has a consistent track record of having attrition below 2% each year which is the result of the best-in-class engagement and welfare practices.

New Hires by Management Level

|                             | FY25  | FY24   | FY23  |
|-----------------------------|-------|--------|-------|
| Officers                    | 1,297 | 2,685  | 2,951 |
| Associates                  | Nil   | 5,123  | 1,624 |
| Subordinate and other staff | Nil   | 1,190  | 1,933 |
| Contractual                 | 473   | 1,663  | 2,087 |
| Total                       | 1,770 | 10,661 | 8,595 |

Data Break down of total employee turnover by Gender.

|                                    | FY25  | FY24  | FY23  |
|------------------------------------|-------|-------|-------|
| Male employee's turnover rate      | 4.93% | 4.27% | 5.31% |
| Female employees' turnover rate    | 3.37% | 3.54% | 3.13% |
| Total employees' turnover rate     | 4.50% | 4.07% | 4.72% |
| Voluntary employees' turnover rate | 0.94% | 1.47% | 1.90% |

Data Break down of total employee turnover by position

|                             | FY25   | FY24   | FY23   |
|-----------------------------|--------|--------|--------|
| Officers                    | 3.38%  | 3.71%  | 5.19%  |
| Associates                  | 3.64%  | 3.21%  | 5.38%  |
| Subordinate and Other Staff | 5.41%  | 5.63%  | 8.75%  |
| Contractual                 | 34.65% | 48.60% | 75.13% |
| Total                       | 4.5%   | 4.07%  | 4.72%  |

Employee Absentee Rate

The Bank considers individual sick days due to minor illnesses as well as personal days taken for undisclosed reasons for evaluation of the employee absentee rate. During the reporting year, the Bank recorded 1.41% absentee rate for employees.



Ensuring Diversity, Equity, and Inclusion

SBI places strong emphasis on Diversity, Equity, and Inclusion (DEI) and has introduced several initiatives to enhance workforce diversity—ensuring representation from underprivileged socioeconomic groups and individuals with disabilities to build a resilient and inclusive workforce.



Promoting Socioeconomic Inclusion

SBI adheres strictly to the Government of India's Reservation Policy for Scheduled Castes (SC), Scheduled Tribes (ST), Other Backward Classes (OBC), Economically Weaker Sections (EWS), and Persons with Benchmark Disabilities (PwBD). The Bank has designated separate General Managers as Chief Liaison Officers (CLO) for SC/ST/PWD/EWS and OBC respectively enabling timely resolution of the grievances of the employees belonging to these categories. For effective implementation of Government of India reservation policies,

the Bank has conducted 13 training workshops on these policies, training 731 employees in FY 2024-25. The SC/ST Employees Welfare Associations (SEWA) are efficiently functioning in all 17 circles of the Bank, with regular meetings held with the Welfare Associations and their federation at stipulated intervals. The Bank's meticulous compliance with Government of India policies and welfare measures taken for the benefit of SC/ST/OBC/EWS/PWD have been appreciated by statutory bodies.

Embracing a Diverse Workforce: A Commitment to Inclusion

| No.         | Cadre     | Total     | SC     | ST     | OBC    | EWS   | PwBD  |
|-------------|-----------|-----------|--------|--------|--------|-------|-------|
| 1           | Officer   | 1,15,066  | 21,197 | 9,951  | 31,340 | 1,444 | 3,095 |
| 2           | Clerical  | 94,080    | 15,702 | 7,479  | 28,724 | 2,702 | 2,590 |
| 3           | Sub-Staff | 27,080    | 6,167  | 2,046  | 7,993  | 106   | 146   |
| Grand Total |           | 2,36,226* | 43,066 | 19,476 | 68,057 | 4,252 | 5,831 |

\*includes employees posted at foreign offices

SBI's Equal Opportunity Policy for Persons with Disabilities ensures equal rights, dignity, and respect. The policy covers recruitment, accessibility, selection, posting, training, leaves, facilities, and amenities, including the appointment of a liaison officer and maintenance of records and complaints registers.

SBI aligns its internal policies with national regulations to protect and promote

fundamental human rights. The Bank prohibits human trafficking, forced labour, and child labour across all operations, including suppliers. It safeguards rights related to freedom of association, equal remuneration, and collective bargaining for all employees. Processes and remediation plans are in place to address and mitigate human rights risks among all stakeholders.

SBI's Initiatives for Employee Well Being

SBI offers a variety of employee benefit programs catering to financial, health, and personal well-being, as well as that of their families. Benefits include 100% medical reimbursement facilities for employees & dependent family members, education scholarships for employees' children, compensation for death/injury on duty, ex-gratia schemes for families of deceased employees, special facilities for employees in difficult centres, and maintenance of staff guest houses/holiday homes.

The medical department organizes various care camps, webinars, and expert-led programs covering topics like women's health, dietary issues, stress management, diabetes care, and cardiac care. Collaborations with hospitals facilitate informative webinars on topics such as cardiac care and breast cancer. For non-permanent employees, medical facility components are included in their Cost to Company (CTC). In the reporting year, over 5,472 participants were trained across 323 programs on Cardio-Pulmonary Resuscitation (CPR) and Basic Life Support (BLS) across all the State Bank Institute of Learning and Development (SBILDs) and Administrative Training Institutes (ATIs).

SBI offers attractive leave policies, including 33 days of privilege leave and 12 days of casual leave annually, along with sick leave and maternity leave. Women and single men with children or aged parents have the provision to take sabbatical leave of up to 2 years.

SBI's Initiatives and Commitments

| Category  | SBI's Initiatives and Commitments (FY 2024-2025)  |
|---|---|
| Securing the Future: Long-Term Financial and Retiral Benefits | SBI provides Provident Fund (PF), Gratuity, and New Pension Scheme (NPS) to safeguard employees' financial well-being post-retirement. Employees retiring, or their families in case of unfortunate events, receive pension support |
| Provident Fund (PF)   | Employees contribute 10% of their basic pay towards PF, and SBI contributes as per regulatory norms.  |
| Gratuity for Employees  | Employees receive gratuity as per the Payment of Gratuity Act, 1972. SBI contributes regularly to a managed gratuity fund.  |
| New Pension Scheme (NPS)                                      | Employees joined after Aug 1, 2010, contribute 10% of basic pay & dearness allowance (DA), with SBI contributing 14%.   |
| Workplace Safety & Well-being: Ensuring a Secure Environment  | SBI mandates annual fire & electrical safety audits across branches and offices to enhance workplace safety.  |
| Safety Audit Coverage (FY 2024-2025)                          | 25,261 branches mapped, 99.5% branches completed audits, ensuring security measures are in place.   |

Women Empowerment Initiatives

The Bank is committed to fostering a workplace where women employees are empowered to rise to leadership roles with confidence and capability. Based on the recommendation of the top management guided committee, various transformative initiatives have been initiated fostering a more inclusive and supportive work environment for

women. These efforts are driving meaningful change across the organization, promoting gender equity, and creating a workplace culture that encourages leadership, balance, and professional growth for all. These initiatives provide holistic support to Women for career growth and personal well being ensuring a workplace culture based on respect, dignity and equal opportunities

| Initiative                  | Description   |
|-----------------------------|---|
| SBI Connect HER             | Interactive digital platform in HRMS dedicated to women employees to encourage women participation in leadership and management roles. A core feature of this platform is "Her Story – Her Voice," a dedicated space where successful women professionals within SBI share their career journeys, challenges, and achievements. Through storytelling and open discussions, this initiative aims to inspire, motivate, and create a strong community of empowered women professionals. |
| Empower Her                 | A flagship initiative to identify, mentor and groom women for leadership through structured leadership labs and coaching sessions, to increase female representation in leadership roles and building a strong pipeline of future top women executives.   |
| Return-to-Work Program      | A two-day reintegration program by SBILDs to help women transition smoothly back to work post maternity or career breaks, supporting career continuity and prevent the loss of talented professionals due to work-life challenges.  |
| Maitrayee – Wellness Spaces | Dedicated private spaces for women in office/branches with more than 50 women employees, including pregnant employees, with "Care Boxes" for menstrual hygiene, thus promoting health, comfort, and well-being in the workplace.  |
| Family Connect Program      | Engages employees' families to recognize their role in women's career growth through events and acknowledgments, building a stronger support system and enabling women to pursue their careers with confidence.   |
| Creche Allowance            | Financial assistance for working mothers to ensure safe and reliable childcare, enabling women to balance career and motherhood with confidence.  |
| Reinforcing Garima          | Promotes workplace dignity and gender sensitivity through awareness programs and case-based learning, reinforcing zero tolerance for discrimination or harassment.  |



## Empowering Careers & Performance at SBI

The Bank has a robust Performance Management System, christened as Career Development System (CDS) for transparent, objective, and credible data backed performance evaluation of employees' performance. The system ensures objectivity, business orientation, performance visibility and greater alignment between individual and organizational goals. The outcome of the performance evaluation is used in all the key processes, like promotion, incentives, posting and opportunities to ensure performance improvement.

The Bank reviews the policy and process related to Career Development System at annual intervals to ensure that HR practices stay in sync with the best industry practices. In this direction, the Bank has introduced the following concepts

- ❖ Performance Improvement Plan for helping employees to elevate performance
- ❖ Team Performance Key Result Area (KRA) to foster team spirit and collaboration
- ❖ KRA Grouping Concepts for aligning individual KRAs with organizational goals
- ❖ Cost to income Ratio to optimize the Bank level Cost
- ❖ KRAs including budget achievement of

Green advances for ensuring sustainable and environment friendly business operations with focused attention to ESG and climate finance goals of the Bank

- ❖ Overall Data quality Index (DQI) with enhanced features like display of ageing/negative scores for non-adherence to TAT etc. which help in monitoring of rectifications within prescribed TAT.

The Bank continues to strive to increase the share of objective data driven assessment in overall performance evaluation. At present, 89% of total employees covered under Career Development System are being evaluated based on data driven objective KRAs. The objective KRAs are mapped to all the category of employees up to the apex level i.e. Deputy Managing Directors

## People Engagement and Productivity Enhancement Initiatives

At SBI, fostering a culture where employees feel heard, empowered, and aligned with the Bank's vision is at the heart of its HR strategy. Over the years, SBI has undertaken a series of thoughtful, inclusive, and forward-looking initiatives that go beyond policies to truly connect with its workforce. The following initiatives reflect SBIs ongoing journey towards building a future-ready, people-first organization.

The Bank rolled out an in-depth skill development program called "Abhivridhi – Grooming Leadership and Rebuilding State Bank Culture", aimed at strengthening leadership and corporate culture skills among mid-management level officials viz Regional Managers, AGMs and Branch Heads at Bank's apex training institute (SBIL Kolkata and SBSC Hyderabad). Participants were trained in areas like time management, prioritizing tasks, strategic delegation, staying competitive, effective communication, risk and compliance management, and making ethical decisions. Recognizing the pivotal role these leaders play in shaping the Bank's culture and driving its performance, the Bank also carried out a 360-degree feedback assessment to understand the program's impact. The insights from this evaluation will help shape future initiatives to ensure continued leadership development and nurture a culture of excellence throughout the organization.



In FY 2022-23, the Bank conducted its first-ever Employee Engagement Survey, "Abhyuday," offering valuable insights into how employees feel about their work environment, highlighting both areas of strength and opportunities for improvement.



Encouraged by the positive impact of the first Abhyuday survey the Bank introduced "Abhyuday 2.0", a renewed engagement initiative aimed at taking employee experience and feedback to the next level.

### Key Enhancements in Abhyuday 2.0

- ❖ Theme-Based Approach for Deeper Insights – The survey is aligned with three strategic themes: Consistency, Productivity and Resilience. These themes reflect our focus on creating a stable, efficient and adaptable workforce that thrives amid challenges.
- ❖ Differentiated Question Sets for Enhanced Analysis – While the survey retains common themes across all employee groups, Abhyuday 2.0 introduces targeted questions focusing on:
  - Leadership Effectiveness – Evaluating managerial impact, decision-making and communication effectiveness.
  - Women Empowerment – Assessing inclusivity, career growth opportunities and workplace support for female employees.
  - Aspirations of Associates – Understanding career development needs, upskilling opportunities and long-term professional goals.

Through Abhyuday 2.0, the Bank aims to reaffirm commitment to fostering an inclusive, supportive and high-performance work environment. By actively listening to employees and implementing data-driven engagement strategies, the Bank is shaping a workforce that is resilient, motivated and future-ready.

## Manpower and Succession Planning

The Bank held a Leadership Summit with the goal of creating greater value for employees. One of the key discussions was about the evolving talent landscape in the banking industry and the proactive steps the Bank must take to stay at leadership position. Based on these discussions, several actionable initiatives have been identified, and the Bank has already begun taking steps to implement them.

SBI conducts manpower planning, an annual exercise to assess its staffing needs and ensure that the right number of employees are in place. For retail branches, the manpower requirement is determined through an approved 'Branch Manpower Model' that considers factors such as financial and non-

financial transactions, load factors, the number of loan accounts, and other productivity metrics.



*During the year, Bank launched project Leveraging Efficient Administrative Design (LEAD) to evaluate all roles in administrative offices. This exercise helped identify positions that could be merged, eliminated, or redesigned to meet future needs. As part of this process, the Bank successfully redeployed staff to front-line roles that directly contribute to revenue generation.*

SBI is committed to building a strong pipeline of talent for senior leadership positions. The focus of the process is to identify, nurture, and train potential leaders, ensuring that succession risks are minimized, and business continuity is maintained.

SBI ACE (Achievement, Celebration, and Empowerment)

SBI believes that a successful workplace culture is built on the foundations of collaboration, recognition, and empowerment. To further enhance our employee engagement efforts, the Bank introduced SBI ACE on 26 January 2025 dynamic spaces for employees to share their accomplishments, celebrate significant milestones, and motivate one another. It reflects our collective spirit of teamwork, positivity, and continuous progress, reaffirming its commitment to cultivating a workplace that values excellence and promotes unity.

Recognition and Rewards at SBI

The Bank rewards top performers through Financial Rewards viz. Performance linked incentive (PLI) and Non-Financial Rewards viz additional leaves to chairman/MD club members, additional LFC. Bank has “SBI GEMS” to promote digital employee recognition and retain the organization memory of such recognitions.

Ensuring Workplace Safety and Well-being

Industrial Relations & Staff Welfare

The Bank places strong emphasis on building transparent and inclusive relationships with its employees, fostering a workplace culture rooted in trust and collaboration. To maintain positive industrial relations, the Bank ensures open channels of communication between top management and employee representatives through regular coordination meetings with recognized Staff and Officers’ Federations. Promoting a healthy and active lifestyle is also a priority. The Bank has set up over 100 fully equipped gyms and sports facilities across its administrative offices and training centres to support the physical well-being of its staff. In FY 2024-25, the Bank organized 12 Green Marathon events, which saw enthusiastic participation from over 10,000 employees.

To further encourage recreational engagement and team spirit, the Bank hosts an Annual Inter Circle Sports Tournament covering nine different games

Healthcare access is streamlined through the Centralized Dispensary Management System (CDMS), a fully digitized platform that provides hassle-free access to dispensary services across 300 centres for employees.

The Bank has Guest House facility for employees at more than 100 centres across the country and selected guest houses are specifically earmarked at major centres for employees undergoing medical treatment and their family members.

Prioritizing Employee Health, Well-being & Safety

The Bank is committed to nurturing a healthy, motivated, and engaged workforce through a holistic approach to well-being—addressing

physical, mental, and emotional health. To support mental wellness, counselling services have been made available across the Bank, staffed by qualified psychologists. Initiatives like the “Let’s Talk” session on World Mental Health Day, reinforced the Bank’s emphasis on emotional resilience and mental health support.

Complementing mental wellness initiatives, the Bank has also prioritized physical health through more than 20 health camps—held in both online and offline modes—which reached over 10,000 employees. These camps focused on lifestyle-related diseases such as heart conditions, diabetes, and cancer. In addition, CPR training has been imparted to employees to build emergency preparedness. The Executive Health Checkup Scheme further strengthens this commitment by covering over 1.6 lakh employees for regular health assessments. Recognizing the unique health needs of women employees, the Bank has introduced focused programs such as breast and cervical cancer screenings, nutrition allowances for pregnant staff, and the Cervical Cancer Vaccination Drive. This initiative provides free HPV vaccinations to all unmarried women employees and their daughters (ages 9–26), promoting long-term preventive care.

The Bank has introduced counselling services at all Seventeen Circles. Qualified psychologists have been appointed at Circle level to address employee’s mental health, stress management and personal growth.

Building on this foundation of health and prevention, the Bank has conducted seasonal vaccination drives, including a Bank-wide influenza vaccination campaign. Wellness activities such as yoga and meditation sessions are also organized on key observance days like International Yoga Day and Women’s Day to encourage relaxation and mindfulness. To ensure continuous awareness, the Bank regularly disseminates wellness information through webinars, expert health talks, and communication channels like podcasts, popups, and broadcasts. Programs such as “Mind Your Mind”, “Well-Being & Positivity”, and “Let’s Talk” serve as platforms to guide employees toward healthier habits and balanced lifestyles.

Reinforcing its ethos of community care, the Bank actively conducts blood donation camps, a strong spirit of compassion, responsibility, and collective well-being.

Staff Grievance Redressal

The Bank has Sanjeevani, a multimodal and integrated platform for addressing employee concerns efficiently and transparently. It creates a positive and productive work environment, where employees feel valued and supported. Counselling services are also provided under the ambit of Sanjeevani, where a dedicated, trained, well-qualified and professional psychologist extends counselling services to the employees and their family members.

Empowering Workforce Through HR Tech

SBI is shaping a digitally adaptive work culture by leveraging flexible, cloud-based HR technologies that simplify and enhance employee experiences. Key HR functions—such as salary, pensions, reimbursements, leave, attendance, performance management, and staff welfare—have been migrated to a mobile-compatible, cloud-based HRMS platform. With features like auto-approval and digital maker-checker workflows, the system ensures faster, seamless processes. The Bank has also digitized the entire promotion process, including paperless interviews for leadership roles, underscoring its commitment to efficiency and innovation.

SBI Cares: Supporting Life After Retirement

Honoring the lifelong service of its retirees, SBI launched ‘Project SBI Cares’ to digitize and streamline pre- and post-retirement processes through the HRMS portal. Retired employees can now easily subscribe to Mediclaim policies, access color-coded health cards for cashless claims, and download uniform QR-coded pensioner ID cards—all from a single online platform. The process is simplified to offer ease, transparency, and comfort for senior citizens, reflecting the Bank’s enduring gratitude and care.



Going beyond basics, SBI's e-pharmacy scheme delivers medicines to retirees' doorsteps with flat discounts and no delivery charges. It also covers Over The Counter items prescribed for age-related conditions and offers home-based annual health check-ups for retirees and their spouses. Additionally, retirees receive assistance for critical illnesses, and options for organ donation and concessional air travel under corporate tie-ups are made available—showcasing SBI's commitment to their well-being even after retirement.

Learning and Development

SBI believes its employees are the backbone of the organization. By fostering a culture of continuous learning, enabling employees to acquire new skills, and creating inclusive opportunities, SBI nurtures talent that drives progress. The vision of the Banks training system is making learning a part of business DNA and prepare future ready human capital by remaining aware of emerging challenges. The Banks comprehensive and well-developed training infrastructure not only focuses on cultivating the right skills and attitudes in our employees but also plays a crucial role in achieving the Bank's overarching goals. The Bank's training interventions cater to the core principles of Business Responsibility & Sustainability Reporting i.e., trainings related to skill upgradation, human rights, health & safety, ethics, compliance, etc.

A Cutting-Edge Training Infrastructure for Future-Ready Banking

SBI boasts a robust training ecosystem, featuring six Apex Training Institutes (ATIs) and 51 regional State Bank Institutes of Learning and Development (SBILDs). These institutions provide specialized training in credit, risk management, international banking, marketing, rural banking, IT, leadership, and HR, ensuring that employees are equipped with the latest industry knowledge.

Smart Learning with Digital Training Management

To streamline training processes and enhance learning outcomes, SBI utilizes the Intranet-based Training Management System (iTRAMS). This digital platform monitors training programs, collects participant feedback, and administers assessments, ensuring that learning remains data-driven and goal-oriented. With this system, SBI constantly refines its training strategies to meet organizational objectives and employee development needs.

Shaping the Future with a Skilled and Adaptable Workforce

Through these strategic training initiatives, SBI demonstrates its commitment to nurturing talent, fostering skill enhancement, and preparing employees to navigate the evolving banking landscape. By integrating cutting-edge training methodologies and technology-driven learning platforms, SBI ensures that its workforce remains at the forefront of the financial sector, delivering exceptional service and innovation.

Empowering Careers: The SBI Employee Training Lifecycle

SBI nurtures its employees at every stage of their professional journey through structured training programs designed to build leadership, expertise, and long-term well-being.

Building Strong Foundations: Induction

New employees undergo a well-rounded induction program covering leadership skills, teamwork, emotional intelligence, and soft skills. This comprehensive training ensures they are equipped to thrive in SBI's dynamic work environment.

Continuous Learning & Upskilling: Growing with SBI

SBI fosters a culture of lifelong learning by offering employees access to webinars, interactive classroom sessions, and external training programs. These initiatives are tailored to enhance their professional expertise, improve efficiency, and keep them ahead of evolving industry trends. In FY 2024-25, SBI expanded its training portfolio to include AI-driven learning modules and specialized programs in digital banking and cybersecurity.

Empowering Journeys: SBI's Comprehensive Training Initiatives

Ethics and Governance Training

A dedicated e-lesson on "Code of Ethics" was one of the options in the Mandatory Learning curriculum assigned to all employees from Award Staff to Officers up to Scale V. In FY 2024-25, total 1,76,000 employees completed this e-lesson. Inputs on ethics were integrated into key functional training programs such as First-Time Branch Managers, Mid-Career Training, and the Sankalp – Performance Improvement Plan. 1,112 classroom and webinar sessions covering 24,140 employees were conducted on ethical practices. In addition to inclusion in IT related trainings, exclusive webinars were also conducted on Data Governance. Total 987 such programmes (classroom & webinars) were conducted covering 20,264 participants.



ESG and Climate Finance Training

ESG aspects like Renewable Energy Financing (Ethanol, CBG, Solar, Wind, etc.), reducing carbon footprint are being covered in various training programmes including Risk Management programmes. A total of 35 ESG webinars were conducted, engaging 512 participants. A specialized three-day ESG & BRSR program trained 42 key personnel, while an online course, "Fundamentals of ESG and Sustainability," on sustainability practices in the banking sector was launched in collaboration with the University of Delhi. Mandatory e-lesson on Sustainability, Sustainable Development Goals and the Bank's initiatives has been developed giving a basic preliminary understanding of the subject in the area. During FY 2024-25, 1.75 lakh employees completed the e-lesson. A learning module on ESG & Climate Finance has been made mandatory in all programmes for newly recruited PO/TOs and programmes of duration of three or more days.



Diversity, Equity, and Inclusion (DEI) Initiatives

SBI fosters an inclusive workplace through initiatives like "Samya," collection of interventions on gender parity focusing on development of an attitude of respect, equality and fair play. The caselets acquaint operating personnel with the provisions of

the Prevention of Sexual Harassment (POSH) and disseminate gender sensitivity. POSH was also included as an exclusive session in certain training programmes like induction programme for new recruits, programme for CMs (HR) and Managers (HR), first time Branch Managers, to spread awareness on the Garima Policy. The Bank further strengthened its commitment to gender inclusivity by

launching a Women Business Leaders Program, providing leadership training to 785 high-potential women executives. Apart from the core functional and leadership inputs, the programme also contains inputs on POSH/ Garima

Empowering Differently Abled Employees

SBI is dedicated to support visually and hearing-impaired employees through specialized training programs in collaboration with the SBI Foundation. The training includes the use of Job Access with Speech (JAWS) software for visually impaired recruits and sign language instruction for hearing-impaired employees. Every year, post new faculty onboarding, the Bank trains at least one trainer from each SBILD on special methods to enable support to differently abled employees during regular training programmes.

Training on Health & Safety (including the trainings imparted to Security Officers and Armed Guards)

SBI prioritizes the health and safety of its employees through comprehensive training programs. CPR (Cardio-Pulmonary Resuscitation) and BLS (Basic Life Support) training sessions were conducted across all SBILDs and ATIs, equipping employees with essential life-saving skills. Participants of all the programme having a duration of 3 days or more were trained with the life savings skills. Medical professionals from reputed hospitals demonstrated emergency response techniques, training 5,472 participants across 323 programs. Additionally, 174 classroom sessions on First Aid were conducted for 3,457 employees, alongside two webinars on Medical Aid for 77 participants. Fire Safety & Security training was provided through 215 classroom sessions, covering 4,204 employees.

Employee well-being remains a core focus, with dedicated sessions on health and wellness integrated into the Management Development Programme for new inductees and the Transition to Retirement Programme for officers and their spouses. Theme-based webinars on “Well-Being and Positivity” are conducted monthly by SBIL, Kolkata.

Security and Cyber Awareness for Protection officers

To enhance security preparedness, SBI conducted six batches of a five-day refresher training program for 153 Security Officers across different SBILDs. Additionally, two specialized programs on IS & Cyber Security were organized, training 58 security officers from various circles. Armed Guards also underwent refresher training at SBILDs, covering essential topics such as basic banking knowledge, soft skills, first aid, alcohol awareness, and branch security, benefiting 4,363 guards.

Specialized Training for Agri-Finance

Reinforcing its commitment to rural development, SBI collaborated with the Ministry of Agriculture and Farmers' Welfare for a three-day training program on the Kisan Rinn Portal and KCC holder saturation under PMFBY.

Training Manpower data

SBI remains committed to continuous learning and professional development, ensuring that employees across all levels are equipped with the latest skills and knowledge. The Bank has maintained a strong focus on training, providing comprehensive programs tailored to different roles and responsibilities. Below is a summary of the average training hours spent by employees across various hierarchies during the year.



Average amount spent on training per employee ₹ 0.25 INR Lakhs

| Category                                  | Male  | Female | Total |
|---|-------|--------|-------|
| Average Employee Training Hours           | 59.63 | 61.72  | 60.21 |
| Sub Staff                                 | 9.35  | 4.05   | 8.89  |
| Associates                                | 64.60 | 60.94  | 63.19 |
| Middle Management (JMGS-I, MMGS II & III) | 70.19 | 66.73  | 69.31 |
| Senior Management (SMGS – IV & V)         | 71.49 | 74.72  | 71.99 |
| Top Management (TEGS & above)             | 95.93 | 130.69 | 99.15 |

Empowering New Recruits Through Structured Training



SBI ensures that its new recruits are well-prepared for their professional journey by providing comprehensive induction and foundation training programs. These training sessions equip employees with essential banking knowledge, leadership skills, emotional intelligence, and team-building capabilities. Covering various facets of banking, including Retail Credit, SME & Agri Credit, and International Banking, these programs set the foundation for a successful career at SBI. Total 12,454 new recruits were trained during the reporting year.

Training Initiatives for Middle Management



Building a skilled & talented mid-level team is crucial as they act as a bridge between the senior managers and ground force for disseminating the corporate goals and concerns. To enhance their strategic, functional, and leadership capabilities, the Bank has designed a variety of specialized training programs. These initiatives focus on role-based certifications, skill development, leadership training, negotiation skills, behavioural competencies, and grievance redressal mechanisms. Below is an overview of the key training programs undertaken for middle management in FY 2024-25.

Mandatory Learning & Certifications

As part of the mandatory learning initiative, officers up to SMGS-V were required to complete certifications from a set of 48 internal role-based certifications and 7 e-lessons.

| Category of Employee    | Certifications Completed | E-Lessons Completed |
|-------------------------|--------------------------|---------------------|
| Officers up to SMGS – V | 97,145                   | 97,717              |
| Award Staff             | 76,719                   | 77,208              |
| Total                   | 1,73,864                 | 1,74,925            |



Precision Training

The precision trainings are for guiding the first-time role holders aimed to develop the expertise required in discharging their duties in an efficient manner and attain the necessary conceptual clarity on various functional aspects related to their role. Mid-Career Certification programme was carried out for Scale-IV & V officials to improve tactical decision making, instill strategic foresight and promote peer learning. 100% eligible officials were covered during the year.

Leadership Development Initiatives

- ❖ **Abhivridhhi:** A two-stage skill development program for Regional Managers, AGMs, Branch/CPC heads, and AGMs (BOPM) was conducted at SBIL, Kolkata, and SBSC, Hyderabad.
- ❖ **Negotiation Skills:** Conducted in partnership with V Mentor and S.P. Jain Institute of Management & Research, covering 120 officials from CAG, CCG, PFSBU, SME, and SARG departments.
- ❖ **Leadership Training for SMGS IV & V:** Identified 1,500 officials were selected for advanced leadership training at top-tier institutions.

Behavioural & Soft Skills Training

Nine Behavioural Skills (Foundation) Program was completed for ATI and SBILD faculty, covering 247 participants. Advanced training in collaboration with external institute is being planned for identified officials from the group. Session(s) on soft skills training have been incorporated in all major functional & specialized programmes to ensure wider coverage. Induction Programme for new recruits emphasize on soft skills such as interpersonal skills & relationships, adaptability & adjustments, conflict management, social media & business etiquette, etc., so that the employees at entry level are groomed to respond appropriately and politely to customer.

Programmes for specific role holders, like First Time Branch Managers, emphasized on customer orientation, grievance redressal mechanism, etc. Training program for HR Managers and First Time Service Managers also included sessions on soft skills. Corporate Salary Relationship Managers (CSRMs) programme covered subtle skills required to handle the corporate clients. Mid-Career Certification programme for SMGS-IV & V officials had dedicated sessions on effective communication, conflict management and honing relationship skills to improve behavioral skills.

Grievance Redressal & Compensation Policy Training

A total of 838 classroom sessions and 42 webinars were conducted on the Bank's grievance redressal mechanism, covering 21,461 employees and 732 employees, respectively. The main objectives of the programme were to improve job knowledge of frontline staff in the branches on internal and alternate grievances redressal mechanism and compensation policy such that staff members are well acquainted with the policy and are able to guide the customers appropriately.

Strengthening IS & Cyber Security Awareness by training

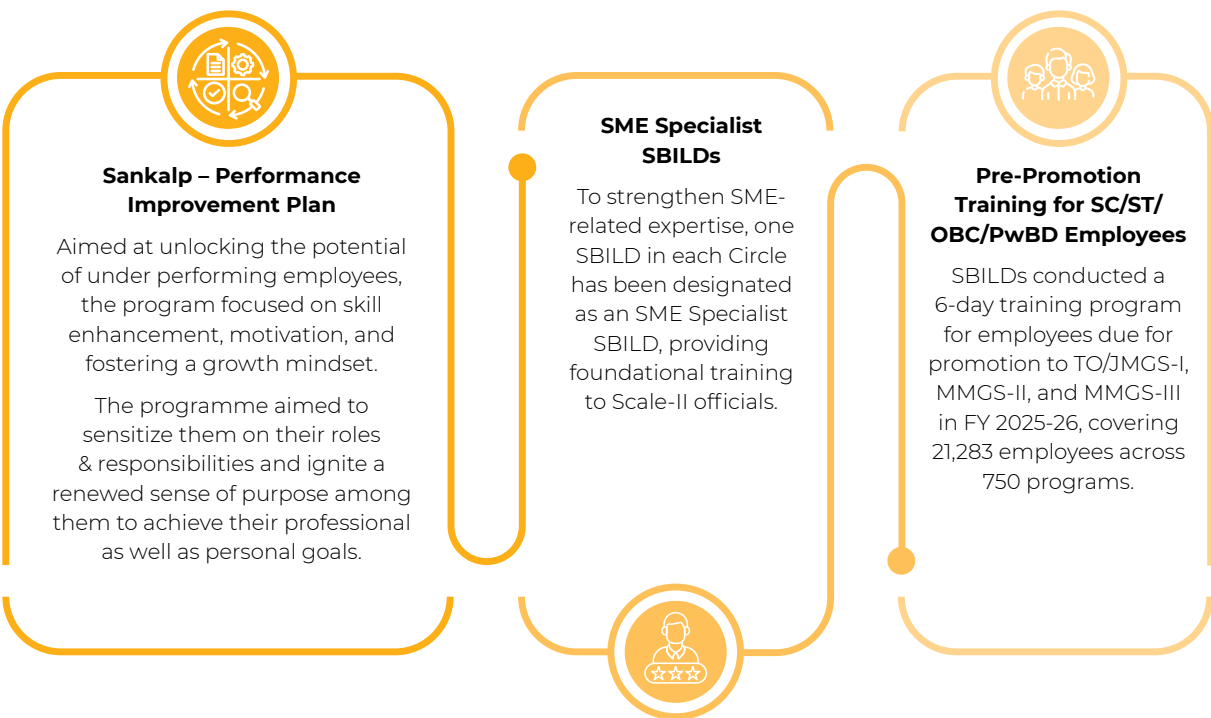
With the growing digitalization of banking services, ensuring cyber security awareness among employees is crucial. To create awareness about the different online frauds relevant to banking industry, the Bank conducts functional training programmes & webinars on digital banking and IS & cyber security for operating functionaries at branches on a regular basis covering various aspects of online frauds, cyber security, and data governance.

Through structured training programs, webinars, AI-driven learning modules, and interactive micro-learning capsules, the Bank aims to build a resilient and cyber-aware workforce.

Below is an overview of the key initiatives undertaken in FY 2024-25:

| Training Initiative                       | Details  | Program & Employees Covered      |
|---|--|----------------------------------|
| Cyber Security Awareness Programs         | Conducted by SBIIT, Hyderabad, covering online frauds, cyber security, and data governance | 1,658 programs, 39,656 employees |
| AI/ML Training for Faculty                | Online program by IIT Bombay on advanced AI/ML techniques                                  | 16 faculty members               |
| Micro-Learning Videos on Cyber Awareness  | Short, educative videos curated fortnightly by SBIIT                                       | 57 videos created                |
| Mandatory E-Lesson on IS & Cyber Security | In-house developed module, mandatory for all employees                                     | 1.75 lakh employees trained      |

Training Programs for Employee Performance



Executive Leadership & Strategic Growth: Training Initiatives for Top Management

To prepare future leaders, the Bank conducts Specialized Training Programme (STP), a part of the mandatory learning, for TEGS officials in five specialized domains i.e., High Value Credit & Risk, Digital Banking & IT, International Banking & Global Markets, HR, and Retail Business at reputed institutions

- Emerging Leadership Development Programme was arranged at IIM Lucknow to suitably upskill the newly promoted DGMs to tackle the diverse challenges faced by them due to the transformation in the financial services sector.
- Leadership Programmes at IIM-B and SBIL:** The 6-day programme on Leadership is being conducted at IIM-B and SBIL for General Managers (GMs) and Deputy General Managers (DGMs) to expose them to concepts of the cutting edge of leadership research.
- Programme on Design Thinking:** A 5-day classroom program, followed by a three-month hand-holding exercise, was organized at HAAS School of Business, Berkeley, California for officials from various departments to go through a journey of developing Minimum Viable Product
- Women Leadership Development Programme:** Leadership programme for women officials in collaboration with Centre for Creative Leadership (CCL), to motivating women employees for the leadership table and enhance agility and strategic decision making.
- Negotiation Skills Masterclass in collaboration with Euro Finance:** A highly intensive, expert-delivered masterclass offering research-based strategies and techniques conducted.
- Hogan Assessments:** Conducted to understand the leadership and personality traits of top management officials with 2/3 years of remaining service.
- External Training Abroad:** Top Management Officials in the rank of DMD and above were deputed for external training programmes at top-notch institutes/business schools to enable them to understand global trends in various domains and hone their leadership skills.
- Director Development Program in collaboration with IBA and other stakeholders, designed and launched through both online and offline delivery modes for Bank's Non-Executive Director.
- Inner Engineering Programme for DMDs:** 4-day residential Inner Engineering Programme was conducted for (DMDs) in collaboration with Isha Foundation.

Empowering Growth: SBI's Learning and Development Initiatives

At SBI, continuous learning and skill enhancement are key to driving excellence and innovation. Through a mix of structured training programs, leadership development, and research-backed impact assessments, SBI is fostering a culture of growth for its employees, partners, and the community. Here's a glimpse into the various initiatives undertaken in FY 2024-25

1. Virtual Learning and Knowledge Enhancement

| Initiative           | Description   | Participation                           |
|----------------------|---|---|
| Webinars & e-Lessons | Online training sessions conducted by ATIs and SBILDs for uninterrupted learning. | 1.55 lakh employees accessed e-lessons. |

| Initiative                         | Description   | Participation                      |
|------------------------------------|---|------------------------------------|
| My Quest Today                     | Daily quiz platform focusing on credit, emerging trends, and bank guidelines. | 1,59,028 participants.             |
| Case Study Discussion Board (CSDB) | A platform promoting problem-solving through case study discussions.          | 1.31 lakhs unique visitors.        |
| Ask SBI Search Engine              | Internal knowledge repository for employee queries and learning.              | 76,000+ employees accessed it.     |
| Techvidya & LinkedIn Learning      | E-learning resources for upskilling employees.                                | Continually accessed by employees. |

2. Transition to Retirement (TTR) Programme

This flagship programme of the Bank was conducted for all officials due for retirement along with their spouse, with the objective to help them manage the paradigm shift in their life after retirement. The contents of the programme have been altered in line with contemporary requirements to incorporate the themes of Post-Retirement Career Prospects, Cyber Security Awareness, Spiritual Well-being, etc. Total 1,445 officials have been imparted training during the year.

| Target Group              | Training Highlights   | Participation            |
|---------------------------|---|--------------------------|
| AGM & Below Officials     | Conducted at SBILDs, covering post-retirement career prospects, cyber security awareness, and well-being. | 1,445 officials trained. |
| TEGS-VI & Above Officials | High-level retirement transition program conducted at SBIL.   | Covered top executives.  |

3. Employee Engagement & Recognition Initiatives

| Initiative                  | Objective  | Key Highlights   |
|-----------------------------|--|--|
| Yes, I Can Bring Change     | Annual success story campaign to gather the most creative, inspiring, and implementable stories of transformation from our employees   | Top 5 winners awarded at SBI's Corporate Office; others felicitated at Circle/Local Head Office levels.                |
| SBI Wizards My Quest Today  | Family quiz contest to engage employees and their families. Daily quiz platform, with special focus on credit, emerging areas and Bank's guidelines, enabling continuous employee engagement.  | Grand Finale held at SBI Corporate Centre, Mumbai.<br><br>Top ranked winners awarded e-gift vouchers for encouragement |
| Market Intelligence Reports | Knowledge-building initiative to help BUs make informed decisions by providing insights into customer needs and expectations through data on customer preferences, behavior and satisfaction levels, thus effectively strategizing operations. | 387 reports submitted by 15 Research Officers.   |



| Initiative   | Objective   | Key Highlights  |
|--|---|---|
| Videos on OTA & National Security Guards training academy - women cadets | Motivational content for new recruits to infuse a sense of determination  | Shown during Pre-Dinner talks at training programs.   |
| Case Study Discussion Board  | Quiz-based contest including moderated discussions on the fortnightly theme-based Case Studies. To foster and encourage problem solving, hone knowledge of products & processes and build perspectives. | Winners are felicitated with EGVs (E-Gift Vouchers)<br><br>Total participation crossed 15,305 during the year |

4. Coaching Interventions for Operational Excellence

| Initiative                 | Objective   | Key Impact  |
|----------------------------|---|---|
| Sarthak                    | Coaching Intervention to generate risk awareness and strengthen process of audit & compliance culture at the grassroots.  | 252 out of 277 branches improved their ratings.                               |
| Samunnati & Quality Circle | One-on-one coaching for critical branches to augment the competency of our workforce. Handholding of the branches to align the training to business and make them self-reliant in problem solving/quality improvement | 230 out of 333 branches improved Samunnati scores.                            |
| Gyan Setu                  | Call center for employees to resolve non-technology related banking queries of employees for addressing knowledge gaps  | Real-time support from Subject Matter Experts across various banking domains. |

5. Research & Impact Studies on Training Effectiveness

| Study                                 | Objective   | Key Findings   |
|---------------------------------------|---|--|
| Sankalp: Performance Improvement Plan | The Sankalp training programme focused on providing employees with the necessary skills, competence, and tools required to excel in their respective roles. The study was commissioned to conduct a comprehensive assessment of programme effectiveness and was done based on the analysis of CDS grades for FY 2022- 23 and FY 2023-24 of 1,706 participants trained at ATIs and SBILDs across various locations. The study analysed the staff category wise as well as circle wise performance and highlighted the significant positive impact of the Sankalp training program on participant performance across geographies and staff categories | 85% of participants improved their grades; 30% moved from B/C to A. 34% advanced to AA and 21% reached AAA |

| Study                                       | Objective   | Key Findings   |
|---|---|--|
| Precision Training for HR Managers          | The precision training program was conducted to equip HR Managers with fundamental knowledge and operational skills for their roles. The objective of the study was to evaluate training impact across reaction, learning, behaviour and performance  | 88.56% improved exit test scores; TAT reduced from 2.70 days to 1.65 days. The program enhanced HR Managers' knowledge and operational performance<br><br>88.56% showed significant improvement in exit test scores,<br>70.20% felt that TAT and response time greatly improved,<br>75.4% employees felt that the behaviour of HR personnel has greatly improved,<br>TAT for Sanjeevani (employee complaint redressal portal) response by Level Authorities improved from 2.70 days to 1.65 days post-training.  |
| Regional Managers' Training (RUSU Branches) | The Program was designed to equip Regional Managers with knowledge on new business models in Agri-finance, enhance focus on priority sector lending, high value agricultural lending and market awareness. The methodology of the study combined quantitative MIS data analysis, qualitative feedback received from the participants through online mode and physical mode. | The program has catalysed a transformative shift in the agricultural lending approach of RUSU branches, contributing significantly to rural economic development.<br><br>88% of participants rated the program as "Highly Useful". Participants showed a stronger inclination towards viewing agriculture as both a profitable proposition and a social responsibility.<br>Agricultural credit growth rose from 11.66% in FY 2022-23 to 16.53% in FY 2023-24 across 245 regions<br>Reduction in negative growth regions from 42 in FY 2021-22 to only 2 in FY 2023-24. |

Impact studies of training lead to valuable insights on the effectiveness of the training programmes and helps to identify the areas of improvements which leads to refining the Banks training strategies, content, and delivery methods to meet the needs of employees and customers and ultimately contribute to our organization's success.

6. Training for Value Chains & Society

| Initiative                           | Target Group            | Training Highlights  | Participation               |
|--------------------------------------|-------------------------|--|-----------------------------|
| CSP Udan 2.0                         | CSP Kiosk Operators     | Digital banking, social security schemes, creating awareness on Compliance & Risk and handling Customer Grievances | 13,480 CSPs trained         |
| Business Correspondent (BC) Webinars | BC Channel Participants | 47 exclusive webinars  | 2,311 participants          |
| Feet-on-Street (SBOSS)               | SBOSS Field Officers    | Role-specific training conducted across all Circles for staff posted at Transaction banking hubs                   | 2,160 trained in 90 batches |

| Initiative                  | Target Group  | Training Highlights   | Participation  |
|-----------------------------|---|---|--|
| Financial Literacy Outreach | Schools, colleges, Army Wives Welfare Association             | Awareness programs on cyber security & financial literacy   | Conducted at multiple locations                      |
| Training for Support staff  | SBI Cap Securities Limited) executives/ Home Loan Counsellors | 11 classroom programs and a knowledge Session in webinar mode conducted to acquaint them on home and related products | 139 participants were covered in classroom program   |
|                             |   |   | 346 SSL executives/ HLCs were trained in the webinar |

7. Human Capital Return on Investment

|   | Unit    | FY25        | FY24        | FY23        |
|---|---------|-------------|-------------|-------------|
| Total revenue (a)   | ₹ crore | 5,24,172.00 | 4,66,812.82 | 3,68,719.00 |
| Total operating expenses (b)                              | ₹ crore | 1,18,069.00 | 1,17,760.81 | 97,743.14   |
| Total employee related expenses (salaries + benefits) (c) | ₹ crore | 64,352.24   | 83,671.18   | 57,291.84   |
| Resulting HC ROI (a-(b-c))/c                              | %       | 7.31        | 5.17        | 5.72        |
| Total employees   |         | 2,36,226    | 2,32,296    | 2,35,858    |

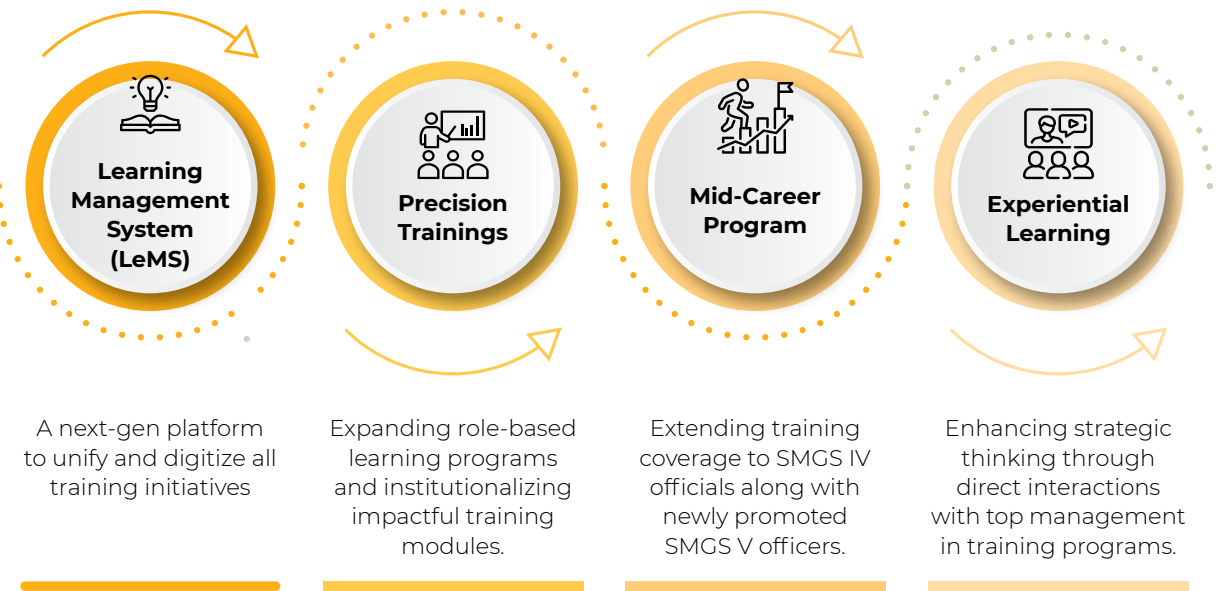
Future-Focused Learning & Development Goals for FY26

The Bank has developed a Strategic Vision for Corporate Goals for training department for the next five years which focuses on making learning a part of the business DNA and preparing future ready human capital by remaining aware of the emerging challenges. Moving forward, the Bank is creating a seamless, technology-driven, and impactful learning environment for employees thus fostering a culture of continuous learning, enabling employees to acquire new skills and contribute to the organization's success. A major milestone in this journey is the introduction of new software environment, the Learning Management System (LeMS) to manage, digitize and upgrade the Bank's training system to the next-gen level. The system will integrate all the Learning & Development activities of the Bank into one

single platform for the employees, enabling a 360-degree view of employees' learning and competency level.

The Bank aims to expand precision training, identifying new role-based learning needs and institutionalizing proven training programs that have demonstrated significant improvements in performance. Additionally, our mid-career program will extend its reach, covering not just newly promoted SMGS V officials but also those at the SMGS IV level. To deepen strategic thinking and align employees with organizational goals, the Bank will enhance experimental learning by facilitating direct interactions with top management during key training programs. These initiatives collectively ensure that our workforce remains future-ready, engaged, and equipped with the right skills to drive excellence.

Learning & Development Goals for FY26



During FY 2024-25, Mass Engagement training program, “SuPer SBI: Great to Greater” was launched by Chairman . The objective of the SuPer SBI training program was to take pride in Bank's great legacy and continue to be an integral part of its journey towards greater success by equipping employees with knowledge, skills & right attitude to ensure sustained performance. 1,78,086 employees were trained across all centres.



# Social Capital

## Fostering Trust & Inclusion



### BRSR Principle

**Principle 4:** Businesses should respect the interests of and be responsive to all its stakeholders

**Principle 8:** Businesses should promote inclusive growth and equitable development

### SDGs Impacted



### Material Topics Impacted

- 🔍 Customer Satisfaction
- 🔍 Data Security and Customer Privacy
- 🔍 Financial Inclusion and Community
- 🔍 Value Chain Management

### Key Performance Highlights

- 🔍 Rs610.77 cr CSR Spend
- 🔍 52 Cr+ customers served
- 🔍 >65 lakhs beneficiaries impacted from CSR initiatives

*SBI believes in sustainable progress driven by inclusive growth and community wellbeing, through its financial inclusion, employee development and responsible banking practices. Value chain management is crucial for the Banks as it helps them optimize operations, enhance customer service and maintain competitiveness in a rapidly evolving financial environment. This includes enhancing internal operations and external collaborations with customers, suppliers, regulators and other stakeholders. It is a continuous process of evaluation, improvement and adaptation necessitated on account of the constantly changing customer expectations, evolving regulatory practices, technological advancements, changing risk landscape, competition and market dynamics.*

## Value Chain Management

SBI aims to adopt a sustainable approach in "Value Chain Management" by strengthening stakeholder collaboration to create maximum value for both the Bank and its stakeholders. The Bank's value chain extends beyond financial transactions -it includes the Banks customers, suppliers, regulatory bodies, technology providers, large corporates, retail customers, outsourced partners etc. The Bank fosters ethical practices, inclusive engagement and shared growth opportunities across all interactions within its value chain. The Bank recognises the crucial role played by its value chain partners in the growth of its business ecosystem and strives to encourage responsible practices throughout its supply chain.

### Approach towards Value Chain Management

The Bank remains committed to procuring materials and services from MSME and small producer suppliers (including marginalised or vulnerable groups) through GeMs Portal. To achieve this, SBI engages vendors and partners who uphold responsible labour practices and regulatory requirements. The Banks procurement policies emphasize integrity, diversity and local sourcing where feasible. The Bank has adopted a comprehensive approach towards sustainably managing the value chain which includes sustainable procurement practices, digital transformation, customer centricity, responsible banking and ESG Financing.

## Sustainable Procurement Practices

The Bank has a Sustainability and Business Responsibility (BR) Policy, which details its commitment to procure environment-friendly and energy-efficient products in an ethical, transparent and fair manner. The Bank is committed to sourcing products and services in an environmentally and socially sustainable manner.

In compliance with regulatory requirements, SBI has put in place Board approved Policies on Outsourcing for IT and non-IT sourcing in confirmation with the business strategy and regulatory expectations. Commensurating with the nature and scope of engaged activities and support rendered by technology and business service providers, the policies lay down a framework for managing the risks and safeguarding customers interest in activities related to outsourced financial and non-financial services. The IT Procurement Policy forms the structured framework for acquiring IT-related products and services. Bank's outsourcing (Non IT) policy provides Code of Conduct for outsourcing of Financial and Credit related services which includes Doorstep banking, Concurrent Audit functions, Financial inclusion, ATM services, marketing of loan proposals, Recovery and resolution agents, LCPC activities, Contact Centre, Cash Efficiency Project(CEP) Document Archival Centre, Outsourcing of data processing work, Hiring of resources for overseas offices, Fast tag services, Demat service agency, Merchant Acquiring Business and Business Associates. The Policy is in compliance with regulations including General Financial Rules 2017, Central Vigilance Commission guidelines, Government



of India's Make in India Policy, the Micro, Small, and Medium Enterprises (MSME) Act, and the Bank's internal guidelines, ensuring transparency, efficiency, and adherence in all procurement activities.

The Bank's outsourcing policy for non-Banking activities such as usage of Couriers, catering, housekeeping, security etc facilitates monitoring and control without compromising on efficiency & effectiveness of outsourcing arrangement. The service providers have to ensure compliance to legal and regulatory requirements.

The Bank's policies provide comprehensive guidance on outsourcing activities and includes a risk framework for monitoring and control purposes. The Bank has established an ongoing review process to evaluate the financial and operational conditions, performance standards, confidentiality, business continuity and security of its outsourced activities. Regular Audits are carried out to confirm the existence of effective systems and procedures that mitigate potential legal, financial and reputational risks associated with outsourced activities and shortcomings pointed out by Auditors are rectified. The policies ensure minimizing risks to customer privacy and information security throughout its value chain, wherein rigorous security protocols are established at every step to safeguard its customers' sensitive data and IT systems.

The Bank also ensures that its business continuity preparedness is not adversely compromised on account of outsourcing and seeks proactive assurance that the outsourced service provider maintains readiness and preparedness for business continuity on an ongoing basis while maintaining confidentiality and security of data.

The Bank has instituted a robust grievance redressal mechanism which ensures that quality and availability of banking services to customers are not adversely affected due to the outsourcing arrangements entered by the Bank.

Bank also provide regular trainings and awareness programmes for development of

skill and knowledge enhancement of its value chain partners

**Adherence to Sustainability in Bank's Value Chain**

The Bank recognises the important role of value chain partners in achieving its ESG objectives and undertakes necessary measures to identify and assess the climate related risk and opportunities in its value chain. All the mandatory environment related regulatory and compliance requirements from clients/customers are considered as a part of due diligence and risk assessment process.

Human rights, health and safety and working conditions are dimensions where the Bank may have a potentially material impact through its value chain - both through its financed projects, as well as through supply chain partners. A comprehensive due diligence is conducted to ensure that all outsourced employees receive at least the minimum wage, ensuring adherence to ethical labour practices.

The Bank is aware of the role the banking sector has to play for facilitating climate resilience and shift towards a carbon neutral economy through its financed portfolio. The process of measuring the financed emissions at Borrower/Account/Issuer level is under process. The Bank also collaborates with policymakers, industry associations, and knowledge partners on climate change issues.

Further, the Bank offers financial products that support sustainability such as green car loans, e-rickshaw schemes, finance to solar projects, finance to biofuel projects, finance to solar vendors etc. The Bank promotes innovative financial solutions that promote green investments, renewable energy projects, financial inclusion and responsible business practices. The Bank also considers ESG due diligence along with credit Risk Assessment process and has implemented Environmental, Social and Governance (ESG) framework for rating borrowers on ESG criteria which applies to borrowers (existing/prospective) in India with existing/proposed total exposure with SBI of above ₹ 100 crore (for listed borrowers) and above ₹ 250 crore (for unlisted borrowers).

Assessment of the environmental and social risks, which have a bearing (present or potential) on the operations of the borrowing entity, along with credit assessment process encourages borrowers to adopt sustainable practices.

Towards customer empowerment and financial inclusion, the Bank promotes digital banking, affordable financial products and services tailored for underserved groups, including women, rural populations and small businesses.

**Adherence to "Supplier Code of Ethics"**

To facilitate greater empowerment and faster decision making at all levels, the Bank has in place a 'Code of Ethics', woven around the values of STEPS to ensure commitment to highest ethical standards.



The Code applies to all staff members in the Bank including regular, contractual or part-time. It also applies to all third parties dealing with the Bank who are also required to act consistently with the spirit of the Code to work for us.

The code also focuses on considering sustainability aspects while collaborating with business partners. The code emphasizes to treat suppliers and vendors fairly, while emphasizing careful selection and engagement of vendors, considering ESG factors and support entities in environmentally responsible practices. By embedding ethical principles into operational framework, the Bank strengthens stakeholders' trust and contributes to a more resilient and sustainable future.

**Customers Experience**

**In an industry, customer service is the only differentiating factor and more so in service industry like banking. Without good customer service there cannot be long term customer relationship, business growth and profitability. In SBI, exceptional customer service is our core strength. Implementing a customer-centric approach, the Bank focuses on delivering personalized, seamless and innovative banking experience that exceeds expectations.**

The Bank is consistently working to streamline operations and utilizing technology-based solutions by harnessing advanced technologies like AI for personalization and more effective customer engagement. Supported by robust governance, controls, and risk management, the Bank also aims to provide products and services to customers in a fair, transparent and user-friendly manner. Customers' expectations are higher than ever in today's financial landscape. With digital

transformation reshaping how customers interact with Bank, providing a seamless consistent experience across all touchpoints have become non-negotiable aspect of customer-centric banking.

For direct customer interactions, the Bank's frontline branch staff, customer contact centre representatives, relationship managers and virtual relationship managers undergo extensive training to handle customer interactions effectively. The Bank also regularly conducts training programs for staff on customer service to minimize customer grievances.





Customer Experience Enhancement

Customer Experience Enhancement Department at Corporate Centre is committed to enhance customer experience, improve Customer Service and provide enablers to operating functionaries for prompt redressal of Customer Grievances. The endeavour is to eliminate the root cause of complaints by analysing customer pain points, identifying deficiencies and suggesting remedial measures. The Bank is adopting new tools and techniques to measure the level of customer service in the Bank and satisfaction level of customers at each touch point through appropriate feedback mechanism. Customer service committees have been created at all levels. The meetings of the committees are held once in a month at Branch level and once in a quarter at RBO/AO/Circle/Corporate centre level. The areas of discussions in meetings include study of complaints/suggestions, cases of delay, difficulties faced by customers and evolve ways and means of improving customer service. The Bank conducts customer satisfaction surveys periodically to understand customers' perception of SBI's service and identify priority areas for improvement.

Bank's Oversight on Customer Experience

The Bank has a Board-level Committee named as Stakeholders Relationship Committee

Bank's Doorstep Banking Services

| Campaigns                    | Period                  | Rank                 |
|------------------------------|-------------------------|----------------------|
| DSB Abhiyaan                 | 01.06.2024 - 31.07.2024 | 1 <sup>st</sup> Rank |
| DSB Digital Life Certificate | 01.11.2024 -30.11.2024  | 1 <sup>st</sup> Rank |
| DSB Abhiyaan                 | 03.02.2025 - 31.03.2025 | 1 <sup>st</sup> Rank |

Compliance with Regulations

The Bank complies with all regulatory guidelines including RBI's Digital Lending Guidelines and its policies such as Know Your Customer (KYC) Standards, Anti-Money Laundering and Combating of Financing of Terrorism measures, in line with the extant RBI Master Direction on KYC. Video KYC based customer identification facility extends for

(SRC)-cum-Customer Service Committee of the Board (CSCB) with a view to strengthening the corporate governance structure and overall supervision of customer service at the Bank level. The SRC-cum-CSCB, headed by one Independent Director, has four Independent Directors and two Managing Directors as members. Further, Internal Ombudsman, other Managing Directors, Deputy Managing Directors, Customer Representatives and one external expert participate in the meeting on invitation. Agenda covering Customer pain points, analysis of complaints, Action Taken report of last meeting and new initiatives to improve customer service are discussed in this meeting.

The Bank has a Customer Communication and Response Committee (CCRC) to contact customers in case of system incidents. The CCRC has representation from relevant stakeholder groups within the Bank including customer service, business, channels, technology, corporate brand and communications, risk, credit monitoring, etc. Further, in the event of disruption or a disaster, mechanisms have been put in place to enable customers to contact the Bank.

Bank's Doorstep Banking Services

The Bank achieved 1st Rank in promotion of Doorstep Banking Services for the under noted Campaigns promoted by PSB Alliance Private Limited:

Savings Bank accounts for Corporate Salary Package (CSP) customers, Current Account for Proprietorship firm and KYC update. In FY 2024-25, the Bank reported Zero incidents of non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of products and services.

Customer Centric New Initiatives during the year

End to End Digitized Deceased Claim Settlement Process



- The Bank has developed and launched a revamped end to end digitized process for Claim Settlement for deposit accounts of deceased constituents. Submission of claims and upload of required forms and documents by the nominee/legal heirs can be done anytime and from anywhere online now.
- All required forms/formats along with Frequently Asked Questions (FAQs) are available on the Banks website. After lodgment of the claim, regular updates including requirement of more/other documents, if any, are advised through SMS and email.
- Centralised Claim Settlement Centers (CCSCs) have been formed at all Local Head Offices (LHOs) of the Bank to timely scrutinize, process and sanction the deceased claims cases based on the uploaded documents.
- Only after sanction of the claims, the nominees, claimants and other related parties are required to visit the branch for submission/ verification of the original documents and for getting final payment.

Calling Dissatisfied Customers (Branch Channel)



- Understanding the pain/ friction points of the customers and taking necessary remedial measures on priority is key to customer satisfaction and retention
- To improve the customer engagement and to understand friction points of customers, a functionality of Centralised Calling through Contact Centre has been initiated wherein unsatisfied customers, who have given poor feedback through NPS (Branch Channel), are called by agents of SBI's Contact Centre.
- Provision of detailed report in CRM made available to operating functionaries for further analysis & action.

Multilingual Support in Customer Request Complaint Form (CRCF)



- For the convenience of customers and to facilitate them in lodgement of complaints in their local languages, 15 languages have been activated on CRCF portal.

Incognito Visits at 3,100+ branches to understand customer pain points



- The Bank has hired external agency to conduct incognito visits in 3100+ branches to measure the level of customer service and improve on quality.
- The findings and suggestions of the agency have been analysed and suitable remedial actions have been initiated for improvement in customer experience.

Feedback submission through QR Code by Customers / Non -Customers



- To improve further, a new functionality has been developed by the Bank wherein customers (Branch channel) as well as non – customers can submit their feedback instantaneously on the Bank's services and products through QR code, placed at the branches/Cells. This functionality has no dependency on transactions (as per the existing SMS based process) and even customers making inquiries can submit their feedback.

Customer Focused Sustainability Initiatives

Delivering exceptional product quality and customer service delivery is a prerequisite for sustained growth. To reinforce its leadership the Bank offers innovative and customer-friendly products with value-added features to its customers.

- ❖ To reinforce its leadership in digital banking, the Bank has planned to roll out the next generation version of YONO platform i.e 'Only YONO - The New Digital Bank' (YONO 2.0) which will be of Omni-channel in nature hosted on new Tech Stack to ensure high availability, scalability, and robustness.
- ❖ Through non-banking channels such as WhatsApp Banking, the Bank is offering 80+ customer-centric services across 21 journeys with preferred-language option and with a focus on target group of RUSU customers.
- ❖ The Bank has also integrated Customer Relationship Management solution into a single unified platform to improve customer interaction at every touchpoint. Also, the platform has been upgraded into an internal business interface helping employees build and maintain strong, loyal customer relationship through effective engagement.
- ❖ The Bank has round-the-clock Contact Centre equipped with IVR capabilities and toll-free numbers, serving customers in multiple languages.
- ❖ The Bank premises have been made accessible to Divyangjans with provision of wheelchair especially, at branches with registered Divyangjan customers. Doorstep Banking Services with three free transactions in a month as an additional measure is provided for Divyangjans.
- ❖ A functionality has been made live to contact the customers, who give low ratings, through the Contact Centre. A CRM case is created for the customer who has given low rating for the CSAT, NPS

and CES feedback. The reasons for giving low rating should be captured and further analysed to address the pain points.

- ❖ The Bank has integrated 12 non-financial services, such as ATM Card Issue/Dispatch Status, Cheque Book Issue, and HL/EL Interest Certificates, into CRM system. This integration reduces multi-application dependency, enabling quicker customer delivery and making the CRM a one-stop solution for all non-financial requirements.

Advanced Queue Management System (QMS) in High Footfall Branches

To enhance branch experience of customers, Queue Management System (QMS) has been implemented at approx. 10,000 branches, for effective workflow management and to decongest the branches. The features include functionality to have omni-channels (QR Code, web browser, YONO etc.) for token generation to reduce the sudden inflow of customers, prior appointment and preferred branch selection, visibility of expected wait time etc.

- ❖ To eliminate manual handwritten Account Opening Forms (AOFs) and standardize account opening process, a project has been initiated for account opening using digitally generated AOF. Under the project all type of customers can initiate their journey at their end and generate reference number, which will be used to print AOF and open accounts using the data captured. The new process will eliminate errors in handwritten AOF, data inconsistency, manual AOF.
- ❖ Title Deed Maintenance and Tracking System (TDMTS) application is developed to track the movement of the title deeds whenever it is retrieved, record / mark-off the title deed delivery upon account closure / security release. This measure have centralized MIS on Title Deeds availability and delivery

- ❖ The Bank's CRM Solution integrates channels like INB, YONO, and OCAS to enhance customer experience and relationships. It manages sales, service, marketing, and complaints through a single platform, reaching 15 foreign offices. The CRM aims to be a single touchpoint for all interactions, adopting AI capabilities..

I-DSS (Intranet- based Digital Solution System)

To have a centralized solution to display mandatory disclosures in bilingual/trilingual formats across all branches with enhanced visibility, functionality of Intranet-based Digital Signage Solution (I-DSS) has been made available to all the branches, Pan-India.

Video KYC based Account Opening and Re-KYC:

Video KYC Based customer identification facility extended for Savings Bank accounts for Corporate Salary Package (CSP) customers, Current Account for Proprietorship firm and KYC updation.

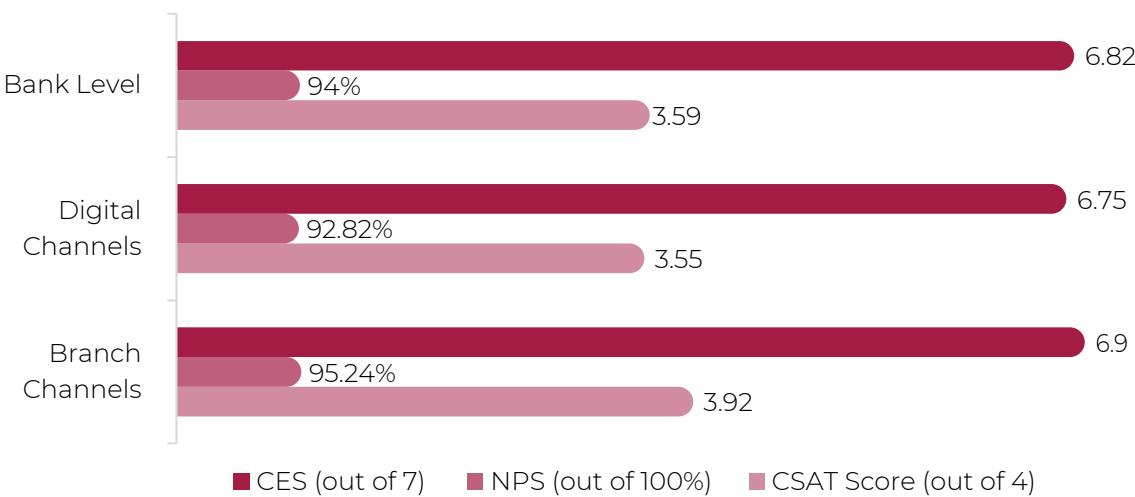
- ❖ Digital accessibility through end-to-end digital processes ensures that a wider population, including those in remote or underserved areas, can avail the services without visiting a branch. Also,

digital generation of account opening forms (AOF) help eliminate errors and data inconsistency. This improves overall customer onboarding experience. The facility of digitalisation of other documents collected from customers post account opening has been made available for 8 type of documents which is to be extended further.

- ❖ Utilizing MarTech and AI analytics, customer engagement is optimized to ensure that only relevant, need-based communications are sent. This prevents unnecessary digital spam, reducing customer irritation while maximizing resource efficiency.

Measuring Customer Satisfaction Levels

The Bank is committed to enhance Customer Experience and is adopting new tools and techniques to measure the level of customer experience and satisfaction at various touch points. To measure customer satisfaction and loyalty on real time basis, SBI had implemented the Customer Satisfaction Score (CSAT), Net Promoter Score (NPS) and Customer Effort Score (CES) for transactions done by the customers through its Branch channel (SMS mode), BC/CSP channel and Digital channels.



Bank's performance on feedback mechanism for FY 2025



Customer Privacy

For SBI, protecting customer privacy is a top priority for maintaining trust, and the Bank only discloses personal information when authorized or legally required. The Bank is committed to safeguard citizens' rights on the protection of their personal data and processing the personal data for lawful purposes.

The data is used solely to provide customers with the best possible services and products, thereby protecting both their privacy and the Bank's interests.

The Bank treats customer's personal information as private and confidential (even when the customer is no longer banking with us), and does not disclose such information for any purpose unless authorized by the customer for such disclosure explicitly in writing, unless disclosure is compelled by law / regulation, is in the public interest, to protect the Bank's interests or for a regulatory mandated business purpose such as disclosure of default to credit information companies.

The Bank immediately communicates about such disclosure, to the customers in writing. The Bank does not share customers personal information for marketing purpose, unless authorized by the customer. Further the Bank adheres to the Law and regulation on Right to privacy including Telecom Commercial Communications Customer Preference Regulations, 2018 (National Customer Preference Registry) issued by Telecom Regulatory Authority of India, while communicating with customers.

The Digital Personal Data Protection Act, DPDP Act of 2023, along with the draft rules published in 2025, aims to protect personal data, give individuals more control, and set high data handling standards. Non-compliance can lead to significant penalties and reputational damage.

Steps towards Privacy Compliance

The Bank implements various mechanisms to ensure privacy protection and compliance. This includes having a Data Protection Officer

(DPO) responsible for ensuring compliance to privacy regulations.

- SBI has a robust governance structure in place for data privacy covering EU-GDPR compliance requirements, as well as strong frameworks for data security.
- A comprehensive privacy policy, that extends to suppliers, has been put in place as part of the Bank's Privacy Framework and compliance to DPDP Act 2023. Along with the privacy policy, relevant SOP and guidelines has also been operationalized to achieve the Bank's privacy objectives.
- The Bank has embedded the privacy policy within the risk and compliance management system. Specific processes have been defined for managing any personal data breaches to enforce a zero-tolerance and disciplinary actions for breaches. Any personal data breaches are reported to the regulator as well as to the customer as per requirements of the DPDP Act 2023 and promptly addressed.
- The Bank provides privacy notice to the customers to complement the Bank's efforts in improving transparency around the processing of customer's Personal data.
- The Bank informs the customers on the intended use of collected information and the customers' rights to decide how their personal data is collected, used, retained and processed and about various protection measures the Bank has adopted. Moreover, the Bank also ensures that customers can provide, modify or revoke consent required (opt-in & opt out) for the relevant data processing activities at any time.
- The Bank informs its customers regarding privacy protection issues including nature of information captured, use of the collected information and possibilities for the customers to decide collection, use, retain, processing of the related private data, to have their data transferred to other service providers and to request the deletion or correction of their data.

- Additionally, customers are also informed of their rights to request access to their data held by the Bank, to request the deletion or correction of their data, to nominate someone to manage their personal data and redress their grievances related to their personal data. The Bank transparently shares its third-party disclosure policy, which covers both private and public entities, to keep customers informed about its data-sharing practices.
- The Bank also ensures transparency and customer awareness regarding data processing practices. As part of the implementation of the DPDP Act, the Bank has also set up governance structure and ensures audits specifically to comply to the Act's requirements.
- The Bank also maintains data up to a defined period and does not collect personal data from third parties unless required by the regulation. To strengthen customer data protection and data handling process, the Bank conducts internal audits every two years and external independent audits at least once every two years.
- The Bank has a high reach amongst its customers. The Bank actively stays connected to the society through various social media platforms as it also contributes to the broader prospect of having a transparent and open communication with the stakeholders. The Bank leverages its social media outreach to sensitise its customers on data security and privacy

Data Governance

Over recent years, Bank has significantly improved Data Quality & Governance. The replication of its Data Governance Framework across all PSBs via the Indian Banking Association (IBA) highlights its maturity. The framework, extended to the Branch level, supports digital transformation and regulatory compliance. Enhancements to the Data Quality Index (DQI) make it more inclusive and insightful, aiding decision-making. The Bank won the TransUnion CIBIL award for Highest DQI Improvement PSU Consumer Segment FY 2024-25.

Customer Grievance Redressal Mechanism

The essence of the Bank's Internal Grievance Redressal Mechanism is customer satisfaction. It is being ensured by resolving the complaints promptly, transparently and effectively. The Bank takes pride in its Complaint Management System (CMS), which operates 24/7 to serve the customers. With Customer Care as a primary focus, the Bank has implemented a Customer Rights, Grievances Redressal and Compensation Policy, 2023 along with an effective mechanism to address any complaints, issues, or suggestions raised by customers. SBI's Compensation Policy aims to compensate customers for any loss or inconvenience caused by deficiencies in its services. This policy applies to all banking services provided to customers across all branches and offices in India. It is designed with the principles of transparency and fairness, covering areas such as unauthorised or erroneous debits, delayed transactions, issuance of ATM/Debit Cards without consent, non-blocking of lost cards, delays in cheque collection, adverse movement in exchange rates, loss of instruments in transit, delayed pension payments and various electronic/digital transactions. Compensation under this Policy is provided without prejudicing the Bank's rights in legal or adjudicatory proceedings and it does not imply an admission of liability or any other issue for such purposes.

The Bank also thoroughly investigates the root causes of each grievance. Dedicated teams at the Bank review issues to identify process gaps, training shortcomings, coordination problems, and policy flaws, and take steps to address these deficiencies and improve overall processes

The Bank has a mechanism in place specifically for Unauthorized Electronic Debit Transaction (UAED) complaints as per which, the digital channel through which siphoning of funds is reported, is blocked as soon as UAED complaints are registered in the CRM portal. The Bank also ensures that the liability of the customer is fixed within the TAT specified by RBI for UAED complaints. The Bank has also

rolled out Customer Liability Identification Centre (CLIC) - a centralized dedicated cell at all 17 circles to fast-track complaints arising out of UAED.

Customer Complaint Resolution Rate(Complaint figures in lakhs)



For FY 2024-25, the Bank has not identified any substantiated complaints concerning breaches of customer privacy, data leaks, thefts, or losses of customer data

Integration of CFCFRMS (Citizens Financial Cyber Fraud Reporting and Management System) With banking system:

Integration of National Crime Reporting Portal (NCRP) with State Bank of India (SBI) aims to automate the handling of complaints related to financial fraud and cybercrime incidents involving SBI accounts. NCRP portal developed by I4C (Indian Cyber Crime Co-ordination Centre) is a centralized platform under the Ministry of Home Affairs (MHA) that allows individuals to report cybercrime cases through its portal or by dialling the toll-free number 1930. In response to that Bank API will revert and hit NIC/I4C API with detail information of the money flow. (put on hold, money transferred to, withdrawal through ATM/POS/AEPS, refund initiated and wrong transaction etc.).

Customer Education on Safe Banking

Awareness Programme on “Fight Against Cyber Frauds

Increasing customer awareness is of paramount importance and assumes significance in controlling and containing fraud risk. An awareness programme on “Fight Against Cyber Frauds” is one of such endeavours of the Bank to educate the customers and employees, which was undertaken during November 2024 to 31st March 2025. In this awareness programme, a list of 10 common tricks used by scammers to defraud the customers/ public along with a list of Do’s and Don’ts for safety against the prevalent Cyber-frauds were displayed through standees, preferably in local language, at all branches and customer facing outfits for the benefit of customers and staff.

In addition, videos on Cyber Security were also displayed on Digital Displays located at Public Places as well as inside branch premises across India.

Display of Cyber Security Videos at Public Places



Townhall Meetings

Awareness among customers is being created on various banking products/services, cyber security and do’s and don’ts to be followed for digital transactions etc. by conducting Townhall Meetings on regular intervals.

Overview of Customer Townhall Meetings conducted

- To prevent digital frauds, a “Special Townhall Meeting” at 158 identified cyber fraud propensity branches spread over 110 Regions of 13 Circles were conducted on 10.05.2024. The Meetings revolved around “Creation of Awareness on Cyber Security to prevent digital frauds”. Total 4076 customers & 1166 Staff members including BMs & Controllers had attended the Special Townhall Meeting.
- Townhall meetings, themed as “Go Secure Go Digital” were conducted at **526** Regional Business Offices across the Circles, attended by **25,000+** customers and **6,650** staff members. These meetings were conducted with special focus on “Creation of Awareness on Cyber Security to prevent digital frauds”

Customer Risks Disruption Management

The Bank actively notifies customers about disruptions or potential risks through its official website, social media channels, and internet banking platforms. It also conducts awareness campaigns via broadcast SMS and social media to educate customers. To ensure seamless operations during disruptions or disasters, the Bank has also implemented Business Continuity & Operational Resilience (BC&OR) Policy, designed to minimize both direct and indirect losses and Business Continuity Management Systems (BCMS) Policy to support Disaster Recovery Planning (DRP), ensuring the continuity of IT applications and critical banking operations. Individual business and operational units at the Bank have

developed and implemented contingency plans, BC&OR strategies, and DRPs in alignment with these policies, along with regular testing been conducted to maintain preparedness for potential disruptions.





Nation Building

The Bank plays a pivotal role in socio-economic development of the nation. SBI's role in nation building extends beyond financial services- it is about creating opportunities, enabling aspirations and supporting India's journey towards Viksit Bharat- a sustainable, inclusive& resilient India. The Banks business strategy is deeply aligned with national development goals such as -

- Financial Inclusion & rural development
- Entrepreneurship and MSME support
- Infrastructure Financing
- Sustainable Climate Finance
- Digitilisation for an inclusive India
- Education, skill development & livelihood support

Financial Inclusion and Rural Development: Broadening Reach of Banking

Expanding affordable financial services and promoting financial inclusion forms a key part of the government's strategy towards Viksit Bharat to foster inclusive growth and reduce income inequality. Government of India in collaboration with Reserve Bank of India and other organizations, has launched numerous initiatives to enhance access to financial services nationwide. SBI has been at the forefront of India's financial inclusion mission. SBI is committed to provide accessible,

affordable, and timely financial services to all individuals, especially the underserved and unbanked segments of the society. By bridging the gap between the formal financial system and marginalized communities, through its vast network of branches and business correspondents (BCs) and customer service points (CSPs), SBI plays a pivotal role in ensuring economic participation, social equity and long-term development, strengthening the Viksit Bharat "Garib" pillar.



Financial Inclusion: Products and Services

The Bank offers tailored products or services aimed at the financial inclusion of underserved groups.

| Products & Services  | Targeted Beneficiaries   | Number of clients reached |
|--|--|---------------------------|
| <b>Pradhan Mantri Jan-Dhan Yojana (PMJDY)</b><br><br>Under the scheme, the Bank ensures opening of a Basic Saving Bank deposit account (BSBD) for unbanked person, with no requirement of minimum balance, to provide access to a range of financial services, need-based credit, remittance facilities, and insurance, particularly for the weaker sections and low-income groups, through effective deployment of technology.<br><br>Beneficiaries also receive a RuPay Debit card with accident insurance cover of ₹2 lakh and an overdraft facility of Rs 10,000.00. The scheme ensures access to banking services, financial literacy and social security, encouraging saving habits among low-income groups.<br><br>The scheme aims to channel all government benefits directly into beneficiaries' accounts, promoting the Direct Benefits Transfer (DBT) scheme of the Union Government.   | Efforts are made to engage poor and/or low-income individuals and individuals in rural or hard-to-reach areas in this yojana.                                  | 15.11 Cr                  |
| <b>Microinsurance schemes</b><br><br>The Bank provides affordable Microinsurance products like Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) and Pradhan Mantri Suraksha Bima Yojana (PMSBY) to offer social security to the unorganized sector, reaching out to underserved communities through its extensive network of BCs and CSPs.<br><br><b>PMJJBY</b> -The scheme is a one-year cover term Life Insurance Scheme, renewable every year, offering life insurance cover for death due to any cause. ₹ 2 lakh is payable on the subscriber's death due to any cause and the premium payable is ₹ 436 per annum per subscriber.<br><br><b>PMSBY</b> -It is an accident insurance scheme offering accidental death and disability cover for death or disability on account of an accident. It is a one-year cover, renewable year on year. The eligible account holder between 18-70 years are entitled to be covered under the Yojana, at a nominal premium of Rs 20, making it accessible to weaker section of the society. | Efforts are made to engage poor and/or low-income individuals, individuals in rural or hard-to-reach areas and migrant and/or informal workers in this yojana. | 7.13 Cr                   |
| <b>Atal Pension Yojana (APY)</b> is an affordable pension scheme designed for Indian citizens, specifically targeting workers in the unorganized sector. The contributions to APY are invested according to the investment guidelines set by the Pension Fund Regulatory and Development Authority (PFRDA) for various schemes. A guaranteed minimum pension of upto Rs 5000.00 per month is given from the age of 60 years depending on the contribution by the subscribers.  | Efforts are made to engage poor and/or low-income individuals, individuals in rural or hard-to-reach areas and migrant and/or informal workers in this yojana. | 14.65 Cr                  |
|  |  | 1.73 Cr                   |

Financial inclusion of products and services for underserved

Financial Inclusion Schemes

| Schemes | Cumulative till March '25 (No. in Cr) | Bank's share among PSBs (March 2025) |
|---------|---------------------------------------|--------------------------------------|
| PMJDY   | 15.11                                 | 35%                                  |
| PMJJBY  | 7.13                                  | 47%                                  |
| PMSBY   | 14.65                                 | 40%                                  |
| APY     | 1.73                                  | 32%                                  |

Deposit Schemes

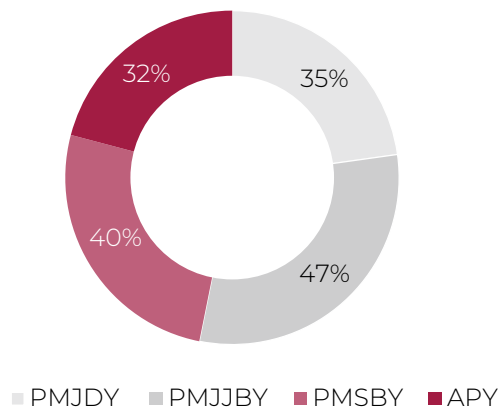
| S.No. | Name of Scheme   | No. of Accounts (In Crores) | Deposit Balance(in Cr) |
|-------|--|-----------------------------|------------------------|
| 1     | Basic Savings Bank Deposit (BSBD) (including PMJDY accounts) | 18.07                       | 77,885                 |
| 2     | Pradhan Mantri Jan Dhan Yojana (PMJDY)                       | 15.11                       | 66,278                 |

Other Information

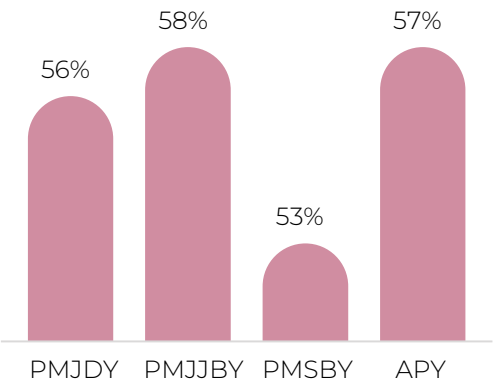
| S.No. | Particulars                                 | Nos.       |
|-------|---|------------|
| 1.    | No. of CSPs                                 | ~ 78,000   |
| 2.    | No. of Banking Services available at CSPs   | 33         |
| 3.    | Total No. of Financial Transactions in FY25 | 66.22 Cr   |
| 4.    | Amount of Financial Transactions in FY25    | 42,7112 Cr |



Share among PSBs



Share (%) held by Women in the Bank's inclusive initiatives



Bank's contribution to financial inclusion schemes

All transactions in BC Channel are done through biometric authentication of customer only and are fully digitized. ~ 32 lakh transactions are conducted every day through this Channel and thereby saving huge amounts of paper and subsequent storage space. The digital data / reports can be easily retrieved thus dispensing need for a physical copy. The aforesaid transactions carried out digitally saves ~ 10 lakh A4 size papers per day. BC Channel is also providing gainful employment opportunities to educated youth as CSP operators, around 90% of them from RUSU areas.

The Bank is focusing on providing door-step banking facilities to small businessmen, pensioners, households etc. through TAB device and ensuring last mile connectivity for millions.

Regional Rural Banks

RRBs were established in 1975 with a view to develop rural economy by providing credit & other facilities for the development of trade, commerce, industry & other productive activities in rural areas. As on 31.03.25, SBI is having 14 sponsored RRBs with a network of 4,774 branches. The bulk of the loans to RRBs are to priority sector including agricultural advances.

Highlights of Transactions (BCs and CSPs)

|   |                                     |                                   |
|---|-------------------------------------|-----------------------------------|
| CSPs (No)                                       | Business Correspondents (No)        | Total no. of transactions in FY25 |
| 77,251  | 62                                  | 91.07 crore                       |
| Worth of transactions in FY25                   |                                     |                                   |
| ₹ 4,27,112 crore                                |                                     |                                   |
| Basic Savings Bank Deposit (BSBD) accounts (No) | Basic Savings Bank Deposit (amount) |                                   |
| 18.07 crore                                     | ₹ 77,885 Cr                         |                                   |



Entrepreneurship and MSME support

Entrepreneurship is key engine of economic growth, innovation, and job creation. SBI extends financial support, advisory services and infrastructure to individuals and enterprises across diverse sectors helping India's growth towards Viksit Bharat. Through tailored loan offerings digital & tech driven support and mentorship, the Bank caters to distinct banking and non-banking requirements of start-up ecosystem. The Bank also provides a comprehensive array of products and services tailored for MSMEs, encompassing cash management, transactions, and credit facilities to fulfil both domestic and export needs.

Stand Up India Scheme

The Stand-up India scheme was launched on April 5, 2016, to promote entrepreneurship amongst the Scheduled Caste/Scheduled Tribe (SC/ST) and women. It facilitates bank loans ranging from Rs.10 lakh to Rs.1 crore for setting up Greenfield Enterprises in the trading, manufacturing, and services sectors. The scheme mandates that at least one SC/ST borrower and one-woman borrower be given loans per bank branch. In the case of non-individual enterprises, at least 51% of the shareholding and controlling stake should be held by either SC/ST or women entrepreneurs.

The scheme aims to empower weaker sections of society and women borrowers by providing loans without any collateral. The Bank has created a new product to implement the scheme and has tied up with the Dalit Indian Chamber of Commerce and Industry (DICC) to source quality loans and provide handholding for completing application forms under all Government-Sponsored schemes.

SBI has also established tie-up arrangements with "Chief Minister's Programme for Schedule Tribes under Entrepreneurship Innovation (CMSTEI)" in Bengaluru Circle and "ST Corporation" of the Government of Telangana for training and sanctioning of loans to eligible borrowers under Stand up India scheme.

New Initiatives/products launched in FY 2024-25

**Swayam Siddha Saral & Nari shakti** – is a new subproduct of Mudra Loan following the guidelines provided in Swayam Siddha initiative for women entrepreneurs. Ministry of Rural Development has also launched "Women Enterprise Acceleration Fund" to provide support to the Women Entrepreneurs who are also part of SHGs promoted by National Rural Livelihood Mission (NRLM). Under the scheme, the Women applicants receive interest subvention @ 1.5% for a limit up to ₹ 2 lakhs for period of 3 years. The Credit Guarantee fee is also reimbursed for a limit of ₹ 5 lakhs for a period of five years.

| Initiatives                                     | Sanctioned Loans  |
|---|---|
| Stand Up India                                  | 15,900 loans sanctioned under Stand up India scheme, 9,150 loans sanctioned to SC/STs |
| Loan issued to street vendors under PM SVANidhi | 4,54,824 loans sanctioned   |
| Loans approved under PM Vishwakarma             | 1,16,905 loans sanctioned   |
| Loans sanctioned under Mudra                    | ₹ 52,366 Crore sanctioned   |

SVAYAM SIDDHA INITIATIVE

- Launched on 15th September 2023 to extend finance to women entrepreneurs who are members of the SHGs sponsored by NRLM.
- The scheme was launched to ease out the obstacles faced by women entrepreneurs who are not financially literate by waiving submission of project reports, quotations and IT returns.
- The objective is to make the Bank credit more approachable to women entrepreneurs.
- Target of the Bank: Funding three lakh women entrepreneurs for FY 2024-25
- The Ministry of Rural development also welcomed the initiative as it has envisioned as vehicle for creating three lakh 'Lakhpati Didis' in our country
- Lakhpati Didi is an initiative launched by National Rural Livelihood Mission to encourage women entrepreneurs to take up livelihood activities so that each household of such women entrepreneurs earn at least ₹ 1 Lakh per annum

SBI: EV Mitra (Finance to Public EV Charging Station)

The product is launched exclusively to support the Units in setting up of EV Public Charging Stations. The beneficiaries of the products intend to set up EV charging infrastructure points in its operating premises for captive or commercial uses.

SBI Asmita

The product is launched to support and facilitate the Women Entrepreneurs in getting the credit requirement with ease. The loan under this facility can be sanctioned for any legitimate commercial purpose, connected with the business activity of the applicant/borrower(s). It offers range of facilities including Term Loans, Working Capital, Overdraft, and Non-Fund-based facilities. The loan amount

ranges from ₹10 lakh to ₹5 crore, with terms varying by facility type. The unit should be run and managed by Women Entrepreneur. For Partnership firm or company, the shareholding of the women entrepreneurs should be more than 50%.

Existing Products

The Bank's products including PM Vishwakarma, MUDRA, PM Svanidhi contribute towards socio economic development of the society. These schemes promote sustainability through various approaches.

**PM Vishwakarma:** The scheme was launched by the Ministry of Micro, Small and Medium Enterprises to support artisans and craftspeople in various trades to enhance their skills, productivity, and market access



Beneficiary of PM Vishwakarma Scheme

Key objectives of PM Vishwakarma scheme



The scheme covers 18 categories of trades including Carpenter, Boat Maker, Blacksmith, Goldsmith, Potter, Sculptor, Cobbler, Mason, Tailor, and others. The beneficiaries are provided collateral-free 'Enterprise Development Loans' totalling ₹ 3,00,000/- in two tranches and Interest subvention by the Government of India at a maximum of 8%.- Loans are covered by the Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE) on a yearly portfolio basis.

The scheme aims to provide comprehensive support to artisans and craftspeople to enhance their skills, productivity, and market access.

MUDRA

The scheme was announced on 8th April 2015 to provide Mudra loans up to ₹ 10 lacs


to income-generating micro-enterprises engaged in manufacturing, trading, and services. This scheme was launched without any collateral requirement and with a credit guarantee. It has enabled people who have successful business enterprises but cannot approach banks for formal credit due to the inability to provide collateral security. Due to this scheme, existing businesses and entrepreneurs can now avail low-cost loans instead of the high-cost debt. The Yojana has upgraded the income level of people and helped them come out of the high-cost debt trap.

The Bank has developed two products, one each for SME and Agri Allied activities that align with the MUDRA guidelines. The loan amount is sanctioned to provide a sufficient repayment period that reflects the assessed income of the borrower. This enables them

to lead a quality life by saving money and provides mandatory asset insurance from sudden shocks and unexpected events. To enhance the SME portfolio and create straight-

through processing journeys for decision making and limiting calculations, the Mudra BRE digital journey up to ₹ 10 lakhs has been rolled out pan India to reduce manual efforts.

Key Features of Mudra

|  |   |  |
|--|---|--|
|  <b>Financial Literacy</b><br>Through streamlined literacy programs, empower women with knowledge of financial management, savings, credit, and investments.            |  <b>Simplified Loan Processes</b><br>Reduce obstacles by streamlining loan applications and ensuring transparency to build trust and ease of access.                         |  <b>Customized Financial Products</b><br>Design loan products that match the unique demands of women-led enterprises, with repayment structures aligned to their business cycles.                   |
|  <b>Partnership-driven Approach</b><br>Strengthen linkages with NRLM/SRLM and involve community organisations to ensure a supportive ecosystem for women entrepreneurs. |  <b>Regular Monitoring</b><br>Establish a system for ongoing assessment of the initiative's impact on women's livelihoods, making adjustments based on feedback and outcomes |  <b>Enhanced Market Access</b><br>Support women in connecting with broader markets and integrating into value chains to maximise their income and business potential.                               |
|  <b>Technological Integration</b><br>Utilize digital platforms to streamline financial transactions, fostering efficiency and reducing operational costs.              |  <b>Comprehensive Risk Mitigation</b><br>Introduce insurance products and create safety nets for entrepreneurs to minimise the impact of economic shocks.                   |  <b>Financial Incentives</b><br>Leverage the "Women Enterprise Acceleration Fund" for interest relief and credit guarantee fee reimbursements to make borrowing more attractive and less daunting. |
|  <b>Community Cohesion</b><br>Encourage community involvement in promoting a collective ethos for business success and diligent loan repayments.                      |   |  <b>Sustainable Expansion</b><br>Set lending targets that are ambitious yet sustainable, ensuring responsible lending that avoids over-indebtedness.  |





PM Street Vendor's Atma Nirbhar Nidhi (PM SVANidhi):

The Ministry of Housing and Urban Affairs, Government of India, has created a Scheme called "PM Street Vendor's AtmaNirbhar Nidhi (PM SVANidhi)" to help street vendors become self-reliant . To implement the Scheme in the Bank, the new product, "Street Vendor Loan" was launched which is available for street vendors who sell their goods in urban, surrounding development, semi-urban, and rural areas with no collateral required. Vendors who repay on time or early will be eligible for the next working capital loan cycle with an enhanced limit. No prepayment penalties will be charged. e-signing process for digital documents under PM SVANidhi loans have been developed. Borrowers can now e-sign digital documents using their Aadhar number, and OTP received on their registered mobile number linked to Aadhar and recorded with the Bank without visiting the respective branch. The process was made simple to cause least inconvenience to the street vendors so that their daily business is not affected by visiting the branches to complete loan formalities. Business Correspondents are used to ensure maximum coverage.

Infrastructure Financing

Infrastructure forms the backbone of a nation's economic growth and social development. SBI is major financier of infrastructure projects such as roads, ports, power, telecommunication, renewable energy, smart cities, airports, railways, Green Hydrogen, EV, coal mining, power plants ,digital connectivity etc improving quality of life, driving economic growth, investments and employment, thereby contributing to nation building.

Bank has a dedicated Project Finance and Structuring Strategic Business Unit (PF&S SBU) to handle high-value proposals across lending, bonds, international banking and structured/ mezzanine finance, This unit, staffed with experienced professionals, handles appraisal, structuring and syndication of funds for large infrastructure projects in sectors such as power, roads, ports, railways and airports, as well as non-infrastructure projects in industries such

as refinery, metals, fertilisers, cement, oil and gas and glass. Additionally, PF&SBU actively contributes in providing insights from a lender's perspective to enhance infrastructure financing policies and regulations, engaging with various ministries of the Government of India (GoI) and the RBI.

Sustainable Climate Finance

As part of SBI's sustainable commitment, the Bank has embedded Climate finance as a core pillar of our business strategy. Through targeted investments, innovative financial products and strategic partnerships we are actively supporting the transition towards a low carbon economy. The Bank's initiative includes financing renewable energy projects, supporting green infrastructure, promoting sustainable agriculture and enabling businesses to adopt climate resistant technologies. Details of the Bank's initiative in this regard are covered under responsible banking chapter.

Digitilisation for an inclusive India

Pre- Qualified Solar Leads:

The Bank is leveraging technology in every aspect of the value proposition from business, designing products, streamlining process, improving delivery to monitoring. YONO Business combines all the corporate banking needs, by being a one-stop solution for all businesses. The Bank is increasingly deploying most advanced technology, Artificial Intelligence, Machine Learning and Business Analytics to augment its product offerings ensuring customer delight.

To stimulate the Existing to Bank (ETB) customers towards the usage of clean energy for captive consumption and tap the potential, the concept of Pre-qualified Solar Leads has been launched to offer in-principle Surya Shakti Solar Loan to the ETB Customers based on the Analytical model.

During FY 2024-25, 110 loans amounting to ₹ 135 Crores have been sanctioned

MSME Sahaj: The loan is developed as an end-to-end digital product without the intervention of the Branch officials. The purpose of the Scheme is to provide 'on tap' short term credit for working capital needs to small businesses who are part of GST regime digitally and are customers of SBI through MSME Sahaj which will be made available on Yono-B web and mobile app. It is the replica of GST Sahay app which is available for Bank's existing customers.

Pre-approved Business Loan (PABL): It is the convenient, quick, and cost-effective way for business to access credit. The credit provided is made available based on customer history, relationship with the Bank and cash flow without requiring undergoing extensive loan application process Using analytics, PABL offers instant sanction of loans up to H20 Lakh based on transaction history.

During In FY 2024-25: 8,750 PABL loans worth ₹ 529 Crore were sanctioned, with 19.18% YTD growth.

BRE journey for MSME: It is the single credit risk model across MSME products for loans up to ₹ 5 crore to make MSME sanction process faster, innovative, future ready and to enable straight through processing (STP), for all types viz. New to Bank (NTB), Existing to Bank (ETB) as well as Renewals. The process is also available for small businessmen. BRE is a credit risk model for SME loans up to 5 Crore that automates and accelerates processing. It uses bureau, GST, ITR and banking data for risk assessment and decision-making. Rolled out pan-India for loans Rs 10- 50 Lakh in Dec'23 and Rs 50 Lakh-Rs 5 Crore in Mar'24

During FY 2024-25: 93,942 loans worth ₹ 47,789 Crore sanctioned via BRE by Mar'25

Education, Skill development & livelihood support

Rural Self-Employment Training Institutes (RSETIs) and Impact Assessment

- Established and managed by different Banks with common aim of identifying, training, motivating and facilitating unemployed youth to take up self-assessment and create sustainable livelihood through self-employment
- Beneficiaries for RSETI are identified based on (i) Social economic status - BPL are preferred, (ii) Socially backward classes like SC/ST, (iii) Candidates from minority groups, (iv) Candidates with special abilities and (v) Women candidates
- The Bank manages 153 RSETI pan India of total 596 RSETI's sponsored by all Banks pan India

RSETIs are tasked with the empowerment of rural youth through skill development and training, thereby supporting unemployed youth in pursuing self-employment and other means of sustainable livelihood. The Bank sponsored 153 RSETIs in 26 states and 3 union territories organised vocational training for 1,56,891 candidates during FY 2024-25,

making them self-reliant. All RSETIs secured AA grade in Annual Grading Exercise by MoRD in FY 2024-25. In the reporting year, the Bank has allocated ₹ 21.34 crore to upgrade infrastructure at 62 of these institutes. Efforts are made to engage Microbusinesses, Poor and/or low-income individuals, Individuals in rural or hard-to-reach areas and women.

| Impact of RSETI's Impact of SBI's RSETIs | FY25     | Cumulative as on 31.3.25 |
|--|----------|--------------------------|
| No. of training programmes conducted     | 5,305    | 48,111                   |
| No. of candidates trained                | 1,56,891 | 13,10,908                |
| No. of female candidates trained         | 1,27,604 | 9,23,231                 |
| No. of candidates settled                | 1,21,087 | 9,77,364                 |

Impact of RSETI's Impact of SBI's RSETIs in FY25

Financial Literacy Centers (FLCs)

The Bank has onboarded 341 Financial Literacy Centres (FLCs) conducting financial literacy programmes to spread awareness among the masses about various government sponsored schemes, benefits of formal banking channel and Digital Literacy. Tailored camps are also conducted for focused target groups i.e. farmers, small entrepreneurs, SHGs, students, senior citizens etc. Efforts are made to engage Microbusinesses, Poor and/or low-income individuals, individuals in rural or hard-to-reach

areas and women.

The financial literacy programmes are conducted in camp mode to maximize the coverage and to disseminate awareness to general public about loan products, deposit products, Jan Suraksha schemes (PMJJBY and PMSBY), Pension schemes (APY), digital products including benefit of opening of PMJDY accounts. It also covers digital literacy to prevent frauds. Details of the camps conducted, during FY 2024-25 (to be updated) is as under:

| FY      | No. of FLCs | No of Camps held | No. of Participants |
|---------|-------------|------------------|---------------------|
| 2024-25 | 341         | 28,097           | 11,79,033           |

In addition to its financial initiatives, the Bank also provides non-financial support through Centres for Financial Literacy (CFLs) nationwide, offering complimentary financial education, credit counselling, and promoting electronic payment systems. These CFLs, at block levels, aim to raise awareness of financial products in rural areas and explore innovative

approaches to enhance financial literacy. The efficacy of the Bank's financial literacy trainings is evident in the improved financial decision-making and empowerment experienced by the communities it serves. As on 31.03.2025 Bank has sponsored 595CFLs operationalized by RBI.

| CFLs | Camps    | Participants | Block-level CFLs |
|------|----------|--------------|------------------|
| 595  | 2,05,734 | 71,70,422    | 1,780            |

The Bank also supports activities under education, skill development and livelihood support under Bank's CSR activities directly

and also through SBI Foundation (detailed under Social section).

Contribution of products towards socio economic development

The products for Pradhan Mantri Mudra Yojana (PMMY), PM Street Vendor's AtmaNirbhar Nidhi (PM SVANidhi), and Stand-up India

Scheme are not only focused on providing financial support to entrepreneurs and marginalised communities but also contribute to sustainable development in various ways.

1. Economic development

- By providing low-cost loans and financial support to micro-enterprises and street vendors, these schemes contribute to the economic sustainability of small businesses.
- Enables entrepreneurs to access formal credit without the need for collateral helps in reducing their dependency on high-cost debt, thereby promoting financial stability in their businesses.

2. Inclusivity

- Empowering marginalized groups and fostering social equality, promoting inclusivity through equal opportunities for economic growth.
- Supporting the livelihoods of street vendors and micro-enterprises to enhance social well-being and reducing income disparities within communities.

3. Eco friendly practices

- The schemes promotes "Green entrepreneurship and sustainable business practices" among beneficiaries.
- Through financial literacy programs and incentives, entrepreneurs can be educated on sustainable practices that are beneficial for the environment, contributing to a more sustainable economy in the long run.

4. Digital Transformation:

- The adoption of digital processes, such as e-signing of documents and digital transactions incentivization, streamlines operations reduces paper usage and increasing efficiency.
- Leveraging technology for straight-through processing and digital journeys in loan disbursement can enhance operational efficiency by reducing manual efforts and improving process efficiency.

5. Risk Management for Long-Term Sustainability:

- The schemes aim to prevent over-indebtedness and promote sustainable repayment practices by assessing the creditworthiness of borrowers and ensuring responsible lending practices.
- Implementing criteria to avoid over-indebtedness and monitoring borrowers' repayment capabilities contribute to the long-term sustainability of the financial support provided through the schemes.

Beneficiary Identification for Targeted Implementation

**Identification of Beneficiaries:** Beneficiaries are identified based on their knowledge of the business, experience in the case of existing businesses, and any training received for the proposed business or trade. Additionally, the Credit Information Companies (CIC) reports are verified for any existing loans and the repayment patterns of the applicants. This process helps assess the applicants' creditworthiness and ability to repay the loans.

**Criteria for Assessing Eligibility to Avoid Over-indebtedness:** To ensure that borrowers do not become over-indebted and can comfortably repay the loans, the assessment is done in a way that the repayment of the loan should not feel like a burden to the borrower. The total repayment obligations are calculated by considering existing repayment obligations and adding them to the proposed repayment obligation. The total repayment obligation should not exceed 50% of the borrower's income, which is in line with the guidelines of the Reserve Bank of India (RBI) on microfinance loans. This ensures that borrowers can manage their repayments without facing financial strain.

By following these criteria and assessments, informed decisions are taken to prevent over-indebtedness and promoting responsible borrowing practices.



CSR and SBI Foundation

Corporate Social Responsibility of the Bank

The concept of CSR was introduced in the Bank as early as 1973, under the name 'Innovative Banking' with emphasis on assisting the groups belonging to the weaker and downtrodden sections of the society by providing avenues for improvement of their economic condition. The CSR is now one of the activities through which the Bank plays the role of a responsible corporate citizen and discharges its social responsibility towards the community. The CSR at SBI aims to integrate economic, environmental, and social objectives to implement national priorities for social development.

CSR activities are undertaken by the Bank directly and also through SBI Foundation. In order to smoothly carry out large CSR projects/programmes which require substantial funding & investment of time, SBI Foundation was established as a section 8 Company under Companies Act, 2013.

The Bank's Corporate Social Responsibility Committee (CSRC) comprising of two Managing Directors of the Bank and four Independent Directors, ensures a transparent monitoring mechanism for the implementation of CSR projects/programmes/activities undertaken by the Bank. The CSRC sets the direction for the activities of the Bank

as per the CSR policy and reviews the progress at quarterly intervals.

The Bank is dedicated to enhancing the well-being of the communities by actively engaging with local communities and regularly holding community meetings to understand their needs, ensuring meaningful support. The focus areas of the Bank's CSR activities include Education, Healthcare, Community Development, Disaster Management, Environment and Welfare of Persons with Disabilities.

CSR Highlights

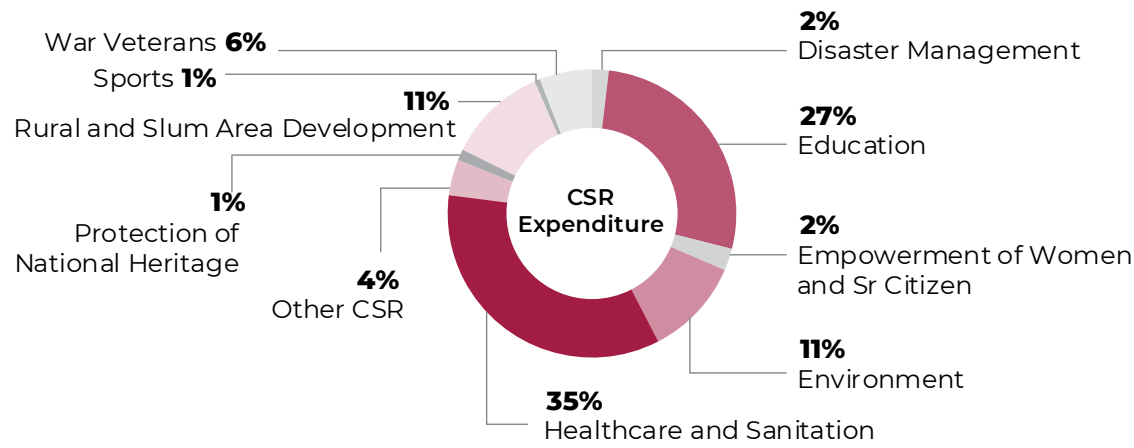
- ◆ Total No of activities undertaken 1408
- ◆ States Covered Pan India
- ◆ Total No of Villages Covered 20,000 plus
- ◆ No of People Benefitted 65 Lakh plus



**₹ 610.77 Cr**  
CSR sector-wise spent



**65 lakh +**  
CSR Beneficiaries (excluding SBI Foundation projects)



Sector wise spending on CSR activities by the Bank

As part of strategic planning and implementation of CSR activities for wide coverage of underprivileged people, below mentioned pan India CSR activities have been undertaken during the FY 2024-25:

| Sr. No | Activity  | No. of Institutions Covered | CSR Expenditure (₹ Cr) |
|--------|---|-----------------------------|------------------------|
| 1.     | Upgrade Primary Schools Infrastructure          | 538                         | 22.89                  |
| 2.     | Upgrading Old-age homes / Women shelter homes   | 138                         | 2.80                   |
| 3.     | Upgrading Orphanages / Special Schools          | 139                         | 3.17                   |
| 4.     | Upgrading Anganwadi Centres                     | 586                         | 5.91                   |
| 5.     | Upgrading Primary Health Centers Infrastructure | 220                         | 5.00                   |
| Total  |   | 1621                        | 39.77                  |

| 6. Beti Bachao Beti Padhao Initiatives |           |   |           |                                      |           |
|--|-----------|---|-----------|--------------------------------------|-----------|
| Girls Toilets Construction             |           | Installation of Sanitary Pad Incinerators |           | Cycles Distribution to girl students |           |
| No of Institutions Covered             | 184       | No of Institutions Covered                | 1707      | No of Institutions Covered           | 293       |
| No. of Toilets constructed             | 250       | No of Incinerators installed              | 2285      | No of Cycles Distributed             | 4370      |
| CSR Expenditure                        | ₹ 3.95 Cr | CSR Expenditure                           | ₹ 3.35 Cr | CSR Expenditure                      | ₹ 3.12 Cr |

The Bank ensured coverage of all aspirational districts, with minimum three (3) activities implemented in each aspirational district.

| No. of Aspirational Districts covered | No. of CSR activities in these Districts | CSR expenditure |
|---------------------------------------|--|-----------------|
| 94                                    | 339                                      | ₹16.50 Cr       |

Activities under Green Environment and Sustainability initiatives

- 01

Installation of Solar Power Streetlights and plantation of more than 16 lakhs trees across the country
- 02

Waste segregation and management systems
- 03

Installation of Plastic Paver Block Manufacturing Machines
- 04






Support for purchase of mobile green library and installation of solar power systems
- 05









Setting up of rainwater harvesting systems and digging up of ponds
- 06

Distribution of Jute bags and organising plastic-free environment awareness campaigns
- 07

Setting up of Green Hi tech Computer Lab in schools/ collages











Strategic CSR alliances & partnerships


| Theme  | Details of Initiative  |
|--|--|
| <b>Support for PwDs</b><br><br><br><br><br> | <ul style="list-style-type: none"><li>The Bank has tied up with Artificial Limbs Manufacturing Corporation of India (ALIMCO) for an amount of ₹ 10 Cr (Rupees Ten Crore Only) under CSR and distributed Assistive Devices to approximately 9000 Divyangjan at 20 locations across the Country.</li><li>Various appliances such as wheelchairs, hearing aids, walking sticks, artificial limbs etc. are donated to Persons with Disabilities. 3rd December 2024 being "International Day of Persons with Disabilities" was observed at various Offices of bank by distributing assistive aids to needy persons.</li><li>Shri C S Setty, Chairman of the Bank distributed wheels chairs and other assistive devices to PwDs at an event organised at Corporate Center. Mumbai on December 3, 2024.</li><li>An amount of ₹ 55 lakhs has been spent by the Bank for setting up of Mitti Cafe at the Gujarat High Court campus. Mitti Café is an NGO committed to the cause of employment and livelihoods for people with special needs. Café set up by the NGO is completely run by the Persons with Disabilities.</li></ul> |

| Theme  | Details of Initiative  |
|--|--|
| <b>War Veterans</b><br><br><b>₹ 12.03 Cr</b> spent<br><b>82,550</b> beneficiaries<br><br>             | <ul style="list-style-type: none"><li>An amount of ₹ 10 Crore (Rupees Ten Crore only) was contributed by the Bank to Armed Forces Flag Day Fund for supporting dependent children of Armed Forces Veterans in pursuing their studies. Since FY 2020-21, the Bank has been continuously supporting Armed Forces Flag Day Fund. An amount of ₹ 40 Cr (Rupees Forty Crore only) has already been provided to the Fund in the last 5 (five) years.</li><li>Provided support to Sainik Kalyan Nideshalaya, Patna for donation cum felicitation program on the eve of Veterans Day celebration at Danapur Cantt. Patna.</li></ul>  |
| Theme  | Details of Initiative  |
| <b>Rural and Slum Area Development</b><br><br><b>₹ 22.9 Cr</b> spent<br><b>3,88,100</b> beneficiaries<br><br>  | <ul style="list-style-type: none"><li>Rural Self Employment Training Institutes (RSETIs) are established and managed by different banks with the common goal of identifying, training, motivating, and facilitating unemployed youths to take up self-employment. This model has proven effective in creating sustainable livelihoods through self-employment.</li><li>The Bank manages 153 RSETIs across 26 states and 3 union territories out of a total of 596 RSETIs sponsored by all Scheduled Commercial Banks in the country. CSR expenditure of ₹ 21.34 Cr (Rupees Twenty-One Crore and Thirty-Four Lakhs Only) has been spent on the Banks sponsored RSETIs during the FY 2024-25 to enable them to complete the construction and to procure other essential requirements.</li></ul>  |
| Theme  | Details of Initiative  |
| <b>Education</b><br><br><br><b>₹ 55.38 Cr</b> spent<br><b>23.48 Lakhs</b> beneficiaries<br><br> | <ul style="list-style-type: none"><li>Digital classrooms are set-up in 46 Government Schools across 7 (Seven) districts in the State of Odisha. For this initiative, Bank has tied up with the Education Department of Govt. of Odisha.</li><li>80 (Eighty) Smart Digital Boards are installed in Government Schools across the State of Rajasthan. For this activity, Bank has tied up with Rajasthan Council for School Education (RCSE).</li><li>Bank has supported for setting up Green Hi tech Computer Lab (AI &amp; Future Ready) at IIIT Bhopal in association with Shri Sanskriti Education and Social Society Samiti.</li><li>Supported infrastructure development at Social Welfare Schools, Nagarkurnool, Telangana. The activities included construction of Girls Toilets, Installation of Water Purifier machines etc.</li><li>Supported procurement of Mobile Green Library and Installation of Solar Power System at Eklavya Foundation, Jamnalal Bajaj Parisar, Jatkhedhi, Bhopal, Madhya Pradesh.</li><li>Distribution of Laptops has been undertaken at Jaipur and Bhopal Centers to underprivileged &amp; meritorious SC/ST students. 300 plus students benefitted from the laptops distributed by bank.</li><li>Bank supported Ekalavya Grameen Vikas Foundation, Vikarabad, Telangana with pick-up vehicle, setting up of science lab, digital library, books etc.</li></ul> |



| Theme   | Details of Initiative   |
|---|---|
| <div>Healthcare &amp; Sanitation</div> <div></div> <div><b>₹ 70.79</b> Cr. spent</div> <div><b>25.87 lakhs</b> beneficiaries</div> <div></div> | <ul style="list-style-type: none"><li>During the FY 2022-23, the Bank has tied-up with IISC, Bengaluru in support for the multi-speciality hospital coming up at IISC campus. The Bank has contributed an amount of ₹24 Crore for construction and setting up of Orthopaedic wing in the hospital. During the current FY 2024-25, bank has provided additional support with an amount of ₹ 3.90 Cr for procurement and setting up of medical instruments at ENT wing of the hospital.</li><li>The Bank has tied up with Vishwanath Cancer Care Foundation for upgrading the Primary Health Center located at Khanu, Ratnagiri District, Maharashtra. The purpose of upgrading is to make PHC Khanu fully functional with Mother and Childcare unit with Labour room and also to set up fully functional 10 beds ward including Paediatric care (Vaccination). An amount of ₹ 2.72 Crore had been spent on this project.</li><li>The Bank has upgraded 220 Primary Health Centers across the Country by spending an amount of ₹ 5.00 Cr for procurement of medical equipments, necessary infrastructure etc.</li><li>Medical equipments worth ₹ 1.16 Cr were provided by bank to Sri Venkateswara Institute of Cancer Care &amp; Advanced Research (SVICCAR), Tirupati, Andhra Pradesh. The institute was established under the aegis of Tata Cancer Care Foundation, for early detection and prevention of cancer.</li><li>In association with Health Department, Government of Kerala, the Bank has undertaken Breast Cancer Screening &amp; Treatment programme for the underprivileged women.</li><li>As part of contributing towards a clean and hygienic society, bank has procured electric vehicles for garbage clearance, operated through Greater Hyderabad Municipal Corporation, Hyderabad.</li><li>The Bank has provided 3-D Scanning Medical Equipment and Open-Gym infrastructure to National Institute of Locomotor Disabilities, Bidhannagar, West Bengal.</li><li>The Bank has provided support for scaling up infrastructural facilities at Homi Bhabha Cancer Hospital and Research Centre, Muzaffarpur, Bihar.</li><li>The Bank has supported procurement of Water Ambulance to improve healthcare access for Community in District Alirajpur in Madhya Pradesh (Villages situated on the banks of Sardar Sarovar Dam Project). The initiative is carried out in tie-up with Vasudha Vikas Sansthan, Dhar, Madhya Pradesh.</li><li>As part of providing affordable cancer care treatment, the Bank has spent an amount of ₹ 60 Lakhs for treatment of cancer among underprivileged people. This initiative is undertaken with tie-up from Cancer Patient Aid Association, Mumbai.</li><li>CSR expenditure of ₹ 50 Lakhs has been utilized by bank on Girls Immunisation Project against Cervical Cancer in association with Rotary Club of Coimbatore Metropolis Trust, Coimbatore, Tamil Nadu.</li></ul> |

| Theme   | Details of Initiative   |
|---|---|
| <div>Environment</div> <div></div> <div><b>₹ 22.44</b> Cr. spent</div> <div><b>6.38 lakhs</b> beneficiaries</div> <div></div>               | <ul style="list-style-type: none"><li>Contributing to the Green Environment has always been the primary focus of bank for creating a greener and sustainable environment for future generations. Towards this, bank has tied-up with Isha Outreach for plantation of 9 Lakh trees across the Cauvery basin in the States of Tamil Nadu and Karnataka. This initiative of bank has helped farmers in not only generating additional income but also helped in maintaining environment ecological balance.</li><li>Integrated Waste Segregation &amp; Management Centre has been set up by the Bank at Kochi in tie-up with Naval Base Kochi – INS Vendurithy.</li><li>CSR expenditure of ₹ 50 lakhs has been utilized on this project</li><li>The Bank has arranged for installation of 250 Solar power streetlights at Devraha Baba Ghat on the banks of Yamuna River, Vrindavan in tie-up with Mathura Vrindavan Development Authority (MVDA).</li></ul> |
| <div>Disaster Management</div> <div></div> <div><b>₹ 3.82</b> Cr. spent</div> <div><b>1.64 lakhs</b> beneficiaries</div> <div></div> | <ul style="list-style-type: none"><li>As part of providing relief material for people affected by landslide at Wayanad, Kerala, bank has provided CSR fund of ₹ 1.00 Cr to Kerala State Disaster Management Authority. In addition, an amount of ₹ 39.00 Lakhs has also been spent on providing immediate relief arrangements in the form of medicines, groceries, clothes, food etc. to the affected people.</li><li>An amount of ₹ 25.00 lakhs has been provided by bank to State Disaster Management Authority, Tripura for providing relief and rehabilitation to people affected by floods during the month of August 2024.</li><li>As part of disaster management at Maha Kumbh Mela, Prayagraj, the Bank has provided Track suits, Life Jackets, Robotic Rescue Buoy, Refrurbishment of 100 old barriers, one Jetty/ Modern Boat etc.</li></ul>  |
| <div>Protection of National Heritage and Culture</div> <div></div> <div><b>₹ 2.50</b> Cr. spent</div> <div><b>56,350</b> beneficiaries</div> <div></div>  | <ul style="list-style-type: none"><li>CSR fund of ₹ 97.76 Lakh has been spent by bank on Technological and Infrastructural Upgradation of Dhruvad Sansthan for the preservation and propagation of ancient Indian classical Dhruvad music. The initiative is undertaken in association with Dhruvad Sansthan, Bhopal, Madhya Pradesh.</li><li>The Bank has provided support for celebration of Sankranti Sambaralu Harvest Festival from 11.01.2025 to 14.01.2025 at Visakhapatnam organised by M/s Development Innovations Trust.</li><li>The Bank has provided support for Music, Dance and Drama festival – Sabhas at Chennai, as part of Panch Pran Goals of GOI Safeguarding the Musicians from old Charana Tradition of Hindustani Music and promote and safeguard these Charana Traditions".</li></ul>   |

| Theme  | Details of Initiative   |
|--|---|
| <b>Animal Welfare</b><br> | <ul style="list-style-type: none"><li>As part of Animal Welfare activities, Bank has provided support for adoption of Tigers, e-Vehicles distribution to Madhya Pradesh Tiger Foundation Society, Bhopal.</li><li>Donated Animal rescue ambulance, Medical Lab equipment &amp; Solar power system for the Animal Rescue centre operated by the NGO Vrindavan Social Welfare Society, Bhopal</li><li>Provided support to new Animal Hospital coming at Dharampur, Valsad Dist. Gujarat under the aegis of Shrimad Rajchandra Jivday Trust</li><li>Adoption of animals undertaken at Bhagwan Birsa Biological Park, Ranchi and Sanjay Gandhi Biological Park (Zoo), Patna</li></ul> |

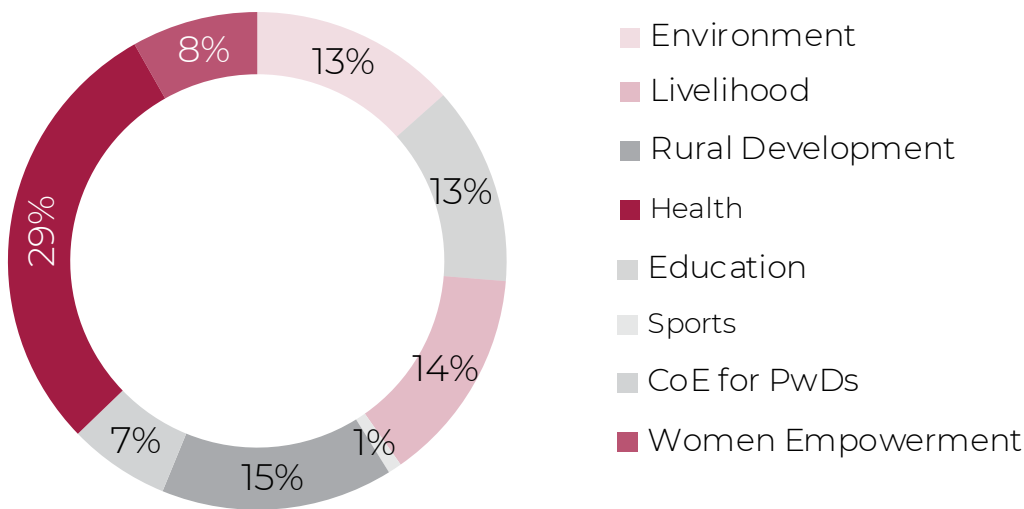
SBI Foundation

CSR activities are undertaken by the Bank directly and through SBI Foundation. The foundation was established in 2015 under Section 8 of the Companies Act, 2013 and serves as the Corporate Social Responsibility (CSR) arm of the Bank. The foundation has been envisioned to undertake innovative and socially oriented programmes directly through strategic alliances and in collaboration with third parties. The foundation remains committed to “Service Beyond Banking”

tradition by improving socio-economic well-being of the society and develop an inclusive paradigm to serve all without any discrimination.

Currently, SBI Foundation leads eight flagship programs spanning diverse thematic areas. These programs are aligned with the United Nations Sustainable Development Goals (SDGs) and have a pan-India footprint. The details are as follows:

Total CSR Expenditure (%) under SBI Foundation Flagship Programs


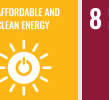



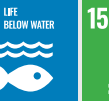



CSR Expenditure (%) of SBI Foundation projects

Key projects Sanction during FY 2024-25

Environment

CONSERW: Conservation through Sustainable Engagement, Restoration, and Wildlife Protection

| No. of Projects Sanctioned | Sanctioned Amount (₹ Cr.) | Sustainable Development Goals Covered   |
|----------------------------|---------------------------|---|
| 18                         | 65.1                      |             |

Program: Waste No More - Post Consumer Textile Waste Management

**Project Waste No More** - Post Consumer Textile Waste Management, implemented in collaboration with Tisser Artisan Trust in Navi Mumbai Municipal Corporation, aims to promote circularity in the textile value chain by preventing textile waste from entering landfills and generate livelihoods by managing post-consumer textile waste in the Navi Mumbai Municipal area.

The project is being implemented in partnership with the Textile Committee of India, Government of India and Navi Mumbai Municipal Corporation. 11,000 families living in the housing societies of the Navi Mumbai area will be reached out to and 1,500 people from lower socio-economic background and members of the waste picking community will be provided with livelihood opportunity.

Project Action for Climate Correction

Project Action for Climate Correction, implemented in partnership with Energy Swaraj Foundation across India, aims to build capacity of 40,000 people for reduction of electricity consumption, and CO2 levels in the atmosphere through energy literacy training, reducing electricity consumption, and promoting energy; to set up 20 solar rooms including solar panel, lead-acid battery, DC ceiling fan, two LED tube-lights, etc.; to create awareness through 20 climate clock and to disseminate 400 solar study lamps.

Project ARANYA

Project ARANYA: “Tree Plantation and Integrated Watershed Management, implemented by Heartfulness Institute, in Shivgarh region, Ratlam District, Madhya Pradesh, aims to restore and conserve the degraded ecosystem by planting 1,00,000 native saplings; to implement an integrated watershed management solution consisting of 50 soak pits, 1,000 contour trenches, 2 ponds and 16 earthen check dams over 125 Hectare of land.

Project: Saving Wildlife Habitats

Project Saving Wildlife Habitats of MM Hills (Male Mahadeshwara Hills) and Cauvery Wildlife Sanctuaries in Chamarajanagar district of Karnataka, implemented in partnership with Holematthi Nature Foundation (HNF), aims to introduce environmental education and conservation awareness to communities living near forests and frontline staff from the forest department through a Nature Interpretation Center and support 400 economically and socially underprivileged families with water heater to reduce their dependency on forests.



Project West Bengal Disaster Relief initiative

Project West Bengal Disaster Relief initiative, in partnership with Sabuj Sangha, addressed the urgent needs of cyclone-affected communities in South 24 Parganas, West Bengal. The project provided essential relief through the distribution of 1,000 hygiene kits and shelter materials, organized 20 medical camps benefiting 1,668 individuals, and supported 1,000 families with tarpaulins and ropes to rebuild their homes. Six awareness campaigns reached 359 people, promoting health, safety, and resilience.

Project SBIF CONSERW: Waste No More

Project SBIF CONSERW: Waste No More, implemented across six cities in partnership with reputed NGOs and civic bodies, aims to establish decentralized, end-to-end solid waste management systems in both urban and semi-urban areas. The initiative seeks to foster environmental sustainability, promote circularity in waste practices, and generate dignified livelihood opportunities, especially for waste picker communities and marginalized populations.

Project SBIF Aranya

Project SBIF Aranya, implemented in partnership with reputed NGOs and civic bodies, aims to promote ecological restoration through a community-led, holistic approach. The initiative encompasses mangrove restoration, rehabilitation of degraded forest land, grassland conservation, community-led plantations, and the development of urban forests.

Education

ILM: Integrated Learning Mission

| No. of Projects Sanctioned | Sanctioned Amount (₹ Cr.) | Sustainable Development Goals Covered |                   |                                   |   |                         |                               |
|----------------------------|---------------------------|---------------------------------------|-------------------|-----------------------------------|---|-------------------------|-------------------------------|
| 11                         | 62.65                     | 4 QUALITY EDUCATION                   | 5 GENDER EQUALITY | 8 DECENT WORK AND ECONOMIC GROWTH | 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE | 10 REDUCED INEQUALITIES | 17 PARTNERSHIPS FOR THE GOALS |

Project Reimagining Science Education

Project Reimagining Science Education to Transform Science Learning for School Students in partnership with Prayoga to transform science learning for approx. 1568 school students of Karnataka through an experiential learning program.

Project Teachers Innovator Program

Project Teachers Innovator Program, implemented in partnership with CEQUE in Yavatmal District, Maharashtra, aims to enhance student learning in the Kalamb block by supporting teacher-led innovations and improving classroom engagement strategies.

Project Paathshala

Project Paathshala, implemented in partnership with Young Ignited Minds Foundation in Udaipur district, Rajasthan, focuses on renovating four government schools and upgrading WASH (Water, Sanitation & Hygiene) facilities to create a more conducive learning environment.

Project Holistic Support

Project Holistic Support to At-Risk Children, implemented in partnership with Salaam Baalak Trust in New Delhi, provides holistic support to 1,600 at-risk children by offering rescue, rehabilitation, and learning interventions to improve their overall well-being.

Asha Scholarship Program

Project Asha Scholarship Program 2024-25 (Phase 3), self-implemented by SBI Foundation with Buddy4Study India Foundation as the technical management partner, is a pan-India initiative that provides financial support to 10,000 meritorious students from low-income households to help them pursue higher education.

Project STEM Education Programme

Project STEM Education Programme, implemented in partnership with That's Eco Foundation (with Connecting the Dots as Knowledge Partner) in Kolar, Bangalore Rural, and Bijapur districts of Karnataka, aims to enhance science and mathematics learning outcomes for students in government high schools in backward districts of Karnataka

Urban Education Programme

Project Urban Education Programme, implemented in partnership with Shiksha in Gurugram, Haryana, provides free, quality education to underprivileged children while upskilling community teachers in the slum areas of Gurugram.

Project SBI Foundation: Brain and Mind Museum

Project SBI Foundation: Brain and Mind Museum, implemented in partnership with the National Institute of Mental Health and Neuro Sciences (NIMHANS), aims to construct and develop a Brain and Mind Museum at the NIMHANS campus in Bengaluru. The museum will serve as a national resource to promote awareness, education, and public engagement around mental health and neurosciences.

Livelihood

LEAP: Livelihood and Entrepreneurship Accelerator Program

| No. of Projects Sanctioned | Sanctioned Amount (₹ Cr.) | Sustainable Development Goals Covered |               |                   |                               |                                   |                               |
|----------------------------|---------------------------|---------------------------------------|---------------|-------------------|-------------------------------|-----------------------------------|-------------------------------|
| 17                         | 67.81                     | 1 NO POVERTY                          | 2 ZERO HUNGER | 5 GENDER EQUALITY | 7 AFFORDABLE AND CLEAN ENERGY | 8 DECENT WORK AND ECONOMIC GROWTH | 17 PARTNERSHIPS FOR THE GOALS |

Project Accelerating Farmers Producer Organizations (FPOs)

Project Accelerating Farmers Producer Organizations (FPOs) into Thriving Business Organization implemented in partnership with Mahila Abhivruddhi Society, Andhra Pradesh (APMAS) to transform FPOs into thriving business organizations by enhancing the bargaining power of small producers through aggregation and network effects in Sri Sathya Sai, Annamayya, Nandyal, Anantapur, Kurnool, and Chittoor Districts of Andhra Pradesh.

Project Plastic Waste Upcycling Micro-Enterprise

Project Plastic Waste Upcycling Micro-Enterprise, implemented in partnership with Conserve in Baramulla, Kashmir, aims to create a micro-enterprise of 30 individuals skilled in plastic waste upcycling. The initiative will upcycle over 1,000 kg of plastic waste while generating an annual income of ₹ 94,333 per beneficiary.

Project Innovation and Training Centre

Project Innovation and Training Centre, implemented in partnership with Goa CSR Authority, aims to develop a hub for skilling and training in Goa. The project includes setting up an Innovation and Training Centre at the Directorate of Planning, Statistics and Evaluation, Government of Goa, to support women, youth, and SHGs through entrepreneurship and skill development programs.

Empower rural SHG women entrepreneurs

Project Ghe Bharari - “Mala Pankh Milale”, implemented in partnership with UMED, Maharashtra State Rural Livelihood Mission, aims to empower rural SHG women entrepreneurs in Maharashtra by providing mentorship, financial support, and growth opportunities across 34 rural districts.

Project grid integrated storage system

Project Grid Integrated Storage System, implemented in partnership with Centre for Excellence in Energy and Telecommunication (CEET), seeks to develop a flexible, grid-connected battery system capable of storing 250 kWh of energy using Li-ion batteries, expandable to megawatt scale. The project will bridge research and commercialization to enhance India’s energy security under the “Make in India” initiative.

Project Incubating Initiative (I-Cube)

Project Incubating Incubators Initiative (i-Cube), implemented in partnership with IIMB Innovations (NSRCEL), aims to establish and enhance incubation centres in Guwahati (Assam), Agartala (Tripura), Shillong (Meghalaya), and other regions to support 250 entrepreneurs and strengthen localized, world-class capacity-building initiatives.

Project SBI Foundation: Rural Transformation Centre

Project SBI Foundation: Rural Transformation Centre, implemented in partnership with Jagriti Sewa Sansthan, aims to set up a Rural Transformation Centre in Deoria, Uttar Pradesh. The centre will work on strengthening the rural entrepreneurship ecosystem through incubation services and a hub-and-spoke model, encouraging innovation, employment, and self-reliance among rural youth.

Project SBIF LEAP: Start-Up Innovation for Social good

Project SBIF LEAP: Start-Up Innovation for Social Good, implemented in partnership with Indian Institute of Technology, Kanpur through Foundation for Innovation & Research in Science & Technology (FIRST), aims to incubate 30 start-ups working towards social good. The project seeks to support innovative solutions that address social challenges through technology and entrepreneurship.

Sports (ACE)

| No. of Projects Sanctioned | Sanctioned Amount (₹ Cr.) | Sustainable Development Goals Covered |                     |                   |                         |                               |
|----------------------------|---------------------------|---------------------------------------|---------------------|-------------------|-------------------------|-------------------------------|
| 2                          | 04.33                     | 3 GOOD HEALTH AND WELL-BEING          | 4 QUALITY EDUCATION | 5 GENDER EQUALITY | 10 REDUCED INEQUALITIES | 17 PARTNERSHIPS FOR THE GOALS |

Project Boccia Development Grant Program

Project Boccia Development Grant Program, implemented in collaboration with the Boccia Sports Federation of India, supports promising Boccia athletes who have the potential to compete in the 2026 Asian Para Games, the Los Angeles 2028 Paralympic Games, and the 2026 World Championship, including the Paralympic Games Quota Competition. The program provides athlete grants, equipment, training, and a specialized Boccia technical program to help these athletes reach their full potential.

Project SBIF ACE: Archery Academy

Project SBIF ACE: Archery Academy, implemented in partnership with Sanjeeva Singh Archery Institute Trust (SSAIT) in Deoria, Uttar Pradesh, aims to establish a state-of-the-art archery academy and provide professional training to 16 selected young archers from rural and underprivileged backgrounds. The project envisions nurturing sporting excellence and creating pathways for participation at national and international levels through high-performance coaching, equipment support, and exposure.

Rural Development (Gram Seva & Gram Saksham, Youth for India Fellowship)

| No. of Projects Sanctioned | Sanctioned Amount (₹ Cr.) | Sustainable Development Goals Covered |                                   |                              |                     |                   |                               |
|----------------------------|---------------------------|---------------------------------------|-----------------------------------|------------------------------|---------------------|-------------------|-------------------------------|
| 30                         | 73.15                     | 1 NO POVERTY                          | 2 ZERO HUNGER                     | 3 GOOD HEALTH AND WELL-BEING | 4 QUALITY EDUCATION | 5 GENDER EQUALITY | 6 CLEAN WATER AND SANITATION  |
|                            |                           | 7 AFFORDABLE AND CLEAN ENERGY         | 8 DECENT WORK AND ECONOMIC GROWTH | 13 CLIMATE ACTION            | 14 LIFE BELOW WATER | 15 LIFE ON LAND   | 17 PARTNERSHIPS FOR THE GOALS |

Project SBI Gram Seva

Project SBI Gram Seva: implemented by Arpan Seva Sansthan in Udaipurwati Block of Jhunjhunu District, Rajasthan for integrated village development through strategic interventions in multiple themes like Education, Health, Sanitation & Hygiene, Agriculture & Allied Activities, Youth & Women Empowerment, Infrastructure and Natural Resource Management, benefitting over 2000 families.

Project SBI Gram Saksham

Project SBI Gram Saksham: implemented by Shri Chaitanya Health and Care Trust, in Vikramgad Block, Palghar District, Maharashtra. The key initiative under the project ‘SBI Bhagirath’ aims to improve access to irrigation by watershed development activities - construction of 30 common ponds, 300 irrigation wells and supporting farmers with irrigation equipment, benefitting over 1000 families.



Project 'Krishi Sitaare - Future Agriculture Leaders of India'

Project 'Krishi Sitaare - Future Agriculture Leaders of India' Implemented by Association for Future Agriculture Leaders of India (FALI) in Maval Block, Pune District, Maharashtra. It aims to foster agricultural literacy, skills, & innovation amongst students through school-based agricultural education in five schools benefitting over 400 students to nurture and empower the students for becoming leaders in modern agriculture sector.

Project SBI Gram Saksham (under Project 'Shalihotra Express')

Project SBI Gram Saksham: implemented by BAIF Institute of Sustainable Livelihoods Development, in Achampet Block, Nagarkurnool District, Telangana. The key initiative under the project 'Shalihotra Express' aims to provide the latest veterinary services to livestock farmers and create supplementary income through livestock rearing activities, directly benefiting over 500 families.

SBI Youth for India Fellowship

SBI Youth for India Fellowship is designed to provide a platform for young professionals to engage with rural communities and drive sustainable development through grassroots interventions. The fellowship enables participants to work on projects spanning various thematic areas such as education, health, environment, women empowerment, and rural livelihoods in collaboration with partner NGOs.

Empowerment of PwD (CoE: Centre of Excellence for PwDs)

| No. of Projects Sanctioned | Sanctioned Amount (₹ Cr.) | Sustainable Development Goals Covered  |
|----------------------------|---------------------------|--|
| 14                         | 31.98                     | <div><div>3 GOOD HEALTH AND WELL-BEING</div><div>4 QUALITY EDUCATION</div><div>8 DECENT WORK AND ECONOMIC GROWTH</div><div>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</div><div>10 REDUCED INEQUALITIES</div><div>11 SUSTAINABLE CITIES AND COMMUNITIES</div><div>17 PARTNERSHIPS FOR THE GOALS</div></div> |

Project CARE: Early Intervention Centre

Project CARE: Early Intervention Centre, implemented in partnership with Manonandana Trust, this project establishes an Early Intervention Centre to provide early detection, screening, and intervention services such as physiotherapy, occupational therapy, and early intervention to 1,000 newborns and young children with intellectual and physical disabilities in Bangalore.

Project Child Development Centre

Project Child Development Centre, implemented in collaboration with UMMEED CDC, this project provides clinical support and assessments to 100 children with or at risk of developmental disabilities in Lower Parel, Mumbai. The initiative offers family-centered care, including assessments, therapy sessions, group activities, and support from the social work team, benefiting both the children and 300 family members.

Project Samagra Shiksha in collaboration with SPARC – India

Project Samagra Shiksha, implemented in collaboration with SPARC – India, this project provides inclusive education and rehabilitation support to 125 children with disabilities and makes five government schools accessible in Lucknow. 80 children are enrolled in Jyoti Kiran School, and the remaining 45 children are enrolled in government schools identified by SPARC – India.

Project Sensitization & Awareness Program

Project Sensitization & Awareness Program, implemented by ACE Social Foundation, this program sets up a 'Dialogue in the Dark Centre' in Mumbai to sensitise 1,200 visitors through experiential activities such as crossing a road, drinking coffee, playing cricket, and using a computer without a display screen. These activities simulate visual impairment, promoting empathy and understanding of PwDs' abilities.

Project Samagra Shiksha: Action for Inclusive Education

Project Samagra Shiksha: Action for Inclusive Education, implemented in collaboration with Pratham Mumbai Education Initiative, this program provides quality education to 250 children with disabilities in Nashik, Maharashtra. The project also trains 250 Anganwadi workers and 100 teachers while conducting outreach activities and raising awareness on inclusive education.

Project Samarthya

Project Samarthya, implemented in collaboration with Shree Bhagwan Mahaveer Viklang Sahayata Samiti, this project provides assistive aids and devices to 8,370 persons with disabilities, enhancing their accessibility and independence. BMVSS follows a structured model for distributing artificial aids and appliances to PwDs through camps and main center.

Project Swavlamban

Project Swavlamban, implemented in collaboration with Dr. Reddy's Foundation, this project trains 1,400 Persons with Disabilities (PwDs) in employability skills across five training centers. It aims to secure job placements for at least 980 trained beneficiaries and provides hostel facilities for 30% of rural youth to support their transition to employment.

Project SBIF CoE: Samagra Shiksha

Project SBIF CoE: Samagra Shiksha – Educational and Therapeutic Interventions for Children with Disabilities, implemented in partnership with CBM India Trust, Bangalore, aims to support 200 children with cross-disabilities, including cerebral palsy, intellectual disabilities, and physical disabilities in Narmadapuram and Babai blocks of Madhya Pradesh. The project focuses on providing holistic educational and therapeutic interventions to improve the quality of life and inclusion of children with disabilities.

Project Samagra Shiksha: Making STEM Education Accessible for Children with Visual Impairment

Project Samagra Shiksha: Making STEM Education Accessible for Children with Visual Impairment, implemented in collaboration with Vision Empower, this project makes STEM education accessible to 1,000 students with visual impairments across 20 districts in Odisha. It trains 200 teachers in inclusive STEM education, ensuring State Board textbooks for grades 3-10 are accessible in Odia, and establishes five accessible science labs in special schools.

Project Samarthya: Providing Assistive Devices, Orthotics, and Prosthetics to People with Disabilities

Project Samarthya: Providing Assistive Devices, Orthotics, and Prosthetics to People with Disabilities, implemented in partnership with Voluntary Medicare Society (VMS), aims to provide 3,350 assistive devices, orthotics, and prosthetics to persons with disabilities in Srinagar District, Jammu & Kashmir. The project is designed to enhance mobility, independence, and overall well-being of beneficiaries through access to customized assistive technology.

Project SBIF CoE: Samarthya, implemented in partnership with Save The Children India

Project SBIF CoE: Samarthya, implemented in partnership with Save The Children India, aims to set up a comprehensive Early Intervention Centre in Pune and distribute 1,250 hearing aids. The project focuses on early diagnosis and intervention to mitigate developmental delays and improve the auditory health of children at risk.

Project Construction of 52 Bedded Dormitory

Project Construction of 52 Bedded Dormitory – A Special Home for Specially Abled in Badlapur, implemented in partnership with Association of Parents of Mentally Retarded Children, aims to build a 52-bedded special residential facility for individuals with disabilities in Badlapur, Thane District, Maharashtra. The project seeks to provide a safe and inclusive living space, offering long-term residential care and support.

Healthcare (Jivanam)

| No. of Projects Sanctioned | Sanctioned Amount (₹ Cr.) | Sustainable Development Goals Covered   |
|----------------------------|---------------------------|---|
| 71                         | 140.99                    | <div><div>2 ZERO HUNGER</div><div>3 GOOD HEALTH AND WELL-BEING</div><div>5 GENDER EQUALITY</div><div>6 CLEAN WATER AND SANITATION</div><div>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</div><div>10 REDUCED INEQUALITIES</div><div>11 SUSTAINABLE CITIES AND COMMUNITIES</div><div>17 PARTNERSHIPS FOR THE GOALS</div></div> |

Project Swasth Mahila, Swasth Goa

Project Swasth Mahila, Swasth Goa in collaboration with YouWeCan aims to provide a technology intervention in the form of iBreast Exam Devices, training and capacity building support to the government of Goa to screen 1,05,000 women for Breast cancer in North Goa and South Goa district of Goa.

Project SBI Sanjeevani – Clinic on Wheels

Project SBI Sanjeevani: Clinic on Wheels aims to provide primary healthcare services to the unserved and underserved sections of society. Mobile Medical Unit provides primary health care services at the doorstep of villagers which is a vital tool to help the poor communities residing in remote terrains to improve their health conditions and overall wellbeing.

Project Sparsh Hospice

Project Sparsh Hospice in collaboration with Rotary Club of Banjara Hills Charitable Trust aims to strengthen homecare based palliative care program in different regions of Hyderabad to provide free home – based palliative care services to 1700 terminally ill cancer patients from socio-economically vulnerable families in Hyderabad, Telangana.

Project Upgradation of Hospital by Supporting Medical Equipment

Project Upgradation of the Hospital by Supporting Medical Equipment in collaboration with Ramkrishna Ashrama Mission aims to enhance healthcare facilities at Ramakrishna Mission Hospital, Sohra, in East Khasi Hills, Meghalaya. The initiative includes increasing hospital capacity from 10 to 30 beds, procuring medical and kitchen equipment, and acquiring a patient transport vehicle. This upgrade will improve healthcare access for 21,000 people in the region, addressing the shortage of quality medical services.

Project SBIF Jivanam Eye Care

Conducting Cataract Surgeries in Nagpur District of Maharashtra in partnership with Madhav Netralaya Eye Institute and Research Centre aims to conduct 1,800 cataract surgeries in the Nagpur district of Maharashtra.

Project SBIF Mauli Seva

Project SBIF Mauli Seva in partnership with Mauli Seva Pratishthan aims to roviding emergency medical facilities to 600 women on the street situation, livelihood support to 50 women beneficiaries through bakery and dairy unit and education support to 12 children in Ahmednagar district, Maharashtra.

Project TB MukT Gujarat

Project TB MukT Gujarat in partnership with RK HIV AIDS Research & Care Centre aims for screening, testing, and treatment adherence of 80,000 TB patients in Ahmedabad and Panchamahall districts of Gujarat.

Project SBIF Jivanam

Project SBIF Jivanam: TB MukT Initiative, implemented in partnership with Bhavishya Bharat in Nagar Kurnool district of Telangana, aims to enable TB-free communities through community-level screening, testing, treatment support, and nutrition supplementation for TB patients. The project focuses on improving health-seeking behavior and providing integrated care, particularly for vulnerable and marginalized populations in the region.

Women Empowerment (Sashakti)

| No. of Projects Sanctioned | Sanctioned Amount (₹ Cr.) | Sustainable Development Goals Covered   |
|----------------------------|---------------------------|---|
| 17                         | 39.82                     | <div><div>1 NO POVERTY</div><div>2 ZERO HUNGER</div><div>3 GOOD HEALTH AND WELL-BEING</div><div>4 QUALITY EDUCATION</div><div>5 GENDER EQUALITY</div><div>7 AFFORDABLE AND CLEAN ENERGY</div><div>8 DECENT WORK AND ECONOMIC GROWTH</div><div>10 REDUCED INEQUALITIES</div><div>13 CLIMATE ACTION</div><div>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</div><div>17 PARTNERSHIPS FOR THE GOALS</div></div> |



Project SBIF Sashakti

Provision of Legal Awareness and Legal Assistance to Underprivileged Women and Victims of Sexual and Gender-based Violence in Urban Slums of New Delhi in partnership with Ara Trust.

Empowering 200 Women, Survivors of Violence at Kshamata Transformation Centre through a holistic rehabilitation and reintegration program in partnership with Kshamta in Thane, Maharashtra.

Implemented in partnership with Yugrishi Shriram Sharma Acharya Charitable Trust (YSSACT), aims to construct a Girl's Hostel Complex in Saran District, Bihar. The project intends to provide safe and supportive residential facilities for rural girls pursuing education, thereby promoting gender equity and access to learning opportunities.

Providing Psychosocial Counselling and Addressing Violence Against Women, implemented by Saraswati Educational Society in village settlements and underserved areas of East Delhi, aims to support women affected by violence by offering psychosocial counselling, legal awareness, and community sensitization.

Enhancing Livelihood of Tribal & Rural Women, implemented in partnership with National Institute of Women Child & Youth Development (NIWCYD) in 60 villages of Karanjiya block, Dindori district, Madhya Pradesh, aims to empower 3,000 tribal and rural women by promoting sustainable livelihoods through Non-Timber Forest Products (NTFP) and agro-processing.

Project SBIF Muskaan : Ensuring Quality Childcare for Marginalized Children

Ensuring Quality Childcare for Marginalized Children, implemented in collaboration with Mobile Creches for Working Mother's Children, aims to facilitate early childhood development of 160 children (6 months to 5 years) through the establishment of 4 creches at construction sites and in urban slums—2 in Delhi NCR and 2 in Bengaluru.

Establishment of Early Childhood Care Centres (ECCCs), implemented by SEED (Society for Socio Economic & Ecological Development) in the ecologically vulnerable regions of Ghoramara and Sagar Islands in the Sundarbans, West Bengal, aims to provide foundational early childhood care and education services to 100 children (0-6 years). Through the setup of 2 ECCCs, the project will offer a safe, stimulating environment for children, enabling cognitive, emotional, and physical development.

SBI Foundation – Impact Assessment

In alignment with the Ministry of Corporate Affairs' CSR guidelines, SBI Foundation undertook impact assessments for three CSR projects exceeding ₹1 crore . A total of 16 projects were considered for Impact Assessment out of which 13 are under process. Thematic Areas covered include Health, Education, Rural Development, Diversity and Inclusion, Sports, Livelihood and Entrepreneurship. These assessments were conducted by independent reputed third-party agencies to ensure objectivity and transparency





# Business Responsibility & Sustainability Reporting

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

| S.No. | Particulars   | Disclosure  |
|-------|---|---|
| 1     | Corporate Identity Number (CIN) of the Listed Entity  | Not Applicable  |
| 2     | Name of the Listed Entity   | State Bank of India ("SBI/the Bank/Bank")   |
| 3     | Year of incorporation   | 1955  |
| 4     | Registered office address   | State Bank of India, State Bank Bhavan, Corporate Centre, Madame Cama Road, Nariman Point, Mumbai, Maharashtra - 400021, India  |
| 5     | Corporate address   | State Bank of India, State Bank Bhavan, Corporate Centre, Madame Cama Road, Nariman Point, Mumbai, Maharashtra - 400021, India  |
| 6     | E-mail  | investor.complaints@sbi.co.in.  |
| 7     | Telephone   | 022-22740840  |
| 8     | Website   | https://bank.sbi and sbi.co.in<br>https://sbi.co.in/  |
| 9     | Financial year for which reporting is being done  | FY 2024-25  |
| 10    | Name of the Stock Exchange(s) where shares are listed   | National Stock Exchange of India Limited, Mumbai<br>BSE Limited, Mumbai   |
| 11    | Paid-up Capital   | ₹ 892.46 crore  |
| 12    | Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report  | Ms. Shalini Srivastava<br>Dy. General Manager (Sustainability)<br>Phone Number: 022-69940105<br>Email id: dgm2.esgcfu@sbi.co.in |
| 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 Reporting (excluding foreign branches)   |
| 14    | Name of assurance provider  | Rama K Gupta & Co.<br>(Bank's Statutory Central Auditor)  |
| 15    | Type of assurance obtained  | Reasonable Assurance of BRSR Core KPIs as per SEBI guidelines   |

### 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      | Treasury                     | Treasury segment includes investment portfolio, asset-liability management, foreign exchange operations and derivative contracts. The revenue of the treasury segment primarily consists of fees and gains or losses from trading operations and interest income on the investment portfolio. | 25.80                       |
| 2      | Corporate/ Wholesale Banking | Corporate / Wholesale Banking segment comprises lending activities of Corporate Accounts Group, Commercial Clients Group and Stressed Assets Resolution Group. These include providing loans and transaction services to corporate and institutional clients.                                 | 27.96                       |
| 3      | Retail Banking               | Retail Banking segment comprises of retail branches, which primarily includes personal banking activities. This segment also includes agency business and ATMs.   | 45.90                       |

#### 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      | Treasury, Corporate/Wholesale Banking and Retail Banking. Mostly all the products and services are offered under these categories. | 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      | Not Applicable   | 2,737 offices<br>22,937 branches<br>63,791 ATMs/ADWMs | 25,674 branches & offices |
| International | Not Applicable   | 244*  | 244                       |

\*Note: Includes Branches/Sub-offices/Other offices, foreign subsidiaries, Representative offices and JVs/ Associates/ Managed exchange Cos / Investments



**19. Markets served by the entity:**

a. Number of locations

| Locations                               | Number                            |
|---|-----------------------------------|
| <b>National (No. of States)</b>         | 28 States and 8 Union Territories |
| <b>International (No. of Countries)</b> | 29 countries                      |

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

SBI is India's largest banking and financial services organization serving over 52 Crore+ customers, with customer centric approach. Bank's customer base spans across multiple segments as described below:

| Key Customers                       | Details of Customer Segments served  |
|-------------------------------------|--|
| <b>Corporate Customers</b>          | The customer segments include large businesses & corporations, government & public sector entries, publicly listed companies, MNCs, large private enterprises availing loans, treasury services, syndicated loans, trade finance, investment banking and foreign exchange. |
| <b>Retail Customers</b>             | The Bank's retail segment consists of individuals, salaried professionals, agriculturists, self-help groups, NRIs, overseas clients, pensioners and high net worth individuals who avail loans, deposits other products and services.                                      |
| <b>Commercial and Rural Banking</b> | This customer segment includes MSMEs, start-ups, commercial agriculture, small and marginal farmers & other businesses in semi urban/rural areas.  |

**IV. Employees****20. Details as at the end of Financial Year:**

a. Employees and workers (including differently abled):

| S. No.    | Particulars              | Total<br>(A) | Male     |           | Female  |           |
|-----------|--------------------------|--------------|----------|-----------|---------|-----------|
|           |                          |              | No. (B)  | % (B / A) | No. (C) | % (C / A) |
| EMPLOYEES |                          |              |          |           |         |           |
| 1.        | Permanent (D)            | 2,33,078     | 1,68,176 | 72.16     | 64,902  | 27.84     |
| 2.        | Other than Permanent (E) | 2,695        | 2,509    | 93.10     | 186     | 6.90      |
| 3.        | Total employees (D + E)  | 2,35,773*    | 1,70,685 | 72.40     | 65,088  | 27.60     |

| S. No.  | Particulars              | Total<br>(A) | Male    |           | Female  |           |
|---------|--------------------------|--------------|---------|-----------|---------|-----------|
|         |                          |              | No. (B) | % (B / A) | No. (C) | % (C / A) |
| WORKERS |                          |              |         |           |         |           |
| 4.      | Permanent (F)            | -            | -       | -         | -       | -         |
| 5.      | Other than Permanent (G) | -            | -       | -         | -       | -         |
| 6.      | Total workers (F + G)    | -            | -       | -         | -       | -         |

\* Domestic operations

Note: Other than permanent employees are contractual employees.

Bank does not employ any workers.

b. Differently abled Employees and workers:

| S. No.                      | Particulars                               | Total<br>(A) | Male    |           | Female  |           |
|-----------------------------|---|--------------|---------|-----------|---------|-----------|
|                             |   |              | No. (B) | % (B / A) | No. (C) | % (C / A) |
| DIFFERENTLY ABLED EMPLOYEES |   |              |         |           |         |           |
| 1.                          | Permanent (D)                             | 5,806        | 4,525   | 77.94     | 1,281   | 22.06     |
| 2.                          | Other than Permanent (E)                  | 25           | 25      | 100.00    | 0       | 0         |
| 3.                          | Total differently abled employees (D + E) | 5,831        | 4,550   | 78.04     | 1,281   | 21.96     |
| DIFFERENTLY ABLED WORKERS   |   |              |         |           |         |           |
| 4.                          | Permanent (F)                             | -            | -       | -         | -       | -         |
| 5.                          | Other than permanent (G)                  | -            | -       | -         | -       | -         |
| 6.                          | Total differently abled workers (F + G)   | -            | -       | -         | -       | -         |

**21. Participation/Inclusion/Representation of women**

|                           | Total (A) | No. and percentage of Females |           |
|---------------------------|-----------|-------------------------------|-----------|
|                           |           | No. (B)                       | % (B / A) |
| Board of Directors*       | 12        | 1                             | 8.33      |
| Key Management Personnel# | 27        | 3                             | 11.11     |

\* Includes Shareholder Board Members &amp; Nominated Board Members of GOI

# Includes Chairman, MDs and all DMDs

**22. Turnover rate for permanent employees and workers**

(Disclose trends for the past 3 years)

| S. No.                     | FY 2025 |        |       | FY 2024 |        |       | FY 2023 |        |       |
|----------------------------|---------|--------|-------|---------|--------|-------|---------|--------|-------|
|                            | Male    | Female | Total | Male    | Female | Total | Male    | Female | Total |
| <b>Permanent Employees</b> | 4.93%   | 3.37%  | 4.50% | 4.27%   | 3.54%  | 4.07% | 5.31%   | 3.13%  | 4.72% |
| <b>Permanent Workers</b>   | NA      | NA     | NA    | NA      | NA     | NA    | NA      | NA     | NA    |

**V. Holding, Subsidiary and Associate Companies (including joint ventures)****23. (a) 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/ 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      | SBI Life Insurance Company Limited (Listed)                              | Subsidiary  | 55.38                             | No   |
| 2      | SBI Cards & Payment Services Limited (Listed)                            | Subsidiary  | 68.60                             | No   |
| 3      | SBI General Insurance Company Limited                                    | Subsidiary  | 68.99                             | No   |
| 4      | SBI Funds Management Limited (SBIFML)                                    | Subsidiary  | 61.98                             | No   |
| 5      | SBI Funds Management (International) Private Limited                     | Wholly owned subsidiary of SBI Funds Management Limited         | 0                                 | No   |
| 6      | SBI Mutual Fund Trustee Company Private Limited                          | Subsidiary  | 100                               | No   |
| 7      | SBI Capital Markets Ltd. (SBICAPs)                                       | Subsidiary  | 100                               | No   |
| 7.1    | SBICAP Securities Limited (SSL)  | Wholly owned non banking subsidiary of SBI Capital Markets Ltd. | 0                                 | No   |
| 7.2    | SBICAP Trustee Company Limited (STCL)                                    |   |                                   |  |
| 8      | SBI Ventures Limited (Formerly SBI CAP Ventures Ltd.)                    | Subsidiary  | 100                               | No   |
| 9      | SBI Factors Limited (SBI Global Factors Limited)                         | Subsidiary  | 100                               | No   |
| 10     | SBI-SG Global Securities Services Private Limited                        | Subsidiary  | 65                                | No   |
| 11     | SBI DFHI Limited   | Subsidiary  | 69.04                             | No   |

| S. No. | Name of the holding/ subsidiary/ associate companies/ joint ventures (A)                     | Indicate whether holding/ Subsidiary/ Associate/ 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) |
|--------|--|--|---|--|
| 12     | SBI Pension Funds Private Limited  | Subsidiary   | 80                                      | No   |
| 13     | SBI Payment Services Private Limited   | Subsidiary   | 74                                      | No   |
| 14     | SBI Foundation   | Subsidiary   | 99.72                                   | No   |
| 15     | State Bank Operations Support Services Pvt. Ltd. (SBOSS)                                     | Subsidiary   | 100                                     | No   |
| 16     | SBI Infra Management Solutions Private Limited Under voluntary liquidation w.e.f. 04.02.2022 | Subsidiary   | 100                                     | No   |
| 17     | SBI Funds International (IFSC) Pvt. Ltd  | Subsidiary   | 100                                     | No   |
| 18     | C-Edge Technologies Limited  | Joint Venture  | 49                                      | No   |
| 19     | Yes Bank Ltd.  | Associate  | 23.97                                   | No   |
| 20     | Jio Financial Services Ltd.  | Joint Venture  | 14.96                                   | No   |
| 21     | Investec Capital Services (India) Pvt. Ltd.  | Associate of SBI Capital Markets Ltd                           | 19.70 owned by SBI Capital Markets Ltd. | No   |
| 22     | SBI CDMDF Trustee Pvt. Ltd.  | Subsidiary   | 100                                     | No   |
| 23     | Oman India Joint Investment Fund-Managment Company Pvt. Ltd                                  | Joint Venture  | 50                                      | No   |
| 24     | Oman India Joint Investment Fund-Trustee Company Pvt. Ltd                                    | Joint Venture  | 50                                      | No   |
| 25     | SBI Macquarie Infrastructure Trustee Pvt. Ltd  | Joint Venture  | 45                                      | No   |
| 26     | SBI Macquarie Infrastructure Management Pvt. Ltd   | Joint Venture  | 45                                      | No   |

List is for domestic associates/subsidiaries/JVs. Other than this 14 RRBs are also the associates of SBI

**VI. CSR Details****24.**

| (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) | (ii) Turnover (in ₹) | (iii) Net Worth (in ₹) |
|---|----------------------|------------------------|
| No  | 5,24,172.41 in crore | 3,89,071 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 2025  |  | Remarks  | FY 2024  |  | Remarks  |
|---|--|--|--|--|--|--|--|
|   |  | Number of complaints filed during the year         | Number of complaints pending resolution at close of the year |  | Number of complaints filed during the year         | Number of complaints pending resolution at close of the year |  |
| Communities                                       | Yes<br>SBI encourages community stakeholders to raise their grievances at website electronically and email ID below:<br>Website: <a href="https://www.sbifoundation.in/contact-us">https://www.sbifoundation.in/contact-us</a><br>Email: <a href="mailto:coo@sbifoundation.co.in">coo@sbifoundation.co.in</a>  | Nil  | Nil  | Bank's CSR arm SBI Foundation can be accessed through various modes.   | Nil  | Nil  | Bank's CSR arm SBI Foundation can be accessed through various modes  |
| Investors (other than shareholders)               | Yes<br><a href="mailto:investor.complaints@sbi.co.in">investor.complaints@sbi.co.in</a>  | Nil  | Nil  | Investors may send their grievances to bank and/or its Registrar & Transfer Agent (RTA) and if not satisfied by the resolution may file compliant with SEBI through SCORES portal. | Nil  | Nil  | Investors may send their grievances to bank and/or its Registrar & Transfer Agent (RTA) and if not satisfied by the resolution may file compliant with SEBI through SCORES portal. |
| Shareholders                                      | Yes<br>Website: <a href="https://bank.sbi/web/investor-relations/share-holder-bond-holder-information">https://bank.sbi/web/investor-relations/share-holder-bond-holder-information</a><br>Shareholders can register their grievances at the below email ID: <a href="mailto:investor.seva@sbi.co.in">investor.seva@sbi.co.in</a>  | 314  | 0  |  | 349  | 0  |  |
| Employees and workers                             | Yes, SBI has Sanjeevani Portal, POSH and Whistle Blower Policy to effectively address grievances of employees<br><a href="https://sbi.co.in/documents/17836/171814/Whistle+Blower+Policy.pdf">https://sbi.co.in/documents/17836/171814/Whistle+Blower+Policy.pdf</a><br>Weblink for POSH policy: <a href="https://bank.sbi/documents/17826/17948/081223-Abridged+Garima+Policy+Oct+2023+Final.pdf/ae6a7ed9-d910-dd10-5da4-629e0a9ce11b?t=1702035843025">https://bank.sbi/documents/17826/17948/081223-Abridged+Garima+Policy+Oct+2023+Final.pdf/ae6a7ed9-d910-dd10-5da4-629e0a9ce11b?t=1702035843025</a> | 10424 (only staff)<br>20556 (including Pensioners) | 0  | -  | 11159 (only staff)<br>25534 (including Pensioners) | 0  | -  |

| 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 2025                                    |  | FY 2025   |  | FY 2024  |  |
|---|---|--|--|---|--|--|--|
|   |   | 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  |
| Customers   | Yes<br>Grievance Redressal mechanism is in place for the Bank (detailed in. Customer experience chapter)<br><i>Email to raise grievances:</i><br>customercare@sbi.co.in<br>Customer Rights, Grievance Redressal and Compensation Policy:<br><a href="https://sbi.co.in/documents/53471/0/Customer+Rights,Grievance+Redressal+and+Compensation+Policy+2023.pdf/520a08ad-fe43-0d28-32a2-b2be315fd7b0?t=1711632949015">https://sbi.co.in/documents/53471/0/Customer+Rights,Grievance+Redressal+and+Compensation+Policy+2023.pdf/520a08ad-fe43-0d28-32a2-b2be315fd7b0?t=1711632949015</a> | 28,50,478                                  | 1,20,119   | -   | 32,33,561                                  | 1,31,423   | -  |
| Value chain partners                              | Yes<br>Value chain partners can also raise their grievances as a customer through mechanism as mentioned in above point   | Nil  | Nil  | Value chain partners can report their grievances to the nearest branch and through other digital modes. | Nil  | Nil  | Value chain partners can report their grievances to the nearest branch and through other digital modes |
| Others (please specify)                           | Not Applicable  | Not Applicable                             | Not Applicable   | Not Applicable  | Not Applicable                             | Not Applicable   | Not Applicable   |



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

Please refer to the ‘Stakeholder Engagement and Materiality Assessment’ section (Page 63 – 87) of the Sustainability Report FY 2024-25.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

| Disclosure Questions  | P<br>1 | P<br>2 | P<br>3 | P<br>4 | P<br>5 | P<br>6 | P<br>7 | P<br>8 | P<br>9 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Policy and management processes   |        |        |        |        |        |        |        |        |        |
| 1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)  | Yes    | Yes    | Yes    | Yes    | Yes    | Yes    | Yes    | Yes    | Yes    |
| b. Has the policy been approved by the Board? (Yes/No)  | Yes    | Yes    | Yes    | Yes    | Yes    | Yes    | Yes    | Yes    | Yes    |
| c. Web Link of the Policies, if available   |        |        |        |        |        |        |        |        |        |
| SBI has updated all of its corporate policies, mentioned as below:  |        |        |        |        |        |        |        |        |        |
| <b>Principle 1: Anti-Bribery &amp; Anti-Corruption Policy (abridged):</b><br><a href="https://bank.sbi/documents/17826/20624/160323-Abridged+Anti-bribery+and+Anticorruption+policy-bank.sbi.pdf/32241861-3fc1-69ec-3e23-3962c36c3baf?t=1678966950469">https://bank.sbi/documents/17826/20624/160323-Abridged+Anti-bribery+and+Anticorruption+policy-bank.sbi.pdf/32241861-3fc1-69ec-3e23-3962c36c3baf?t=1678966950469</a>  |        |        |        |        |        |        |        |        |        |
| <b>Whistleblower Policy:</b> <a href="https://sbi.co.in/documents/17836/171814/Whistle+Blower+Policy.pdf">https://sbi.co.in/documents/17836/171814/Whistle+Blower+Policy.pdf</a>  |        |        |        |        |        |        |        |        |        |
| <b>Principle 2: Policy on issuance and allocation of green deposits:</b> <a href="https://bank.sbi/web/sbi-green/information-and-policies">https://bank.sbi/web/sbi-green/information-and-policies</a>  |        |        |        |        |        |        |        |        |        |
| <b>Principle 1, 2, 3 and 6: Code of Ethics:</b> <a href="https://sbi.co.in/documents/17826/20624/181119-Code+of+Ethics+in+Brief+%28in+English%29.pdf/74f49f78-f827-2b5d-a92b-01c3efba2500?t=1574081702712#:~:text=Make%20sure%20that%20integrity%20permeates%20our%20workings%20and%20decisions%20every%20day.&amp;text=Be%20just%20and%20honest%20to,in%20their%20interactions%20with%20us.">https://sbi.co.in/documents/17826/20624/181119-Code+of+Ethics+in+Brief+%28in+English%29.pdf/74f49f78-f827-2b5d-a92b-01c3efba2500?t=1574081702712#:~:text=Make%20sure%20that%20integrity%20permeates%20our%20workings%20and%20decisions%20every%20day.&amp;text=Be%20just%20and%20honest%20to,in%20their%20interactions%20with%20us.</a> |        |        |        |        |        |        |        |        |        |
| <b>Principle 3: Equal Employment opportunity for PWDs:</b> <a href="https://bank.sbi/documents/16012/25448726/130422-Equal+Opportunity+Policy+for+PWD.pdf/0a7ed777-7565-4a4b-b07d-11a56b9ce5ca?t=1649827803872">https://bank.sbi/documents/16012/25448726/130422-Equal+Opportunity+Policy+for+PWD.pdf/0a7ed777-7565-4a4b-b07d-11a56b9ce5ca?t=1649827803872</a>  |        |        |        |        |        |        |        |        |        |
| <b>Principle 4: CSR Policy:</b><br><a href="https://bank.sbi/documents/17826/17948/08062023-SBICSR+POLICY+v+70.pdf/b88827a2-8c32-d47f-eac3-a18abeb0d76c?t=1686225450855">https://bank.sbi/documents/17826/17948/08062023-SBICSR+POLICY+v+70.pdf/b88827a2-8c32-d47f-eac3-a18abeb0d76c?t=1686225450855</a>  |        |        |        |        |        |        |        |        |        |
| <b>Principle 4. Microfinance Loan Policy</b> <a href="https://sbi.co.in/documents/14463/22577/20012023_Mircorfinance+Loan+Policy+for+Publication.pdf">https://sbi.co.in/documents/14463/22577/20012023_Mircorfinance+Loan+Policy+for+Publication.pdf</a>  |        |        |        |        |        |        |        |        |        |
| <b>Principle 5 Garima Policy:</b> <a href="https://bank.sbi/documents/17826/17948/081223-Abridged+Garima+Policy+Oct+2023+Final.pdf/ae6a7ed9-d910-dd10-5da4-629e0a9ce11b?t=1702035843025">https://bank.sbi/documents/17826/17948/081223-Abridged+Garima+Policy+Oct+2023+Final.pdf/ae6a7ed9-d910-dd10-5da4-629e0a9ce11b?t=1702035843025</a>   |        |        |        |        |        |        |        |        |        |
| <b>Principle 6 Climate Change Risk Management Policy (abridged)</b><br><a href="https://bank.sbi/documents/17826/26668959/151022-Climate+Change+Risk+Management+Policy_Abridged+Version.pdf/ee84cf18-f5be-5823-234d-6d03667eafee?t=1665814460351">https://bank.sbi/documents/17826/26668959/151022-Climate+Change+Risk+Management+Policy_Abridged+Version.pdf/ee84cf18-f5be-5823-234d-6d03667eafee?t=1665814460351</a>  |        |        |        |        |        |        |        |        |        |
| <b>Principle 6: Operational Risk Management Policy</b><br>Business Continuity & operational resilience policy   |        |        |        |        |        |        |        |        |        |
| <b>Principle 7 ESG Financing Framework:</b> <a href="https://bank.sbi/documents/17836/3726866/ESG+Financing+Framework+2023.pdf/ab4d507d-c354-d4d0-b2e5-3cbbef75e0a?t=1674120824966">https://bank.sbi/documents/17836/3726866/ESG+Financing+Framework+2023.pdf/ab4d507d-c354-d4d0-b2e5-3cbbef75e0a?t=1674120824966</a>   |        |        |        |        |        |        |        |        |        |

**Principle 6 and principle 8 Sustainability and Business Responsibility Policy:** <https://bank.sbi/documents/16012/44015480/120424-SBR+Policy+for+Bank%27s+site.pdf/4bbdbfd6-56c7-af57-2d7f-fc8bbcbe30ea?t=1712899096923>

**Principle 9: Policy on KYC Standards, AML and Combating of Financing of Terrorism CFT Measures (abridged)** <https://bank.sbi/documents/17826/9529227/250122-KYC+Policy+Abridged+Version+03.01.2021.pdf/f236c452-e54a-9c3c-1227-42be18372ef0?t=1643115443956>

**Policy on Doorstep Banking for Retail Customers:** <https://sbi.co.in/documents/53471/53742/2108201141-POLICY+ON+DOORSTEP+BANKING+SERVICES+FOR+INDIVIDUAL+CUSTOMERS.pdf/84978a6f-9b4b-157f-bb49-e096ce9ca4b4?t=1597990803610>

**Principle 9: Customer Rights, Grievance redressal and Compensation Policy:** <https://bank.sbi/documents/53471/0/Customer+Rights%2CGrievance+Redressal+and+Compensation+Policy+2023.pdf/520a08ad-fe43-0d28-32a2-b2be315fd7b0?t=1711632949015>

| Disclosure Questions   | P<br>1   | P<br>2 | P<br>3 | P<br>4 | P<br>5 | P<br>6 | P<br>7 | P<br>8 | P<br>9 |
|--|--|--------|--------|--------|--------|--------|--------|--------|--------|
| 2. Whether the entity has translated the policy into procedures. (Yes / No)  | Yes  | Yes    | Yes    | Yes    | Yes    | Yes    | Yes    | Yes    | Yes    |
| 3. Do the enlisted policies extend to your value chain partners? (Yes/No)  | Yes  | Yes    | Yes    | No     | No     | Yes    | No     | No     | No     |
| 4. Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance) (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle. | SBI has adopted various national and international codes/certifications/ labels/ standards aligning to respective NGRBC Principles as follows:<br>1. Principle 1: ISO 9001:2015 (Audit and Compliance function including AML )CFT), Any Time Channel – ISO 9001:2015<br>2. ISD -ISO 27001:2022<br>3. Principle 6: ISO 9001:2015 (Risk Department)<br>4. Principle 9: ISO 22301:2019 (BC & OR Policy)<br>5. ISO 27001:2013 (Cyber Security) |        |        |        |        |        |        |        |        |
| 5. Specific commitments, goals and targets set by the entity with defined timelines, if any.   | Bank has adopted targets against material topics and disclosed performance against the same in the SR from page No. 74-87  |        |        |        |        |        |        |        |        |

| Disclosure Questions | P<br>1 | P<br>2 | P<br>3 | P<br>4 | P<br>5 | P<br>6 | P<br>7 | P<br>8 | P<br>9 |
|----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|

6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.

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) | Please refer to “Chairman Leadership” Message on Sustainability Report on Page Number 12   |
| 8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).   | Mr. Rana Ashutosh Kumar Singh<br>Managing Director<br>(Risk, Compliance and Stressed Assets Resolution Group)  |
| 9. Does the entity have a specified Committee of the Board/ Director responsible for decision-making on sustainability-related issues? (Yes / No). If yes, provide details.   | Yes, Bank has specific Committees of the Board responsible for decision-making on sustainability-related issues.<br><br>The Corporate Social Responsibility Committee (CSRC) comprising of two Managing Directors of the Bank and four Independent Directors meets quarterly and ensures a transparent monitoring mechanism for the implementation of CSR projects/programmes/activities undertaken by the Bank.<br><br>Also, Corporate Centre Sustainability Committee (CCSC) headed by Deputy Managing Director, CCO and Chief Sustainability Officer of Bank is responsible for execution of Bank’s environmental and social goals, monitoring of targets set, oversight and overall decision making on sustainability related issues of the Bank. The Committee comprises leaders from various business functions relevant to ESG initiatives of the Bank. |



10. Details of Review of NGRBCs by the Company

| Subject for Review   | Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee  |   |   |   |   |   |   |   |    | Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify) |    |    |    |    |     |    |    |   |
|--|---|---|---|---|---|---|---|---|----|--|----|----|----|----|-----|----|----|---|
|  | P   | P | P | P | P | P | P | P | P  | P  | P  | P  | P  | P  | P   | P  | P  | P |
|  | 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9  | 1  | 2  | 3  | 4  | 5  | 6   | 7  | 8  | 9 |
| Performance against above policies and follow up action  | All policies of the Bank are approved/reviewed by Bank's Central Board  |   |   |   |   |   |   |   |    | Annually   |    |    |    |    |     |    |    |   |
| Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances  | All policies of the Bank are approved/reviewed by Bank's Central Board. Bank's Compliance department ensures compliance with all statutory requirements before putting up to the Central Board/Committee of the Board/ Any other committee. |   |   |   |   |   |   |   |    | Annually   |    |    |    |    |     |    |    |   |
|  |   |   |   |   |   |   |   |   | P  | P  | P  | P  | P  | P  | P   | P  | P  | P |
|  |   |   |   |   |   |   |   |   | 1  | 2  | 3  | 4  | 5  | 6  | 7   | 8  | 9  |   |
| 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.* |   |   |   |   |   |   |   |   | No | Yes  | No | No | No | No | Yes | No | No |   |

\*An independent assessment of the ESG Financing Framework in the form of Second Party Opinion (SPO) has been provided by Sustainalytics, Morningstar.

The second party opinion is available at- <https://sbi.co.in/documents/17836/26664754/240123-ESG+Financing+Framework+-+Second+Party+Opinion+from+Sustainalytics.pdf/65c08e88-e485-f060-cd57-ed0523c50869?t=1674551948079>

Second Party Opinion of Policy on Issuance and Allocation of Green Deposits has been provided by CRISIL

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

| Questions   | P 1 | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| The entity does not consider the Principles material to its business (Yes/No)   | NA  | NA  | NA  | NA  | NA  | NA  | NA  | NA  | NA  |
| The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No) | NA  | NA  | NA  | NA  | NA  | NA  | NA  | NA  | NA  |
| The entity does not have the financial or/ human and technical resources available for the task (Yes/No)                        | NA  | NA  | NA  | NA  | NA  | NA  | NA  | NA  | NA  |
| It is planned to be done in the next financial year (Yes/No)  | NA  | NA  | NA  | NA  | NA  | NA  | NA  | NA  | NA  |
| Any other reason (please specify)   | NA  | NA  | NA  | NA  | NA  | NA  | NA  | NA  | NA  |

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at demonstrating the Bank's performance in integrating the Principles and Core Elements with key processes and decisions. The information disclosed is in alignment with the expectations prescribed by the SEBI through guidance.

PRINCIPLE 1: 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 programmes on any of the principles during the financial year:

| Segment                  | Total number of training and awareness programmes held | Topics/principles covered under the training and its impact  | % age of persons in respective category covered by the awareness programmes |
|--------------------------|--|--|---|
| Board of Directors       | 4  | <b>Principle: 1, 3 ,5 &amp; 9</b><br>Certification Programme on IT and Cyber Security for Board Members, Program on KYC AML, Workshop on climate change risk and sustainability for board member of banks, NBFCs and FIs; Programme for Non-executive chairman and Directors on boards of banks.<br>Directors Development Program  | 100   |
| Key Managerial Personnel | 91   | <b>Principe: 1, 2 &amp; 6</b><br>Advanced Leadership Programme, Authentic Leader Development, Certification Programme in IT and Cyber Security for CXOs, Certification Programme on IT and Cyber Security for Board Members, Conference of Chief Risk Officers, Conference of Heads of Audit, and Inspection Dept, Digital Leadership Programme, Programme on Transforming Customer Experience, Venture Capital & Private Equity programme, extended training programme to understand global trends in various domains, Inner Engineering programme for DMDs, Climate Risk, Leadership Programs, Women Leadership Development Programme, Managing the New Risks in Digital Banking. Top Management Officials in the rank of DMD and above were deputed for external training programmes to understand global trends in various domains and hone their leadership skills. | 100   |

| Segment                            | Total number of training and awareness programmes held | Topics/principles covered under the training and its impact  | % age of persons in respective category covered by the awareness programmes |
|------------------------------------|--|--|---|
| Employees other than BoD and KMPs* | 23,015 <sup>#</sup>                                    | <b>Principle 1, 3, 4, 5, 6 &amp; 9:</b><br>Program for Vigilance/DPD Officials, Compliance & Ethics, Overview of Banking and SBI's Performance, POSH, KYC/AML/CFT Guidelines, Marketing- Soft Skills, Customer Service & Customer Centricity, Well-being & Positivity Skill upgradation, Customer grievance redressal, Information Security and Cyber Security, Climate Risk, ESG & Climate Finance, Negotiation skills, Leadership Programs, Women leadership development programs. | 91.14   |
| Workers                            | NA   | NA   | NA  |

Note: <sup>#</sup>The data depicts webinar & classroom trainings which are imparted over and above the mandatory trainings to employees. It includes trainings to new recruits like POs, leadership lessons & Specialized Training Programmes to DGMs & above, and electives like e-panel discussions, Webinars on Theme-based Fridays etc.

\*In addition to the total trainings and awareness programmes held under classroom and webinar mode, employees up to Scale V undergo Role Based Certifications (RBCs) under Mandatory Learning during the year. The percentage coverage mentioned in 3<sup>rd</sup> column is inclusive of classroom trainings, webinars, external trainings and RBCs.

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 (Note: 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        |                 |   |               |                   |                                     |
|-----------------|-----------------|---|---------------|-------------------|-------------------------------------|
|                 | NGRBC Principle | Name of the regulatory/ enforcement agencies/ judicial institutions | Amount (In ₹) | Brief of the Case | Has an appeal been preferred? (Y/N) |
| Penalty/ Fine   | Nil             | Nil   | Nil           | Nil               | Nil                                 |
| Settlement      | Nil             | Nil   | Nil           | Nil               | Nil                                 |
| Compounding fee | Nil             | Nil   | Nil           | Nil               | Nil                                 |

| Non-Monetary |                 |   |               |                   |                                     |
|--------------|-----------------|---|---------------|-------------------|-------------------------------------|
|              | NGRBC Principle | Name of the regulatory/ enforcement agencies/ judicial institutions | Amount (In ₹) | Brief of the Case | Has an appeal been preferred? (Y/N) |
| Imprisonment | Nil             | Nil   | Nil           | Nil               | Nil                                 |
| Punishment   | Nil             | Nil   | Nil           | Nil               | Nil                                 |

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 |
|--------------|---|
| Nil          | NA  |

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.

The Bank has a comprehensive Anti-Bribery & Anti-Corruption Policy in place, explaining the relevant principles and rules for preventing bribery and/or corruption. The policy provides reference for all the employees and helps in safeguarding interest of our stakeholders. The Bank has zero tolerance towards act and conduct constituting bribery and/or corruption and prohibit them in any form both direct/indirect. Bank does not tolerate its employees, or third parties being involved in acts of bribery and/or corruption themselves or someone on their behalf. The policy aims to –

- Clearly articulate the Bank's commitment for prohibiting bribery and/or corruption and to be in compliance with applicable anti bribery & anti-corruption laws.
- Complement the Bank's core values of Transparency and the standards of behaviour expected from the employees.
- Define principles for identifying and preventing bribery and/or corruption in order to protect Bank's integrity & reputation
- Clearly communicate anti-bribery and anti-corruption principles to internal & external stakeholders.

Abridged version of the policy is also available on Bank's official website under the head Corporate Governance – Information section.



Link to the Policy: <https://bank.sbi/documents/17826/20624/160323-Abridged+Anti-bribery+and+Anti-corruption+policy-bank.sbi.pdf/32241861-3fc1-69ec-3e23-3962c36c3baf?t=1678966950469>

**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 2025 | FY 2024 |
|------------------|---------|---------|
| <b>Directors</b> | Nil     | Nil     |
| <b>KMPs</b>      | Nil     | Nil     |
| <b>Employees</b> | 28*     | 19*     |
| <b>Workers</b>   | NA      | NA      |

Note: \*Data is for the number of employees against whom permission to prosecute was granted by the Bank to various law-enforcement agencies

**6. Details of complaints with regard to conflict of interest:**

|  | FY 2025 | FY 2024 |
|--|---------|---------|
| Number of complaints received in relation to issues of Conflict of Interest of the Directors | Nil     | Nil     |
| Number of complaints received in relation to issues of Conflict of Interest of the KMPs      | Nil     | Nil     |

**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.**

Nil

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

|                                     | FY 2025 | FY 2024 |
|-------------------------------------|---------|---------|
| Number of days of accounts payables | 28.85   | 28      |

Note: Numerator consists of sundry creditors for purchase of fixed assets and expenses accrued but not paid (expenses payable). Denominator consists of revenue purchases from vendors as per Schedule 16 and capital purchases and additions to fixed assets as per Schedule 10 as per stand-alone audited financial statements of the Bank.

**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 2025 | FY 2024 |
|----------------------------|---|---------|---------|
| 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 | -       | -       |

| Parameter              | Metrics  | FY 2025 | FY 2024 |
|------------------------|--|---------|---------|
| Concentration of Sales | a. Sales to dealers / 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 dealers / distributors  | -       | -       |
| Share of RPTs in       | a. Purchases (Purchases with related parties / Total Purchases)                          | 0.25%   | 0.50%   |
|                        | b. Sales (Sales to related parties / Total Sales)  | 0.07%   | 0.03%   |
|                        | c. Loans & advances (Loans & advances given to related parties / Total loans & advances) | 0.08%   | 0.05%   |
|                        | d. Investments (Investments in related parties / Total Investments made)                 | 0.47%   | 0.47%   |

**Leadership Indicators**

**1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:**

| Total no. of awareness programmes held | Topics/principles covered under the training   | % age of value chain partners covered (by value of business done with such partners) under the awareness programmes |
|--|--|---|
| 1046                                   | <p>(i) Training of CSP Kiosk Operators on various FI &amp; Digital Products with special emphasis on social security schemes, viz., Atal Pension Yojana, Pradhan Mantri Jan-Dhan Yojana, etc., and creating awareness on Compliance &amp; Risk and handling Customer Grievances.</p> <p>(ii) Feet-on-Street of SBOSS (State Bank Operations Support Subsidiary): The training programme for Feet on Street (FOS) attached to SBOSS Private Ltd. was carried out by SBILDs across all the Circles to equip them on their role.</p> <p>(iii) Two batches of one-day training program for Feet on Street (FOS) of SBI Payments posted at Transaction Banking Hubs were conducted covering 102 participants.</p> <p>(iv) 11 classroom programs on home and related products were conducted by SBILDs for SSL (SBICap Securities Limited) executives/ Home Loan Counsellors</p> | <p>55857*<br/>(number of value chain partners trained)</p>  |

| Total no. of awareness programmes held | Topics/principles covered under the training   | % age of value chain partners covered (by value of business done with such partners) under the awareness programmes |
|--|--|---|
|  | (iv) 11 classroom programs on home and related products were conducted by SBILDs for SSL (SBI Cap Securities Limited) executives/ Home Loan Counsellors                        |   |
|  | (v) A Knowledge Session in webinar mode for SSL (SBI Cap Securities Limited) executives/ Home Loan Counsellors was conducted by SBSC to acquaint them with home loan products. |   |

Note: - \*Percentage figure could not be provided due to vast and comprehensive value chain for the Bank consisting of customers, suppliers, vendors, borrowers, service providers etc.

2. 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,

SBI has established processes to prevent and manage conflicts of interest among Board members. In line with the Code of Conduct under Clause 49 of the Listing Agreement and the Deed of Covenants for elected Directors, the bank has implemented a Corporate Governance Code of Conduct for all Central Board Directors, Core Management (Deputy Managing Directors), and Chief General Managers. This Code upholds ethical and transparent conduct, ensuring conflicts between personal and professional interests are properly handled.

Directors on the Central Board follow the SBI Act & Regulations, 1955, signing a Code of Conduct outlining clear guidelines to avoid conflicts of interest. They must disclose any direct or indirect financial interests in firms, companies, or contracts, with these disclosures regularly updated. If a director has any interest in a contract, loan, or proposal, they have to excuse themselves from related discussions and decisions.

SBI has systems in place to verify potential conflicts of interest, strictly adhering to Section 20 of the Banking Regulation Act, 1949, and RBI guidelines to ensure compliance.

Weblink to Code of Conduct [https://bank.sbi/documents/17826/20624/1363340757174\\_SBI\\_CORPORATE\\_GOVERNANCE\\_COC.pdf](https://bank.sbi/documents/17826/20624/1363340757174_SBI_CORPORATE_GOVERNANCE_COC.pdf)

The Bank has a Conflict-of-Interest Policy that serves as a mitigating and sensitizing measure to help manage situations, which may involve serious ethical risks or have legal and regulatory consequences. The objective of this policy is to outline the general expected norms of conduct for employees when they encounter a conflict-of-interest situation.

Weblink to the policy: [https://bank.sbi/documents/17826/17948/081223-Abridged+Conflict+of+Interest\\_.pdf/82184b9a-4ae3-f3d1-d15b-cc2f46ae96ce?t=1702035921573](https://bank.sbi/documents/17826/17948/081223-Abridged+Conflict+of+Interest_.pdf/82184b9a-4ae3-f3d1-d15b-cc2f46ae96ce?t=1702035921573)

PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

1. 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 2025 | FY 2024 | Details of improvements in environmental and social impacts   |
|-------|---------|---------|---|
| R&D   | Nil     | Nil     | Nil   |
| Capex | 0.77%   | 1.52%   | Capex projects included: <ul style="list-style-type: none"><li>Installation of Renewable Energy infrastructure</li><li>Installation of rainwater harvesting structures</li><li>Installation of sewage treatment plants</li><li>Retrofitting of energy efficient equipments</li></ul> Potential impacts of these measures are: <ul style="list-style-type: none"><li>Avoidance of GHG emissions</li><li>Groundwater recharge</li><li>Water recycling</li></ul> |

Note : The % does not include expenditure on digitalization initiatives and development of innovative products

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Yes.

The Bank has a Sustainability and Business Responsibility (BR) Policy, which details its commitment to procure environment-friendly and energy-efficient products in an ethical, transparent and fair manner. The Bank is committed to sourcing products and services in an environmentally and socially sustainable manner.

In compliance with regulatory requirements, SBI has put in place Board approved Policies on Outsourcing for non-Banking activities, IT and non-IT sourcing in confirmation with the business strategy and regulatory expectations. The Policy is in compliance with regulations including General Financial Rules 2017, Central Vigilance Commission guidelines, Government of India's Make in India Policy, the Micro, Small, and Medium Enterprises (MSME) Act, and the Bank's internal guidelines, ensuring transparency, efficiency, and adherence in all procurement activities. Bank's outsourcing policy for non-Banking activities such as usage of Couriers, catering, housekeeping, security etc facilitates monitoring and control without compromising on efficiency & effectiveness of outsourcing arrangement. The service providers have to ensure compliance to legal and regulatory requirements.

Bank's Code of Ethics, also applicable for suppliers, ensures that suppliers and other third-party partners use environment friendly products and are compliant of regulatory guidelines.

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

The Bank is dedicated to sourcing materials and services from environmentally and socially responsible suppliers. However, the percentage of sustainable sourcing has not been aggregated.



3. 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.

The Bank does not have physical product offerings in the normal course of operations. As a result, the amount of waste generated after use is not applicable given the nature of the banking business

| Category    | Disclosure     |
|-------------|----------------|
| Plastics    | Not Applicable |
| E-waste     | Not Applicable |
| Hazardous   | Not Applicable |
| Other waste | Not Applicable |

4. 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

The Bank does not have physical product offerings in the normal course of operations. As a result, Extended Producer Responsibility (EPR) is not applicable given the nature of the banking business

Leadership Indicators

1. 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?

| NIC Code | Name of Product /Service | % of total Turnover contributed | Boundary for which the Life Cycle Perspective / Assessment was conducted | Whether conducted by independent external agency (Yes/No) | Results communicated in public domain (Yes/ No)<br>If yes, provide the web-link. |
|----------|--------------------------|---------------------------------|--|---|--|
|----------|--------------------------|---------------------------------|--|---|--|

NA

2. 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.

| Name of the Product/Service | Description of the Risk/ Concern | Action Taken |
|-----------------------------|----------------------------------|--------------|
|-----------------------------|----------------------------------|--------------|

NA

3. 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 2025  | FY 2024 |
|                         | Nil  | Nil     |

- To provide banking services, Bank uses various materials such as paper, stationery, laptops, electronic devices, and other consumables. The bank is dedicated to reducing paper and plastic usage in its daily operations to minimize environmental impact.
- Bank has reduced paper usage through digitalisation in all areas of Banking including loan sanction, appraisal, documentation through end-to-end digital loan products, digital account opening, green initiatives such as green pin, Green Channel Counters(GCC), virtual debit cards end to end digitized deceased claim settlement process, reducing communication by shifting to digital marketing campaigns, personalized WhatsApp outreach, emailers, and SMS messaging. All these initiatives align with the bank’s ESG goals by minimizing waste and promoting digital adoption.
- The Bank’s flagship application YONO has been a key driver in digital journey contributing significantly to resource conservation and operational sustainability. Through the digitization of existing processes and the development of new digital products, SBI has achieved paper saving of approximately 380.39 lakh pages
- The Bank ensures safe and responsible disposal of electronic waste generated in its operational activities in conformance with its e-waste policy. The Bank encourages disposal of battery waste under a buyback scheme.

4. 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:

Bank’s services do not result in material post-consumer waste generation hence, no such waste is reclaimed by the Bank.

|                                | FY 2025 |          |                 | FY 2024 |          |                 |
|--------------------------------|---------|----------|-----------------|---------|----------|-----------------|
|                                | Re-used | Recycled | Safely Disposed | Re-used | Recycled | Safely Disposed |
| Plastics (including packaging) | NA      | NA       | NA              | NA      | NA       | NA              |
| E-waste                        | NA      | NA       | NA              | NA      | NA       | NA              |
| Hazardous waste                | NA      | NA       | NA              | NA      | NA       | NA              |
| Other waste                    | NA      | NA       | NA              | NA      | NA       | NA              |

5. 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 |
|---------------------------|---|
|---------------------------|---|

Not Applicable

PRINCIPLE 3: Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

1.

a. 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                           | 1,68,176                  | 1,68,176         | 100%    | NA                 | NA      | NA                 | NA      | 1,68,176           | 100%    | Nil                 | Nil     |
| Female                         | 64,902                    | 64,902           | 100%    | NA                 | NA      | 64,902             | 100%    | NA                 | NA      | Nil                 | Nil     |
| Total                          | *2,33,078                 | 2,33,078         | 100%    | NA                 | NA      | 64,902             | 27.85%  | 1,68,176           | 72.15%  | Nil                 | Nil     |
| Other than Permanent Employees |                           |                  |         |                    |         |                    |         |                    |         |                     |         |
| Male                           | 2,509                     | 2,509            | 100%    | Nil                | Nil     | NA                 | NA      | NA                 | NA      | Nil                 | Nil     |
| Female                         | 186                       | 186              | 100%    | Nil                | Nil     | 186                | 100%    | NA                 | NA      | Nil                 | Nil     |
| Total                          | 2,695                     | 2,695            | 100%    | Nil                | Nil     | 186                | 6.95%   | NA                 | NA      | Nil                 | Nil     |

- All Permanent employees of the Bank are covered under Bank's Medical Re-imbursement Facility.
- No separate facility of Health Insurance/ Accident Insurance is provided to the Permanent employees or Other than permanent employees.
- The female /male employees can avail maternity/paternity leave as per extant instructions in line with Government of India guidelines.
- Health insurance include medical reimbursement facilities offered to 100% of the employees and their dependent family members
- Bank undertakes various employee engagement initiatives for the well-being of its employees (Refer-Social-HR Section for more details)

\*Domestic employees

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

| Category                     | % of workers 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 Workers            |                         |                  |         |                    |         |                    |         |                    |         |                     |         |
| Male                         | NA                      | NA               | NA      | NA                 | NA      | NA                 | NA      | NA                 | NA      | NA                  | NA      |
| Female                       | NA                      | NA               | NA      | NA                 | NA      | NA                 | NA      | NA                 | NA      | NA                  | NA      |
| Total                        | NA                      | NA               | NA      | NA                 | NA      | NA                 | NA      | NA                 | NA      | NA                  | NA      |
| Other than Permanent Workers |                         |                  |         |                    |         |                    |         |                    |         |                     |         |
| Male                         | NA                      | NA               | NA      | NA                 | NA      | NA                 | NA      | NA                 | NA      | NA                  | NA      |
| Female                       | NA                      | NA               | NA      | NA                 | NA      | NA                 | NA      | NA                 | NA      | NA                  | NA      |
| Total                        | NA                      | NA               | NA      | NA                 | NA      | NA                 | NA      | NA                 | NA      | NA                  | NA      |

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

|   | FY 2025 | FY 2024 |
|---|---------|---------|
| Cost incurred on well-being measures as a % of total revenue of the company | 0.2%    | 0.22%   |

Note : For the numerator, well-being measures of employees represents expenses towards medical reimbursements claimed by the employees, salary paid during maternity and paternity period, salary paid to doctors on Bank's panel and amount paid for nutritional allowance, glucometer and autism treatment. For the denominator revenue includes interest earned and other income except profit/(loss) on sale of building and other asset (net) as per standalone audited financial statements of the Bank.

2. Details of retirement benefits, for current FY and previous FY:

| Benefits         | FY 2025  |  |  | FY 2024  |  |  |
|------------------|--|--|--|--|--|--|
|                  | 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  | NA   | Yes  | 100%   | NA   | Yes  |
| Gratuity         | 100  | NA   | Yes  | 100%   | NA   | Yes  |
| ESI              | -  | NA   | -  | -  | NA   | -  |
| Others – NPS     | 64.76 (NPS)  | NA   | Yes  | 61.97 (NPS)  | NA   | Yes  |
| Others – Pension | 35.24 (Pension)                                    | NA   | Yes  | 38.03 (Pension)                                    | NA   | Yes  |

3. Accessibility of workplaces

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

The Bank has implemented following facilities for people with special abilities to ensure hassle free access to its premises and services:

- The premises/offices of the entity are accessible to differently abled employees and other stakeholders as per the requirements of the Rights of Persons with Disabilities Act, 2016.
- Currently, 92% of SBI branches have been made accessible to Divyangjan as on 31.3.2025. Among these, 87.86% have direct access via ramps, while 4.15% have alternative accessibility solutions, including portable ramps, ground-floor service provisions, and designated spaces at ATMs.
- To further support Divyangjan customers the Bank has made, wheelchairs available, particularly at branches with registered Divyangjan customers. Currently, around 4,753 branches are equipped with wheelchair facilities, covering approximately 21% of the total branch network.
- The Bank has introduced doorstep Banking Services, allowing Divyangjan customers to conduct up to three free transactions per month as part of the Banks commitment to inclusive banking.

- Bank has in place Job Access with Speech (JAWS) software to assist visually impaired employees.

**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.**

State Bank of India is committed to provide equal opportunities in employment and creating an inclusive workplace in which all employees are treated with respect and dignity. In terms of Regulations framed by the Government of India through "The Rights of Persons with Disabilities Act, 2016 (RPwD Act, 2016)", our Bank formulated and reviewed the "Equal Opportunity Policy for Persons with Disabilities 2024".

The objective of the "Equal Opportunity Policy for Persons with Disabilities" is to ensure that the persons with disabilities enjoy the right to equality, life with dignity and respect equally with others. State Bank of India is a proud Bank managing the largest and most diversified work force including persons with all types of disabilities. The Bank provides equal opportunities to all its employees, without any discrimination on the grounds of age, colour, disability, marital status, nationality, race, religion and sex. The policy is intended to empower the employees with disabilities and enhance their engagement with the organization.

Weblink: <https://bank.sbi/documents/16012/25448726/130422Equal+Opportunity+Policy+for+PWD.pdf/0a7ed777-7565-4a4b-b07d-11a56b9ce5ca?t=1649827803872>

**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   | 99.66%              | 99.81%         | NA                  | NA             |
| Female | 99.74%              | 99.82%         | NA                  | NA             |
| Total  | 99.68%              | 99.82%         | NA                  | NA             |

**6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief. Yes/No**

| (If yes, then give details of the mechanism in brief) |                                |
|---|--------------------------------|
| Permanent Workers                                     | NA                             |
| Other than Permanent Workers                          | NA                             |
| Permanent Employees                                   | Yes, through Sanjeevani Portal |
| Other than Permanent Employees                        | Yes, through Sanjeevani Portal |

- The Bank is committed to promoting a supportive and inclusive work environment by putting in place effective systems to address employee grievances, including those related to human rights. Bank has Sanjeevani, a multimodal and integrated platform to handle all staff grievances which serves as a platform for addressing employee concern efficiently and transparently.
- Counselling services are also provided under the ambit of Sanjeevani, where a dedicated, trained, well-qualified and professional psychologist extends counselling services to the employees and their family members.
- Bank has designated separate General Managers as Chief Liaison Officers (CLO) for SC/ST/PWD/EWS and OBC respectively. The liaison and compliant mechanism under the CLOs have enabled timely resolution of the grievances of the employees belonging to SC/ST/OBC/EWS/PWD categories.

- For cases related to sexual harassment, the Bank has a dedicated Garima Policy for implementation of Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal), Act 2013. Bank has GARIMA Portal in place wherein female employees can lodge their complaints related to Sexual harassment apart from manual submission.

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

| Category                         | FY 2025  |  |         | FY 2024   |   |         |
|----------------------------------|--|--|---------|---|---|---------|
|                                  | 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) |
| <b>Total permanent employees</b> | 2,33,078   | 2,13,380   | 91.54%  | 2,28,679  | 2,17,383  | 95.06%  |
| -Male                            | 1,68,176   | 1,53,366   | 91.17%  | 1,66,261  | 1,59,123  | 95.71%  |
| -Female                          | 64,902   | 60,014   | 92.46%  | 62,418  | 58,260  | 93.34%  |
| <b>Total permanent workers</b>   | NA   | NA   | NA      | NA  | NA  | NA      |
| -Male                            | NA   | NA   | NA      | NA  | NA  | NA      |
| -Female                          | NA   | NA   | NA      | NA  | NA  | NA      |

**8. Details of training given to employees and workers:**

| Category          | FY 2025   |                               |         |                      |         | FY 2024   |                               |         |                      |         |
|-------------------|-----------|-------------------------------|---------|----------------------|---------|-----------|-------------------------------|---------|----------------------|---------|
|                   | Total (A) | 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) |
| <b>Employees*</b> | 2,36,226  | 26,933                        | 11.40   | 2,15,291             | 91.14   | 2,32,991  | 49,799                        | 21.37   | 2,10,315             | 90      |
| -Male             | 1,71,078  | 20,725                        | 12.11   | 1,54,022             | 90.03   | 1,70,192  | 39,785                        | 23.38   | 1,52,062             | 89      |
| -Female           | 65,148    | 6,208                         | 9.53    | 61,269               | 94.05   | 62,799    | 10,014                        | 15.95   | 58,289               | 93      |
| <b>Workers</b>    | NA        | NA                            | NA      | NA                   | NA      | NA        | NA                            | NA      | NA                   | NA      |
| -Male             | NA        | NA                            | NA      | NA                   | NA      | NA        | NA                            | NA      | NA                   | NA      |
| -Female           | NA        | NA                            | NA      | NA                   | NA      | NA        | NA                            | NA      | NA                   | NA      |

\* Data includes employees of domestic and foreign locations

Note: The reduction in the percentage trainings on health and safety measures has been mainly due to the conduct of a greater number of sessions on Cardiopulmonary Resuscitation (CPR) during FY 2023-24 as compared to FY 2024-25.



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

| Category        | FY 2025   |          |         | FY 2024   |          |         |
|-----------------|-----------|----------|---------|-----------|----------|---------|
|                 | Total (A) | No (B)   | % (B/A) | Total (C) | No (D)   | % (D/C) |
| Total Employees | 2,36,226  | 1,96,311 | 83.10%  | 2,32,980  | 1,94,076 | 83.30%  |
| Male            | 1,71,078  | 1,37,935 | 80.63%  | 1,70,185  | 1,36,839 | 80.41%  |
| Female          | 65,148    | 58,376   | 89.61%  | 62,795    | 57,237   | 91.15%  |
| Total Workers   | NA        | NA       | NA      | NA        | NA       | NA      |
| Male            | NA        | NA       | NA      | NA        | NA       | NA      |
| Female          | NA        | NA       | NA      | NA        | NA       | NA      |

Note: - Data Based on HRMS Dashboard as on 31.03.2025. The data submitted on 31st March may undergo changes due to subsequent uploading of grades in CDS for staff/officials under deputation.

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, Bank has occupational health and safety management system which covers 100% of its employees. The Bank focuses on health and safety standards at the workplace. The Bank conducts several awareness and training programmes for its employees and relevant stakeholders. Safety checks and assessments of the physical infrastructure are carried out periodically. During the year, the 'Workplace Safety & Security Programme' was conducted to bring awareness on safety across the organisation. Awareness campaigns and training on basics of fire and safety is conducted by the Bank. Security & Safety Week- 2024 -25 was observed from 04th to 10th March 2025. During the security week, various security related activities were organised across all Circles.

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

- a) Risk Assessment Matrix (RAM) software application has been made available to the Branches/ offices and the branches have been classified as High, Medium and Low Risk based on the marks scored in the matrix based on 16 parameters. The matrix has been modified to cater to the additional risk due to availability of pledged gold and safe deposit lockers in the Branch.
- b) To provide a safe working environment Bank has implemented safety management system. Under this Security, Fire, and Electrical Audits are conducted annually across all branches and offices. Security Audits focus on evaluating the protective measures in place, while Fire and Electrical Audits are aimed at preventing fire-related incidents.
- c) The Annual Physical Security Audit (APSA) has been effectively in place since October 2014. Annual Physical Security Audit (APSA) of all branches is carried out once in a year by Bank's own Security Officers, posted in respective administrative offices. Security Officers also visit 100% branches/ offices as per the established guidelines.
- d) The currency Chest Branches and those categorized as High-Risk undergo audits every 9 to 12 months. Medium and Low-Risk branches, along with Specialized branches, are audited every 12 to 15 months. Any issues highlighted in the audit reports are addressed by the branches within a 90-day period.

- e) Bank has developed a Standard Operating Procedure (SOP) to ensure compliance of the instruction regarding Branch security audits by the Security Officers, and compliance by the Branch Manager. These reports are also subject to review by the RFIA auditors to ensure compliance and corrective action.

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

- Not Applicable

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

Yes, the Bank has a comprehensive medical benefit programme for the employees. In addition to offering a comprehensive 100% medical reimbursement facility to all permanent employees and dependent family members, Bank has introduced counselling services at all 17 Circles. Appointment of qualified psychologists at the circle level address employees' mental health, stress management and personal growth, fostering a culture of well-being and productivity within the organization.

Bank has conducted more than 20 Health Camps (both online & offline mode), in which more than 10,000 employees participated for understanding various lifestyle diseases like – Cardiac Care, Diabetes, Fatty Liver, Cancer etc. and its preventive measures.

Bank ensures assessment and evaluation of Health and Wellness of our employees, through periodic Health Checkup of our employees. The bank covers more than 1.60 Lakh employees under the Executive Health Checkup Scheme.

Other details on Bank's healthcare & wellness practices have been mentioned in Human Capital chapter.

11. Details of safety related incidents, in the following format:

| Safety Incident/Number  | Category  | FY 2025 | FY 2024 |
|---|-----------|---------|---------|
| Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) | Employees | nil     | 0       |
| Total recordable work-related Injuries  | Employees | 3       | 1       |
|   | Worker*   | 2       | 1       |
| No. of fatalities   | Employees | nil     | 1       |
| High consequence work-related injury or ill-health (excluding fatalities)     | Employees | nil     | 0       |

\*Including in the outsourced workforce

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

The Bank prioritizes the health & safety of its employees by providing them with a healthy & safe work environment.

- 🔍 The details of the measures implemented by the Bank towards, health, & wellness of the employees have been mentioned in Human Capital chapter.
- 🔍 Various Security Systems i.e, CCTV system, Security Alarm system with auto dialler & Fire alarm system with auto dialler are installed in all branches. In addition to these, Biometric Access Control system, Time lock, & Hotline are also installed at currency chest branches for additional security.
- 🔍 Bank provides healthy and safe working environment to its employees. The employees may also register their complaints regarding inadequate sanitation facilities or other infrastructure issues on the Bank's Sanjeevani portal. The Bank's grievance mechanism includes an option for employees to register their complaints pertaining to working conditions, and health and safety.

- The Bank's Security Gadgets Monitoring System (SGMS) portal has been created by Security department during the year. SGMS portal is online portal for daily monitoring of the status of security equipment installed in Branches. The portal enables the Branch Managers to update the working status of security equipment daily. In case of non-functionality, the portal auto generates communication with the vendors and controllers through emails enabling effective monitoring and speedy rectification of faults.
- Banks intend to establish a Central Command Centre & Incident Management System for all the bank branches, wherein all the branches connected through an event based real time pup-up with the central command centre, whenever the pup up open it will directly connect with the event branch.
- An online security audit portal is under development. The process flow of the security audit has been modified to match the current security environment and improve the compliance mechanism of branches.
- Review of Risk Assessment Matrix successfully completed during the year. The Risk Assessment Matrix (RAM) has been revised to cater the changing law and order situation and threat perception in Branches. The format has been modified to cater for the additional risk due to availability of pledged gold and safe deposit lockers in the Branch.
- The Online Security Audit parameters has been reviewed. The portal is under final stages of development. The process flow of the security audit has been modified to match the current security environment and improve the compliance mechanism of branches.
- Up-dation of technical specification of security equipment installed at the branches
- Fire extinguishers are placed at every branch and are checked and refilled periodically. The findings of the audit report are rectified by the respective branch within stipulated time period. All the branches have provisions for First Aid Medical Kit. The contact details of nearby local authorities and medical institutions are displayed in all branches / offices for assistance during emergencies.
- Bank conducts several training and awareness programmes for Trainings on CPR (Cardio-Pulmonary Resuscitation) ,BLS (Basic Life Support), First Aid and Fire Safety to educate the participants & other staff members about the steps that can be taken in case of emergency. An Online Security & Safety Quiz for spreading awareness has also been conducted before the Security week from 24.02.2025 to 04.03.2025.

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

|                    | FY 2025               |                                       |         | FY 2024               |                                       |         |
|--------------------|-----------------------|---------------------------------------|---------|-----------------------|---------------------------------------|---------|
|                    | 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 | 151                   | nil                                   | Nil     | 181                   | Nil                                   | Nil     |
| Health & Safety    | 110                   | nil                                   | Nil     | 181                   | Nil                                   | Nil     |

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% assessment as part of security and fire audits |
| Working Conditions  | Nil   |

Regular audits, Security, Fire and Electrical Audits of all the Branches and Offices are conducted annually. Security audits aim at review of the protective arrangements at branches whereas Fire & Electrical safety audit are done to mitigate fire incidents. Annual Physical Security Audit (APSA) of all branches is carried out once in a year by Bank's own Security Officers, posted in respective administrative offices.

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.

- a) The Bank's Online Risk Assessment Matrix (RAM) is a software tool accessible to all branches, controllers, and security officers through the Bank's internal website. The Matrix serves as a scorecard, assessing the physical security risks of each branch. Branches input their responses to various security parameters, which are then reviewed by the respective Zonal Security Officer. Based on the responses, the software assigns a risk score, categorizing the branch as "High Risk," "Normal Risk," or "Low Risk." The branch controller gives final approval after reviewing the results. The RAM has been updated to address changes in the law and order situation, as well as evolving threat perceptions. The format now includes additional factors, such as the risk associated with pledged gold and safe deposit lockers at the branch.
- b) The parameters and workflow for the Online Security Audit have been adjusted to align with the current security landscape.
- c) The COS department is actively working on updating the technical specifications for the security equipment installed at branches.
- d) Arranged visit by security officers on site of burglary for root cause analysis.
- e) Reassessment of Risk Matrix of all Low - Risk branches being undertaken at all circles. Revisit value statements of Risk Assessment Matrix.
- f) Initiated process of establishing Centralised Monitoring System Command Station and Incident Management System in the bank.
- g) Revisited instructions on storage of pledged gold as per policy.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

Yes, the Bank extends compensatory package in the event of death of an employee. Details are provided below:

- a. **Payment of Ex-Gratia Scheme In lieu of Compassionate Appointment** -To provide immediate monetary assistance to the distressed family and financial support and help to recover from the sudden deprivation of the income of the deceased employee, new Ex-gratia Scheme in lieu of Compassionate Appointment and Scheme for Financial Support on Education to the dependent children of employees died in harness was introduced in the Bank since September 2020. The Scheme has the following financial components: -

- Ex-gratia Lumpsum Amount as per Cadre
- Financial assistance equal to last drawn salary of deceased employee for period of 12 months or residual service whichever lower.
- Educational Support for dependent children up to Graduation or 21 years age

b. **Compassionate Appointment Scheme:**

With an objective to provide support to indigent families who are in dire need of financial assistance due to death of employee, Comprehensive Compassionate Appointment Scheme was introduced in the Bank in March 2021 for the dependent family members of permanent employees who died (includes suicide & Covid 19 deaths) while in service or retired on medical ground due to incapacitation before reaching the age of 55 in line with IBA guidelines. Compassionate Appointments are done in Clerical and Sub-ordinate cadre based on the respective educational qualification of the applicant subject to fulfilment of other eligibility criteria.

c. **Bank has also policy for payment of compensation under the following circumstances:**

- To Bank Employees in the event of death (including death due to COVID-19) /disability/serious injury while on duty which is known as **Scheme-I** in the Bank.
- To Bank Employees/Members of Public/ Police Personnel who are killed/injured as a result of dacoities/ robberies/ attack by terrorists on Banks or actively resist them based on guidelines received from Government of India which is known as **Scheme-II** in the Bank.
- To Watch & Ward staff, Drivers and Electricians under **Workmen Compensation Act, 1923**, who dies or suffers injury/disability while on duty.

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 has a Board approved Code of Ethics that applies to all employees as well as third parties engaged in business with the bank. Anyone working with or for the bank is expected to uphold the principles outlined in the Code and align their conduct with its values.

The bank expects its suppliers and third-party partners, including their employees, to adopt environmentally responsible practices and comply with all relevant laws while fulfilling their contractual obligations. The Code also strictly prohibits employees from procuring goods or services from suppliers who fail to meet legal and regulatory requirements.

Outsourcing policies of the Bank lays down the responsibility of compliance of applicable labour laws in particular laws relating to terminal benefits such as pension, gratuity, provident fund or other benefits and laws relating to contract labor, minimum wages etc. on the service providers in service level agreements.

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 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 2025                                  | FY 2024 | FY 2025   | FY 2024 |
| Employees | 3  | 2       | nil   | Nil     |
| Workers   | 2  | 1       | nil   | Nil     |

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)**

Yes. Transition to Retirement programme is a flagship programme of the Bank conducted for all officials due for retirement along with their spouse, with the objective to help them manage the paradigm shift in their life after retirement. The contents of the programme have been altered in line with contemporary requirements to incorporate the themes of Post-Retirement Career Prospects, Cyber Security Awareness, Spiritual Well-being, etc. Total 1445 officials have been imparted training during the year.

5. **Details on assessment of value chain partners:**

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

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.**

Not Applicable



## PRINCIPLE 4: 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.

SBI is dedicated to delivering outstanding banking services to its stakeholders. The Bank strives to provide value-added customer experiences, generate profitable returns for investors, and foster a supportive work environment for employees. Additionally, it drives positive industry change through strategic partnerships, contributes to communities through meaningful collaborations, adheres to laws and regulations, and maintains strong relationships with vendors. To ensure that its stakeholders' expectations are met, SBI conducts regular comprehensive engagement exercises, actively seeking feedback and integrating it into its operations to create meaningful impact.

The Bank through consultation with the management identified important internal & external stakeholders' basis their influence, representation, dependency, responsibility and potential impact. Stakeholders have been assessed based on how much they affect or are affected by Bank's decisions & activities. The stakeholders identified were prioritized basis their level of influence and interest.

#### 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 (Y/N)   | Channels of communication  | Frequency of engagement | Purpose and scope of engagement including key topics and concerns raised during such engagement   |
|-------------------|---|--|-------------------------|---|
| Customers         | Yes, especially the following group of customers: <ul style="list-style-type: none"> <li>• Pensioners</li> <li>• Women</li> <li>• Senior Citizens</li> <li>• People with Special Abilities</li> <li>• Beneficiaries of social security schemes</li> </ul> | <ul style="list-style-type: none"> <li>• Online and offline feedback mechanisms</li> <li>• Customer satisfaction surveys</li> <li>• One on one meeting with corporate customers</li> </ul> | Continuous              | <ul style="list-style-type: none"> <li>• Enhanced customer service and reduced turnaround time</li> <li>• Proper grievance redressal mechanism with timely redressal of complaints</li> <li>• Financial literacy and awareness of products</li> <li>• Digital banking and innovative products</li> <li>• Secure &amp; reliable digital platforms &amp; transactions</li> <li>• Accessibility to banks in rural &amp; unbanked area</li> <li>• Enhancing access of products and services for PWD/ senior citizens</li> </ul> |

| Stakeholder Group        | Whether identified as Vulnerable & Marginalized Group (Y/N)   | Channels of communication  | Frequency of engagement | Purpose and scope of engagement including key topics and concerns raised during such engagement   |
|--------------------------|---|--|-------------------------|---|
| Employees                | Yes, the following group of employees. <ul style="list-style-type: none"> <li>• Employees with special abilities</li> </ul> | <ul style="list-style-type: none"> <li>• Regular meetings with management</li> <li>• Appraisal process</li> <li>• Online surveys</li> </ul>                | Annual / continuous     | <ul style="list-style-type: none"> <li>• Career progression, professional development, and training</li> <li>• Inclusive, safe workplace</li> <li>• Effective grievance redressal mechanism</li> <li>• Employee welfare</li> <li>• Equal opportunities for PWD</li> <li>• Gender equality, gender pay parity</li> </ul> |
| Industry Associations    | No  | <ul style="list-style-type: none"> <li>• Participation and interaction with the industry association</li> <li>• Partnership for industry events</li> </ul> | Need basis              | <ul style="list-style-type: none"> <li>• Collaboration of policies advocacy</li> </ul>  |
| Investors & Shareholders | No  | <ul style="list-style-type: none"> <li>• Webcasts and audio calls</li> <li>• Investor conferences</li> <li>• Annual General Meeting</li> </ul>             | Quarterly               | <ul style="list-style-type: none"> <li>• Declaration of dividend</li> <li>• Claim-related concerns</li> <li>• Compliance</li> <li>• Ethical practices</li> <li>• Economic performance</li> </ul>  |
| NGOs & Community Members | No  | <ul style="list-style-type: none"> <li>• Community consultations, welfare programmes execution and project assessment</li> </ul>                           | Monthly                 | <ul style="list-style-type: none"> <li>• Promoting socioeconomic transformation through new areas of intervention</li> <li>• Social upliftment through Bank's CSR activities which include, health care, education, livelihood, sustainable practices etc.</li> </ul>   |
| Regulatory bodies        | No  | <ul style="list-style-type: none"> <li>• Meetings to discuss mandates or regulations</li> <li>• Annual filings with the regulators</li> </ul>              | Need basis              | <ul style="list-style-type: none"> <li>• Consultation and feedback for public policy development</li> <li>• Compliance and disclosures</li> <li>• Social schemes implementation</li> </ul>  |

| Stakeholder Group   | Whether identified as Vulnerable & Marginalized Group (Y/N)                                 | Channels of communication  | Frequency of engagement                | Purpose and scope of engagement including key topics and concerns raised during such engagement  |
|---------------------|---|--|--|--|
| Suppliers & Vendors | Yes <ul style="list-style-type: none"><li>MSMEs</li><li>Women-owned organizations</li></ul> | <ul style="list-style-type: none"><li>Vendor meets</li><li>Grievance Redressal Mechanism</li></ul> | Continuous / Annual performance review | <ul style="list-style-type: none"><li>Governance and ethical practices</li><li>On-time payments</li><li>Standardised procurement</li></ul> |

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.

SBI is dedicated to driving positive change and believes that sustainable growth is key to creating long-term value for all stakeholders. The Bank actively engages with stakeholders through Board-level committees and Annual General Meetings (AGMs) to ensure their concerns are heard. The Stakeholders Relationship Committee (SRC) cum Customer Service Committee of the Board (CSC) address issues raised by shareholders and investors,, while the Corporate Social Responsibility (CSR) Committee gathers stakeholder feedback and communicates key concerns to the Board. Additionally, the Corporate Centre Sustainability Committee (CCSC), led by the Chief Sustainability Officer, oversees the Bank's environmental and social performance, ensuring alignment with its sustainability vision through regular stakeholder interactions and materiality assessments.

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.

Bank's Sustainability and Business Responsibility Policy has identified core Environmental, Social and Governance areas based on the National Guidelines for Responsible Business Conduct (NGRBC). Bank engages with its key stakeholders on an ongoing basis to identify the most relevant environmental and social topics of interest and addresses them through various policies and programs.

Stakeholder consultation forms basis of identification of material topics for the Bank. In FY 2023, feedback from both internal and external stakeholders were collated through customised questionnaires. After analysing responses, material topics were identified for each stakeholder group, aligning with organisational aspirations, strategic priorities, and business risks and key material topics crucial to the stakeholders & business were identified.

Materiality matrix serves as a vital tool for SBI in identifying and prioritizing the environmental, social, and governance (ESG) issues that are most relevant to its stakeholders and business operations. By analysing these material topics, SBI integrates sustainability into its strategic decision-making, ensuring that it addresses key concerns while fostering long-term value creation and promoting responsible business practices.

(Refer to stakeholder engagement & materiality assessment process)

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

The Bank has identified women employees, people with special abilities, pensioners, and local communities as vulnerable and marginalized stakeholder. Details of engagement with them and actions taken are described below:

- The Bank's new "HRMS Portal" has integrated all staff needs and relevant business processes into one app, offering enhanced web and mobile versions for employees and pensioners.
- The Bank is committed towards nurturing an inclusive, secure, and safe environment for its women employees to unleash their full potential. The Bank has a dedicated 'Garima' Policy for implementation of Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal), Act 2013.
- Bank extends Doorstep Banking facility for senior citizens and differently abled customers.
- SBI promotes inclusive banking with 92 % of the branches been made accessible to Divyangjans. The Bank also provides wheelchair facilities at approximately 4,753 branches, prioritizing branches with registered Divyangjan customers.
- Bank promotes financial inclusion with specialized products for marginalised & weaker section of the society.
- Bank dedicatedly uses CSR funds for addressing the concerns and to support the vulnerable and marginalized groups of the community, the bank has engaged in activities such as distributing wheelchairs to persons with disabilities, upgrading old age homes and orphanages, distributing sewing machines for women's empowerment, providing reusable sanitary pads to underprivileged girls, transforming Anganwadis, upgrading primary health centers with medical equipment, and enhancing schools with smart classrooms and computer labs for underprivileged children.
- The bank conducts materiality assessments and stakeholder consultations to identify key concerns, ensuring inclusive and sustainable decision-making

**PRINCIPLE 5: 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               | FY2025           |                                      |           | FY2024          |                                      |            |
|------------------------|------------------|--------------------------------------|-----------|-----------------|--------------------------------------|------------|
|                        | Total (A)        | No. of employees/workers covered (B) | % (B/A)   | Total (C)       | No. of employees/workers covered (D) | % (D/C)    |
| <b>Employees</b>       |                  |                                      |           |                 |                                      |            |
| Permanent              | 2,33,531         | 22,126                               | 9.47      | 2,32,991        | 39,650                               | 17%        |
| Other than Permanent   |                  |                                      |           |                 |                                      |            |
| <b>Total Employees</b> | <b>*2,33,531</b> | <b>22,126</b>                        |           | <b>2,32,991</b> | <b>39,650</b>                        | <b>17%</b> |
| <b>Workers</b>         |                  |                                      |           |                 |                                      |            |
| Permanent              | NA               | NA                                   | NA        | NA              | NA                                   | NA         |
| Other than Permanent   | NA               | NA                                   | NA        | NA              | NA                                   | NA         |
| <b>Total Workers</b>   | <b>NA</b>        | <b>NA</b>                            | <b>NA</b> | <b>NA</b>       | <b>NA</b>                            | <b>NA</b>  |

\* Total employees including employees posted at foreign offices

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

| Category             | FY2025    |                       |         |                        |         | FY2024    |                       |         |                        |     |
|----------------------|-----------|-----------------------|---------|------------------------|---------|-----------|-----------------------|---------|------------------------|-----|
|                      | Total (A) | 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            | *2,33,078 | Nil                   | NA      | 2,33,078               | 100     | 2,28,679  | Nil                   | NA      | 2,28,679               | 100 |
| Male                 | 1,68,176  | Nil                   | NA      | 1,68,176               | 100     | 1,66,261  | Nil                   | NA      | 1,66,261               | 100 |
| Female               | 64,902    | Nil                   | NA      | 64,902                 | 100     | 62,418    | Nil                   | NA      | 62,418                 | 100 |
| Other than Permanent | 2,695     | Nil                   | NA      | 2,695                  | 100     | 3,175     | Nil                   | NA      | 3,175                  | 100 |
| Male                 | 2,509     | Nil                   | NA      | 2,509                  | 100     | 2,970     | Nil                   | NA      | 2,970                  | 100 |
| Female               | 186       | Nil                   | NA      | 186                    | 100     | 205       | Nil                   | NA      | 205                    | 100 |

\* Total employees not including employees posted at foreign offices

| Category             | FY2025    |         |                       |         |                        | FY2024    |         |                       |         |                        |
|----------------------|-----------|---------|-----------------------|---------|------------------------|-----------|---------|-----------------------|---------|------------------------|
|                      | Total (A) |         | 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) |                        |
| Workers              |           |         |                       |         |                        |           |         |                       |         |                        |
| Permanent            | NA        | NA      | NA                    | NA      | NA                     | NA        | NA      | NA                    | NA      | NA                     |
| Male                 | NA        | NA      | NA                    | NA      | NA                     | NA        | NA      | NA                    | NA      | NA                     |
| Female               | NA        | NA      | NA                    | NA      | NA                     | NA        | NA      | NA                    | NA      | NA                     |
| Other than Permanent | NA        | NA      | NA                    | NA      | NA                     | NA        | NA      | NA                    | NA      | NA                     |
| Male                 | NA        | NA      | NA                    | NA      | NA                     | NA        | NA      | NA                    | NA      | NA                     |
| Female               | NA        | NA      | NA                    | NA      | NA                     | NA        | NA      | NA                    | NA      | NA                     |

3. Details of remuneration/salary/wages, in the following format:

a. Median remuneration / wages:

|                                  | Male     |  | Female |  |
|----------------------------------|----------|--|--------|--|
|                                  | No.      | Median remuneration/salary/ wages of respective category | No.    | Median remuneration/salary/ wages of respective category |
| Board of Directors (BoD)*        | 5        | 40,96,686  | -      | -  |
| Key Managerial Personnel#        | 19       | 61,37,099  | 3      | 68,66,782  |
| Employees other than BoD and KMP | 1,70,661 | 13,90,223  | 65,085 | 12,82,962  |
| Workers                          | NA       | NA   | NA     | NA   |

\* Details of Remuneration submitted include that of only Chairman & Whole Time Directors

# Details of Remuneration submitted include that of only KMP (Key Managerial Personnel) other than Chairman and Whole Time Directors (WTD)

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

|   | FY 2025 | FY 2024 |
|---|---------|---------|
| Gross wages paid to females as % of total wages | 25.20%  | 24.66%  |

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 different committees to address human rights impact and to address to the grievances raised by individuals..



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

State Bank of India (SBI) is actively committed to upholding human rights across its operations and has taken meaningful steps to address related grievances. Bank's Sustainability & Business Responsibility Policy promotes Human Rights through prohibition of human trafficking, forced labour, and child labour throughout all Bank's operations safeguarding rights of freedom of association, equal remuneration, and collective bargaining, applying to all employees, permanent and contractual, implementing processes, and remediation plans to address and mitigate human rights risks, among all stakeholders. To strengthen its human rights commitment, SBI has put in place specific processes to redress identify, address, and resolve risks affecting its stakeholders.

- Bank has Sanjeevani, a multimodal and integrated platform to handle all staff grievances including human rights issues with a well-defined escalation matrix, which serves as a platform for addressing employee concern efficiently and transparently.
- Bank has designated separate General Managers as Chief Liaison Officers (CLO) for SC/ST/PWD/EWS and OBC respectively. The liaison and compliant mechanism under the CLOs have enabled timely resolution of the grievances of the employees belonging to SC/ST/OBC/EWS/PWD categories. An Internal Grievances Redressal Committee (IGRC) for SCs and STs employees has been formed at the Corporate Centre for the resolution of cases that remain unresolved at the circle-level.
- For cases related to sexual harassment, the Bank has a dedicated Garima Policy for implementation of Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal), Act 2013. Bank has GARIMA Portal in place wherein female employees can lodge their complaints related to Sexual harassment apart from manual submission.

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

| Category                          | FY 2025               |                                       |   | FY 2024               |                                       |         |
|-----------------------------------|-----------------------|---------------------------------------|---|-----------------------|---------------------------------------|---------|
|                                   | Filed during the year | Pending resolution at the end of year | Remarks   | Filed during the year | Pending resolution at the end of year | Remarks |
| Sexual Harassment                 | 36                    | 9                                     | All pending cases will be closed in the first quarter of FY 2025-26 | 45                    | 8                                     | Nil     |
| Discrimination at workplace       | 302                   | 0                                     | Nil   | 342                   | 0                                     | Nil     |
| Child Labour                      | 0                     | 0                                     | Nil   | 0                     | 0                                     | Nil     |
| Forced Labour/ Involuntary Labour | 0                     | 0                                     | Nil   | 0                     | 0                                     | Nil     |
| Wages                             | 432                   | 0                                     | Nil   | 685                   | 0                                     | Nil     |

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

|   | FY 2025 | FY 2024 |
|---|---------|---------|
| Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH) | 36      | 45      |
| Complaints on POSH as a % of female employees / workers   | 0.056   | 0.07    |
| Complaints on POSH upheld   | 14      | 20      |

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

SBI's GARIMA Policy on sexual harassment of women at workplace (prevention, prohibition, and redressal) commits to ensuring that no woman who brings forward a harassment concern is subject to any form of reprisal. Any reprisal is subject to disciplinary action. Bank also ensures that the aggrieved woman or witnesses are not victimized or discriminated against while dealing with the complaints of sexual harassment. GARIMA portal has been specifically implemented for POSH related complaints. Strict confidentiality is maintained, and the details of the complaints are only available to the Internal Committee (IC), which takes appropriate steps for redressal of the complaints.

Further, the Bank's Whistle Blower Policy has in place distinct clauses for protection of the whistle blower, which ensures confidentiality and no adverse penal action against employees in retaliation to their disclosure of any wrongful conduct. Identity of the whistle-blower will not be disclosed to the investigating official.

## 9. Do human rights requirements form part of your business agreements and contracts?

(Yes/No)

Yes

Bank has in place Board approved Code of Ethics which expects all the employees to recognise and respect human rights and strive to promote it across the entire value chain comprising of customers, suppliers, and communities. Bank policies prohibit procuring goods & services from suppliers who do not respect human rights. Employees should also not indulge in abuse of human rights in any form- obvious or subtle. The Bank vendors and suppliers are expected to comply with all statutory regulations and adherence to laws addressing child, forced or trafficked labour.

Outsourcing policies of the Bank lays down the responsibility of compliance of applicable labour laws in particular laws relating to terminal benefits such as pension, gratuity, provident fund or other benefits and laws relating to contract labor, minimum wages etc. on the service providers in service level agreements.

## 10. Assessments for the year:

| % of offices that were assessed (by entity or statutory authorities or third parties) |     |
|---|-----|
| Child labor   | NIL |
| Forced/involuntary labor  | NIL |
| Sexual harassment   | NIL |
| Discrimination at workplace   | NIL |
| Wages   | NIL |

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

Not Applicable

Leadership Indicators

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

- During the reporting year, Bank conducted an internal ‘Ethical Audit’. The audit focused on employee awareness of Bank’s various policies such as the Code of Ethics, Anti-Bribery & Anti-Corruption Policy, Conflict of Interest Policy, Whistle Blower Policy, Garima Policy and their perception of the Bank’s culture and their commitment to Bank’s vision, mission, and values.
- Reinforcing Garima is an initiative focused on strengthening workplace dignity and zero tolerance for discrimination or harassment. Awareness programs on gender sensitivity, unconscious bias and respectful workplace conduct. Situational case study named as “GARIMA: How Aware are You” has been launched on International Women’s Day. Through Reinforcing Garima, Bank is reinforcing its commitment to a workplace where every employee, regardless of gender is treated with dignity and respect.
- Training on the Government of India’s reservation policies aids in its effective implementation. Bank conducted 13 training workshops on these policies, training 731 employees in FY 2024-25
- During the reporting year, the Bank conducted “Abhyuday 2.0” – an annual employee engagement survey to gauge the engagement level of its employees and assess employee metrics related to job satisfaction, stress levels, purpose, and happiness of employees reaffirming our commitment to fostering on inclusive, supportive and high-performance work environment.

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

- The Bank has put in place a system to rate borrowers on Environmental, Social, and Governance (ESG) criteria. The holistic view of ESG rating and CRA rating is taken into consideration at the sanction level. The ESG ratings consists of detailed value statements covering E, S and G concerns as per regulatory disclosure requirements also including number of complaints made by employees and workers on Working Condition (sexual harassment, discrimination at workplace, Child Labour, Forced Labour/Involuntary Labour, Wages, or other human rights related issues complaints) and health & safety which are pending resolution at the end of the year. The framework is applicable to existing/prospective borrowers with total exposure of over ₹ 100 crore for listed borrowers and over ₹ 250 crore for unlisted borrowers.
- During FY 2024-25, the National Commission for Scheduled Tribes and the National Commission for Backward Classes reviewed Bank’s implementation of the Government of India’s reservation policies. Additionally, the Parliamentary Committee on Welfare of SC/ST and the Parliamentary Committee on Welfare of Other Backward Classes conducted study visits to examine the representation of SC/ST and OBCs, respectively. All these statutory bodies appreciated Bank’s meticulous compliance with GOI policies and expressed satisfaction with the welfare measures taken for the benefit of SC/ST/OBC/EWS/PWD.

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?

- SBI promotes inclusive banking with 92 % of the branches been made accessible to Divyangjans covering about 21% of total number of branches. The Bank also provides wheelchair facilities at approximately 4,753 branches, prioritizing branches with registered Divyangjan customers out of which 87.86% of the branches are accessible through ramp whereas 4.15% of the branches have been made accessible through alternate solutions such as portable ramp, provision of services on the ground floor as well as space at ATM .
- Bank also offers doorstep banking services for senior citizens and differently abled customers. Doorstep banking services with three free transactions in a month is offered to Divyangjans as an additional measure.

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                | NIL   |
| Discrimination at workplace      | NIL   |
| Child Labour                     | NIL   |
| Forced Labour/Involuntary Labour | NIL   |
| Wages                            | NIL   |

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

PRINCIPLE 6: 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 2025 (GJ)     | FY 2024 (GJ)     |
|---|------------------|------------------|
| From renewable sources  |                  |                  |
| Total electricity consumption (A)   | 3,04,044         | 2,68,462         |
| Total fuel consumption (B)  | -                | -                |
| Energy consumption through other sources (C)  | -                | -                |
| <b>Total energy consumed from renewable sources (A+B+C)</b>   | <b>3,04,044</b>  | <b>2,68,462</b>  |
| From non-renewable sources  |                  |                  |
| Total electricity consumption (D)   | 29,11,585        | 28,88,100        |
| Total fuel consumption (E)  | 10,10,160        | 8,08,655         |
| Energy consumption through other sources (F)  | -                | -                |
| <b>Total energy consumed from non- renewable sources (D+E+F)</b>  | <b>39,21,745</b> | <b>36,96,755</b> |
| <b>Total energy consumed (A+B+C+D+E+F)</b>  | <b>42,25,789</b> | <b>39,65,217</b> |
| <b>Energy intensity per rupee of turnover</b><br>(Total energy consumed / Revenue from domestic operations in crores)   | <b>8.78</b>      | <b>9.28</b>      |
| <b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b><br>(Total energy consumed / Revenue from domestic operations adjusted for PPP) (Revenue in USD Mn) | <b>18.14</b>     | <b>17.35</b>     |
| Energy intensity in terms of physical output  | -                | -                |
| Energy intensity (optional) – Total energy consumed/Full time employees   | 17.92            | 17.10            |

Note: Energy consumed from fuels include energy from consumption of petrol and diesel in company-owned vehicles and Bank owned/rented DG sets

- Calculation methodology for electricity and diesel consumption is given in Natural capital chapter
- Energy intensity has been computed based on revenue from domestic operations which includes Interest Earned under Schedule 13 and Other Income, excluding profit/(loss) on sale of buildings & other assets (net) earned under Schedule 14 of the Audited Standalone Financial Statements of the Bank.
- Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) has been recalculated for FY 2024. Last year it was reported without adjusting for conversion factor. For the purpose of calculation of intensity adjusted Purchasing Power parity (PPP), conversion factor@ INR 20.66 per USD for FY 2025 and INR 20.43 per USD for FY 2024 as per IMF has been considered.
- PPP rate for India available at: <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC> has been used.

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, Reasonable Assurance has been carried out by Bank's Statutory Central Auditor – Rama K Gupta & Co. for BRSR Core as per SEBI guidelines.

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

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

| Parameter   | FY 2025     | FY 2024     |
|---|-------------|-------------|
| Water withdrawal by source (in kilolitres)  |             |             |
| (i) Surface water   | -           | -           |
| (ii) Groundwater  | -           | 1,62,324    |
| (iii) Third party water   | 28,22,203   | 26,33,835   |
| (iv) Seawater / desalinated water   | -           | NIL         |
| (v) Others  | -           | NIL         |
| Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)                          | 28,22,203   | 27,96,159   |
| Total volume of water consumption (in kilolitres)   | 15,67,890   | 27,96,159   |
| <b>Water intensity per rupee of turnover (Water consumed / turnover)</b>                          | <b>3.26</b> | <b>6.55</b> |
| Total volume of Water consumption / Revenue from domestic operations in crores                    |             |             |
| <b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b>           | 6.73        | 12.24       |
| (Total water consumption / Revenue from domestic operations adjusted for PPP) (Revenue in USD Mn) |             |             |
| <b>Water intensity in terms of physical output</b>  |             |             |
| Water intensity (optional) –Total volume of Water consumption / Full time employees               | 6.65        | 12.06       |

Note:

- Water withdrawal is estimated based on the document by the Central Ground Water Authority (CGWA) which specifies estimated consumptions to be 45 Litres per head per working day for offices. This amount is recorded as Water withdrawn from third party sources.
- Thus, Water withdrawal has been calculated by multiplying the number of employees by the stipulated 45 litres per head per working day.
- Based on the Central Ground Water Authority (CGWA) 2016 document, "Estimation of water requirement for drinking and domestic use" - water consumption of offices for domestic usage is 25 and flushing usage is 20 liters per head per day. Hence the total water consumption has been calculated by multiplying the number of employees by the stipulated 25 litres per head per working day.
- Last year's Water consumption was taken as equivalent to withdrawal calculated by considering 45 litres per head per working day.
- Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) has been recalculated for FY 2024. Last year it was reported without adjusting for conversion factor. For the purpose of calculation of intensity adjusted Purchasing Power parity (PPP), conversion factor@ INR 20.66 per USD for FY 2025 and INR 20.43 per USD for FY 2024 as per IMF has been considered.



- PPP rate for India available at: <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC> has been used.

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, Reasonable Assurance has been carried out by Bank's Statutory Central Auditor – Rama K Gupta & Co. for BRSR Core as per SEBI guidelines..

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

| Parameter  | FY 2025          | FY 2024          |
|--|------------------|------------------|
| <b>Water discharge by destination and level of treatment (in kilolitres)</b> |                  |                  |
| (i) To Surface water   | Nil              | Nil              |
| - No treatment   | -                | -                |
| - With treatment – please specify level of treatment                         | -                | -                |
| (ii) To Groundwater  | Nil              | Nil              |
| - No treatment   | -                | -                |
| - With treatment – please specify level of treatment                         | -                | -                |
| (iii) To Seawater  | Nil              | Nil              |
| - No treatment   | -                | -                |
| - With treatment – please specify level of treatment                         | -                | -                |
| (iv) Sent to third parties   | Nil              | Nil              |
| - No treatment   | -                | -                |
| - With treatment – please specify level of treatment                         | -                | -                |
| (v) Others   | 12,54,312        | 12,42,737        |
| - No treatment   | 11,35,544.06     | 12,42,737        |
| - With treatment – primary level of treatment                                | 1,18,768.3       | -                |
| <b>Total water discharged (in kiloliters)</b>                                | <b>12,54,312</b> | <b>12,42,737</b> |

Note :

- Total water discharged has been calculated by multiplying the number of employees by the stipulated 20 litres per head per working day.
- Water treatment with Primary level figures of water treatment through 30 STPs installed at major establishments/offices during FY2024-25.

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, Reasonable Assurance has been carried out by Bank's Statutory Central Auditor – Rama K Gupta & Co for BRSR Core as per SEBI guidelines.

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

No.

The Bank's operations do not result in generation of industrial wastewater. However, to treat domiciliary wastewater the Bank has installed Sewage Treatment Plants (STPs) at 30 of our larger premises.

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

Given our sector details of air emissions other than GHG is not material to us.

| Parameter                           | Please specify unit | FY 2025 | FY 2024 |
|-------------------------------------|---------------------|---------|---------|
| NOx                                 | -                   | NA      | --      |
| SOx                                 | -                   | NA      | -       |
| Particulate matter (PM)             | -                   | NA      | -       |
| Persistent organic pollutants (POP) | -                   | NA      | -       |
| Volatile organic compounds (VOC)    | -                   | NA      | -       |
| Hazardous air pollutants (HAP)      | -                   | NA      | -       |
| Others – please specify             | -                   | NA      | -       |

Note Given the nature of Bank's operations, emissions other than GHG is not material to the Bank.

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.

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

| Parameter   | Unit  | FY 2025  | FY 2024  |
|---|---|----------|----------|
| Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available) | Metric tonnes of CO <sub>2</sub> equivalent                   | 49,583   | 1,47,241 |
| Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available) | Metric tonnes of CO <sub>2</sub> equivalent                   | 6,56,819 | 6,22,670 |
| <b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>  | MtCO <sub>2</sub> e/₹ crore                                   | 1.47     | 1.80     |
| (Total Scope 1 and Scope 2 GHG emissions / Revenue from domestic operations in crores)  |   |          |          |
| <b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b>  | MtCO <sub>2</sub> e/ Revenue from operations adjusted for PPP | 3.03     | 3.37     |
| (Total Scope 1 and Scope 2 GHG emissions / Revenue from domestic operations adjusted for PPP) (Revenue in USD Mn)   |   |          |          |
| Total Scope 1 and Scope 2 emission intensity (optional) – Total Scope 1 and 2 Emissions / Full time employees   | MtCO <sub>2</sub> e/FTE                                       | 3.00     | 3.32     |

Note: Scope 1 emissions include emissions from Bank-owned cars, Bank-owned diesel gensets, fugitive emissions from air conditioners and fire extinguishers. Calculation methodology for which is given in Natural capital chapter. Further the emission factors as per Intergovernmental Panel on Climate Change (IPCC) guidelines 2006 have been applied to the calculated quantities for calculating emissions.

- Fugitive emissions for fire extinguishers on leakage from USEPA's guidance, with Global Warming Potential (GWP) values derived from the IPCC Sixth Assessment Report (AR 6).

- For air conditioners (ACs), refrigerant leakage as considered from Council on Energy, Environment and Water (CEEW) and GWP derived factors from IPCC AR 6.
- For Scope 2 emissions grid emission factor from Version 19 of the Central Electrical Authority's CO2 database.
- Scope 1 & 2 emission intensity has been computed based on revenue from domestic operations which includes Interest Earned under Schedule 13 and Other Income, excluding profit/(loss) on sale of buildings & other assets (net) under Schedule 14 of the Audited Standalone Financial Statements of the Bank.
- Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity has been recalculated for FY 2024. Last year it was reported with out adjusting for conversion factor. For the purpose of calculation of intensity adjusted Purchasing Power parity (PPP), conversion factor@ INR 20.66 per USD for FY 2025 and INR 20.43 per USD for FY 2024 as per IMF has been considered.
- PPP rate for India available at: <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC> has been used.

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, Reasonable Assurance has been carried out by Bank's Statutory Central Auditor – Rama K Gupta & Co for BRSR Core as per SEBI guidelines.

8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.

Yes, the Bank has undertaken projects for reduction for greenhouse gas emissions. Below mentioned are the initiatives:

|                            |   |   |
|----------------------------|---|---|
| Saving paper through YONO  | Digitisation of Bank's products and processes through YONO plays a vital role in reducing paper usage at the Bank.  | Through the digitilisation of existing processes and the development of new digital products, SBI has achieved paper savings of approx 380.3 lakh pages |
| Green Power through DISCOM | SBI procures green power through DISCOMs at 59 of its large establishments.   | 15,690 MtCO <sub>2</sub> e of emissions avoided by procuring 2.16 crore units of green power.   |
| Power through wind         | The Bank owns 10 windmills with an installed capacity of 15 MW  | 7,687 MtCO <sub>2</sub> e emissions avoided by procuring wind power through open access   |
| e-waste recycling          | Bank ensures safe and responsible disposal of electronic waste generated through its operational activities in conformance with its e-waste policy. Bank encourages disposal of battery waste under buyback scheme. | 168.7 MT of e-waste was given to authorised e-waste vendors. 846 MT of battery waste disposed under buy back  |
| Solar Installations        | As on 31.03.2025, 1,013 buildings and 3,534 ATMs have solar roof top installations with total >31 MW  | 38,024 MtCO <sub>2</sub> e emissions avoided through solar installations  |

In FY 2025 Bank has shifted 41 more buildings to green power totalling 59 buildings now operating on renewable energy. This transition offsets approximately 2.16 crore units of conventional grid electricity with green energy annually, equivalent to around 22 MWp of solar capacity, resulting in an emission avoidance of 15,690 tonnes of CO<sub>2</sub>e emissions. Bank has also achieved IGBC Green Building Certifications under different ratings Platinum, Gold, Silver and Net Zero operations for 16 additional buildings in FY 2024-25 taking the total to 61 certified buildings across the country reflecting the Bank's commitment to sustainable infrastructure.

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

| Parameter  | FY 2025        | FY 2024        |
|--|----------------|----------------|
| Total Waste Generated (in metric tonnes)   |                |                |
| Plastic waste (A)  | 683.42         | 594.00         |
| E-waste (B)  | 215.90         | 197.78         |
| Bio-medical waste (C)  | -              | -              |
| Construction and demolition waste (D)  | -              | -              |
| Battery waste (E)  | 879.16         | 704.88         |
| Radioactive waste (F)  | -              | -              |
| Other Hazardous waste. Please specify, if any. (G)   | -              | -              |
| Paper Waste (H)  | 1657.04        | 3042.68        |
| Other Non-hazardous waste generated (I). Food Waste (Break-up by composition i.e. by materials relevant to the sector)   | 1490.78        | 2179.18        |
| <b>Total (A+B + C + D + E + F + G + H+I)</b>   | <b>4926.30</b> | <b>6718.52</b> |
| <b>Waste intensity per rupee of turnover.</b><br>(Total waste generated / Revenue from domestic operations in crores)  | <b>0.010</b>   | <b>0.016</b>   |
| <b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b><br>(Total waste generated / Revenue from domestic operations adjusted for PPP) (Revenue in USD Mn) | <b>0.021</b>   | <b>0.029</b>   |
| <b>Waste intensity in terms of physical output</b>   | -              | -              |
| <b>Waste intensity (optional) – Total waste generated/ Full time employees</b>   | <b>0.021</b>   | <b>0.029</b>   |
| For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)  |                |                |
| <b>Category of waste</b>   | <b>Plastic</b> |                |
| (i) Recycled   | 84.00          | 153.08         |
| (ii) Re-used   | -              | -              |
| (iii) Other recovery operations  | -              | -              |
| <b>Total</b>   | <b>84.00</b>   | <b>153.08</b>  |
| <b>Category of waste</b>   | <b>Paper</b>   |                |
| (i) Recycled   | 487.09         | 675.13         |
| (ii) Re-used   | -              | -              |
| (iii) Other recovery operations  | -              | -              |

| Parameter   | FY 2025                                       | FY 2024         |
|---|---|-----------------|
| For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes) |   |                 |
| <b>Total</b>  | <b>487.09</b>                                 | <b>675.13</b>   |
| <b>Category of waste</b>  | <b>E-waste</b>                                |                 |
| (i) Recycled  | 9.27  | 12.09           |
| (ii) Re-used  | 1.00  | 2.00            |
| (iii) Other recovery operations   | -   | 21.98           |
| <b>Total</b>  | <b>10.27</b>                                  | <b>36.07</b>    |
| <b>Category of waste</b>  | <b>Other Non-hazardous waste (food waste)</b> |                 |
| (i) Recycled  | 262.67  | 869.58          |
| (ii) Re-used  | -   | -               |
| (iii) Other recovery operations   | -   | -               |
| <b>Total</b>  | <b>262.67</b>                                 | <b>869.58</b>   |
| <b>Category of waste</b>  | <b>Battery</b>                                |                 |
| (i) Recycled  | -   | 23.00           |
| (ii) Re-used  | -   | 0               |
| (iii) Other recovery operations   | -   | 497.44          |
| <b>Total</b>  | <b>-</b>                                      | <b>520.44</b>   |
| For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)                              |   |                 |
| <b>Category of waste</b>  | <b>Plastic</b>                                |                 |
| (i) Incineration  | -   | -               |
| (ii) Landfilling  | 599.29  | 440.92          |
| (iii) Other disposal operations   | -   | -               |
| <b>Total</b>  | <b>599.29</b>                                 | <b>440.92</b>   |
| <b>Category of waste</b>  | <b>Paper</b>                                  |                 |
| (i) Incineration  | -   | -               |
| (ii) Landfilling  | 1,169.78                                      | 2,367.55        |
| (iii) Other disposal operations   | -   | -               |
| <b>Total</b>  | <b>1,169.78</b>                               | <b>2,367.55</b> |
| <b>Category of waste</b>  | <b>E Waste</b>                                |                 |
| (i) Incineration  | 0.75  | 2.00            |
| (ii) Landfilling  | -   | 5.00            |
| (iii) Other disposal operations   | 204.85  | 154.71          |
| <b>Total</b>  | <b>205.60</b>                                 | <b>161.71</b>   |

| Parameter  | FY 2025                                 | FY 2024         |
|--|---|-----------------|
| For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes) |   |                 |
| <b>Category of waste</b>   | <b>Other Non-hazardous (food waste)</b> |                 |
| (i) Incineration   | -                                       | -               |
| (ii) Landfilling   | 1,227.78                                | 1,309.60        |
| (iii) Other disposal operations  | -                                       | -               |
| <b>Total</b>   | <b>1,277.78</b>                         | <b>1,309.60</b> |
| <b>Category of waste</b>   | <b>Battery</b>                          |                 |
| (i) Incineration   | 33.24                                   | 0               |
| (ii) Landfilling   | 0                                       | 0               |
| (iii) Other disposal operations (buyback by vendors)   | 845.92                                  | 184.44          |
| <b>Total</b>   | <b>879.16</b>                           | <b>184.44</b>   |

- ✦ The Bank ensures safe and responsible disposal of electronic waste generated in its operational activities in conformance with its e-waste policy. The Bank encourages disposal of battery waste under a buyback scheme. Plastic Waste crushers are installed at various offices.
- ✦ Calculation methodology has been mentioned under waste in Natural Capital chapter.
- ✦ E waste and battery waste under buy back has been considered under other disposal operations.
- ✦ Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) has been recalculated for FY 24. Last year, it was reported with out adjusting for conversion factor. For the purpose of calculation of intensity adjusted Purchasing Power parity (PPP), conversion factor@ INR 20.66 per USD for FY 2025 and INR 20.43 per USD for FY 2024 as per IMF has been considered.
- ✦ PPP rate for India available at: <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC> has been used.

*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, Reasonable Assurance has been carried out by Bank's Statutory Central Auditor – Rama K Gupta & Co. for BRSR Core as per SEBI guidelines.

**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.**

SBI follows a comprehensive waste management approach based on the Reduce, Reuse, Recycle (3R) principle, ensuring efficient waste segregation, recycling, and disposal. The Bank continuously refines its policies to uphold environmental responsibility. Among various waste categories, e-waste is a key focus area due to its environmental impact. To address this, SBI has implemented a dedicated e-waste policy to ensure the safe and responsible disposal, proper recording, and transparent reporting of electronic waste. The Bank encourages disposal of battery waste under buy back scheme. Plastic bottle crushers are also installed at various offices. 168.7 tonnes of e-waste and 846 tonnes of battery waste have been disposed through authorised vendors.

Bank is also promoting & expanding digital solutions for A/c opening, end to end loan journeys, documentation, internal operations to reduce paper usage. Bank's YONO platform offers digitized products and services reducing paper usage and need for Branch visit. Bank also promotes Green Banking initiatives such as Green Pin, Green remit card, Green channel counter, cheque deposit kiosk, virtual debit card. To reduce dependency on physical plastic debit card, Bank has enabled cardless cash withdrawals through Bank's ATMs/ADWMs using Bank's YONO app and other UPI apps. The Bank has also reduced paper-based communication by shifting to digital marketing campaigns,



personalized WhatsApp outreach, emailers, and SMS messaging. All these measures have reduced paper usage in the Bank substantially, saving 380.39 lakh pages of paper.

Additionally, Natural Resource Management, including responsible waste disposal (both hazardous and non-hazardous), is a key focus under SBI's Sustainability and Business Responsibility Policy, reinforcing its commitment to environmental stewardship.

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:

SBI has operations or offices across the country. Bank's branches are opened at all types of centers with proper licence for conducting business and all clearances/approvals are complied.

| S. 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. |
|--------|--------------------------------|--------------------|---|
|        | Nil                            | Not Available      | Not Available   |

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 |
|-----------------------------------|----------------------|------|---|--|-------------------|
| Nil                               | NA                   | NA   | NA  | NA   | NA                |

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, the Bank complies with all 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.

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

The Bank complies with all applicable laws. There has been no instances of non-compliances with respect to above mentioned regulations.

Leadership Indicators

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

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

- (i) Name of the area
- (ii) Nature of operations
- (iii) Water withdrawal, consumption, and discharge in the following format:

| Parameter  | FY 2025 | FY 2024 |
|--|---------|---------|
| Water withdrawal by source (in kilolitres)                                     |         |         |
| (i) Surface water  | -       | -       |
| (ii) Groundwater   | -       | -       |
| (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.

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

| Parameter  | Unit  | FY 2025 | FY 2024   |
|--|---|---------|-----------|
| Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available) | Metric tonnes of CO <sub>2</sub> equivalent | 48,494  | 41,500.63 |
| Total Scope 3 emissions per rupee of turnover  | MtCO <sub>2</sub> e/₹ crore                 | 0.10    | 0.09      |
| Total Scope 3 emission intensity (optional) – (Total Scope 3 emissions/Full time employees)          | MtCO <sub>2</sub> e/FTE                     | 0.20    | 0.18      |

Note:

- Scope 3 includes Waste generated in operations (Category-5) and Business Travel (Category-6)
- The methodology for calculation of Emissions under Scope 3 is reported in the Natural Capital chapter.

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, Bank has obtained limited assurance of its scope-3 GHG emissions by Bank's Statutory Central Auditor RGN Price & Co.

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.

Given the nature of our business, we do not have significant direct impact on biodiversity. However, to ensure that Bank's large borrowers are in compliance with environmental guidelines, the Bank has put in place a system to rate borrowers on Environmental, Social, and Governance (ESG) criteria. The holistic view of ESG rating and CRA rating is taken into consideration at the sanction level. The ESG ratings consists of detailed value statements covering environment related parameters as per regulatory disclosure requirements.

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  |
|-------|--|--|--|
| 1     | Digitalization and automation of Banking Processes | Bank's flagship initiative YONO for extensive digitalisation of products and services across segments    | The initiative is promoting digital products & services thereby reducing paper usage and branch visits thus leading to resource efficiency through paper saving. |
| 2     | Green Building Certification                       | As on 31.03.25, 61 of bank's buildings has been certified green by Indian green Building council (IGBC). | The initiative has led to optimisation in use of natural resources and increase in green cover at the premises.  |
| 3.    | Installation of Plastic Crushing machines          | Bank has installed around 20 PET Bottle crushing machines across India for reducing plastic waste        | Safe and responsible disposal of plastic waste is ensured.   |

| S. No | Initiative undertaken                     | Details of the initiative (Web-link, if any, may be provided along with summary)                             | Outcome of the Initiative   |
|-------|---|--|---|
| 4.    | Installation of Electric Vehicle Chargers | Bank has installed 48 EV chargers at its large establishments to maximise use of electric vehicles by staff. | Increase in use of electric vehicles by staff   |
| 5.    | Rainwater Harvesting                      | Bank has installed rainwater harvesting measures at 542 locations  | The initiative has led to water efficiency and use of recycle water for internal use.   |
| 6.    | Sewage Treatment Plant (STP)              | The Bank's STPs across India manage waste generated by large establishments                                  | 30 STPs, help in treatment of wastewater for internal use.  |
| 7.    | Solar installations in Bank buildings     | 4,534 of Bank's buildings have solar roof top installations  | Aggregate capacity of solar installations over 31 MW saved 38,024 MtCO <sub>2</sub> e emissions   |
| 8.    | Green tariff Procurement                  | Procured Green energy for 59 buildings to reduce emissions due to grid electricity                           | This offsets approx. 2.16 cr units of conventional grid electricity with green energy annually equivalent to around 22 MwP of solar capacity. |

Some other important initiatives of the bank are:

- ATM Upgradation: SBI has replaced 11,663 ATMs with energy-efficient models in FY 2024-25 and plans to upgrade 43,000+ machines by FY 2025-26.
- Paperless Transactions: SBI has eliminated most paper-based ATM slips, replacing them with SMS alerts and introduced the "Green PIN" for debit cards.
- Energy Conservation: Solar power systems are being installed in ATM lobbies, and low-usage machines are powered down at night to save electricity.
- Digital Signage Boards: SBI plans to install digital signage screens at select ATM lobbies to showcase banking products, reducing the use of printed materials.
- End to end digitisation of loan products

More details in Natural capital chapter

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

Bank has in place Board approved Business Continuity and Operational resilience Policy which brings out a (i) Comprehensive framework: Objective, Approach, Key Terms and Concepts,, (ii) Reporting Structure: Incident Command Structure and Communication Plan; and (iii) Roles and Responsibilities of different stakeholders. To ensure that the Bank's operations can continue without any disruptions, even in the face of natural calamities the Business Continuity and Operational Resilience (BC & OR) Policy and Manual has been implemented. By adhering to industry-leading best practices, complying with ISO 22301:2012, and regularly reviewing and evaluating the Business Continuity Plan, the Bank is well-prepared to navigate any potential disruptions and maintain its operational resilience. Individual business and operational units at the Bank have developed and implemented contingency plans, BC&OR strategies, and DRPs in alignment with these policies, with regular testing conducted to maintain preparedness for potential disruptions.

Besides the Bank-wide BC&OR Policy, a comprehensive Business Continuity Management (BCM) Policy is also in place in the Bank to deal with IT Applications & Operations. Bank's Outsourcing Policy also incorporates the provisions of Business Continuity Planning in respect of outsourced activities.

These measures highlight SBI's proactive approach to risk management, ensuring the interest of its stakeholders and the continuity of critical functions.

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?

Bank recognizes the pivotal role the banking sector plays in promoting climate resilience, transitioning towards a carbon-neutral economy, to address potential environmental impacts from its diverse financing portfolio, including emission-intensive sectors, SBI has implemented an Environmental, Social, and Governance (ESG) rating system. This system evaluates borrowers on ESG criteria, integrating these ratings with Credit Risk Assessment (CRA) during the sanctioning process. The framework applies to existing or prospective borrowers with total exposures exceeding ₹ 100 crore for listed entities and ₹ 250 crore for unlisted ones. Additionally, SBI is actively working to calculate emissions from its financed portfolio to develop a roadmap towards achieving net-zero emissions.

In its commitment to sustainable investments, SBI has invested in initiatives like the Neev Fund, targeting companies that generate economic, social, and environmental benefits in India, focusing on sectors such as renewable energy, agricultural supply chains, education, healthcare, and waste management.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

The Bank has planned to assess its value chain partners on the environment impacts in the subsequent years based on regulatory guidelines and shall take appropriate corrective and mitigation measures.

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

- a. By the listed entity - Nil
- b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners - Nil

PRINCIPLE 7 BUSINESSES, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT

Essential Indicators

1.a. Number of affiliations with trade and industry chambers/associations.

The Bank has affiliation with eight (8) national industry associations/chambers.

b. 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) |
|--------|---|--|
| 1.     | Indian Banks' Association (IBA)   | National   |
| 2.     | Indian Institute of Banking and Finance (IIBF)                              | National   |
| 3.     | Federation of Indian Chambers of Commerce and Industry (FICCI)              | National   |
| 4.     | Confederation of Indian Industry (CII)                                      | National   |
| 5.     | The Associated Chambers of Commerce and Industry of India (ASSOCHAM)        | National   |
| 6.     | Progress, Harmony and Development Chamber of Commerce and Industry (PHDCCI) | National   |
| 7.     | Secondary Loan Market Association (SLMA)                                    | National   |
| 8.     | United Nations Global Compact Network India (UNGCGNI)                       | International  |

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

| Name of authority  | Brief of the case | Corrective action taken |
|--|-------------------|-------------------------|
| The Bank does not have any instances related to anti-competitive conduct in FY 2024-25 | Nil               | Nil                     |

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 (Y/N)? | Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify) | Web Link, if available |
|--------|-------------------------|-----------------------------------|---|---|------------------------|
| 1.     | Nil                     | Nil                               | Nil   | Nil   |                        |



## PRINCIPLE 8 BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

### Essential Indicators

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

The Bank has not conducted any social impact assessments of projects as per the applicable laws. Given the nature of business of the Bank this is not applicable.

| Name and brief of the project | SIA Notification No. | Date of Notification | Whether conducted by independent in external agency (Y/N) | Results communicated in public domain (Y/N) | Relevant web link |
|-------------------------------|----------------------|----------------------|---|---|-------------------|
|-------------------------------|----------------------|----------------------|---|---|-------------------|

Nil

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

Not applicable to the Bank.

| S. No. | Name of the 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 ₹) |
|--------|--|-------|----------|---|--------------------------|---------------------------------------|
|--------|--|-------|----------|---|--------------------------|---------------------------------------|

Not Applicable

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

The SBI Foundation, the CSR arm of the Bank, is committed to uplifting economically and socially disadvantaged communities while effectively addressing their grievances. The Bank's operations are designed to avoid adverse impacts on nearby communities. For grievance redressal, customers and communities have multiple channels to voice concerns, provide feedback or offer suggestions regarding the Bank's services and products. This includes a 24/7/365 Contact Centre with IVR, toll-free numbers and other accessible options.

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

|  | FY 2025 | FY 2024 |
|--|---------|---------|
| Directly sourced from MSMEs/small producers* | 0.10%   | 0.11%   |
| Directly from within India                   | 97.23%  | 97.23%  |

\*Represents procurement through MSME as a percentage of total purchases which consists of revenue purchases (excluding depreciation, insurance and such other items), capital expenditure plus assets under construction.

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 2025 | FY 2024 |
|--------------|---------|---------|
| Rural        | 14.12   | 14.13   |
| Semi-urban   | 23.84   | 24.43   |
| Urban        | 28.46   | 28.47   |
| Metropolitan | 33.57   | 32.98   |

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

### 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):

Not Applicable to the Bank

| Details of negative social impact identified | Corrective action taken |
|--|-------------------------|
| Not Applicable                               |                         |

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 | CSR Expenditure (₹) |
|-------|-------------------|-----------------------|---------------------|
| 1     | Andhra Pradesh    | Alluri Sitharamaraju  | 37,24,804.00        |
|       |                   | Parvatipuram Manyam   | 13,87,140.00        |
|       |                   | YSR Kadapa            | 16,11,131.00        |
| 2     | Arunachal Pradesh | Namsai                | 4,80,000.00         |
| 3     | Assam             | Goalpara              | 60,49,706.00        |
|       |                   | Araria                | 6,30,900.00         |
|       |                   | Aurangabad            | 4,68,460.00         |
|       |                   | Begusarai             | 1,55,000.00         |
|       |                   | Gaya                  | 25,72,578.00        |
|       |                   | Katihar               | 3,13,400.00         |
|       |                   | Muzaffarpur           | 1,20,40,058.00      |
|       |                   | Nawada                | 2,98,650.00         |
|       |                   | Sitamarhi             | 17,86,460.00        |
|       |                   | Bastar                | 4,93,000.00         |
| 4     | Bihar             | Bijapur               | 2,97,000.00         |
|       |                   | Dantewada             | 3,00,000.00         |
|       |                   | Kanker                | 2,97,000.00         |
|       |                   | Kondagaon             | 5,96,000.00         |
|       |                   | Korba                 | 12,75,607.14        |
|       |                   | Mahasamund            | 51,23,622.00        |
|       |                   | Narayanpur            | 7,96,000.00         |
|       |                   | Rajnandgaon           | 7,93,000.00         |
|       |                   | Sukma                 | 9,93,000.00         |
|       |                   | Narmada               | 8,82,769.78         |
| 5     | Chhattisgarh      | Dahod                 | 9,03,900.00         |
|       |                   |                       |                     |
| 6     | Gujarat           |                       |                     |
|       |                   |                       |                     |

| S.No. | State            | Aspirational District | Amount spent (In ₹) |
|-------|------------------|-----------------------|---------------------|
| 7     | Himachal Pradesh | Chamba                | 4,00,000.00         |
| 8     | Jammu & Kashmir  | Baramula              | 1,66,600.00         |
|       |                  | Kupwara               | 3,07,000.00         |
|       |                  | Bokaro                | 3,99,948.00         |
|       |                  | Chatra                | 2,01,544.00         |
|       |                  | Dumka                 | 1,72,752.00         |
|       |                  | Garhwa                | 3,59,900.00         |
|       |                  | Giridih               | 2,59,128.00         |
|       |                  | Godda                 | 1,58,356.00         |
| 9     | Jharkhand        | Gumla                 | 1,58,356.00         |
|       |                  | Hazaribagh            | 7,97,321.00         |
|       |                  | Khunti                | 1,00,772.00         |
|       |                  | Latehar               | 43,188.00           |
|       |                  | Lohardaga             | 25,29,168.00        |
|       |                  | Pakur                 | 1,43,960.00         |
|       |                  | Palamu                | 3,45,504.00         |
|       |                  | Pashchimi Singhbhum   | 2,15,940.00         |
|       |                  | Purbi Singhbhum       | 2,87,920.00         |
|       |                  | Ramgarh               | 4,13,968.00         |
|       |                  | Ranchi                | 50,81,490.00        |
|       |                  | Sahibganj             | 18,75,684.16        |
| 10    | Karnataka        | Simdega               | 1,58,356.00         |
|       |                  | Yadgir                | 5,25,000.00         |
| 11    | Kerala           | Raichur               | 5,23,635.00         |
|       |                  | Wayanad               | 2,08,63,419.00      |
| 12    | Madhya Pradesh   | Barwani               | 5,75,000.00         |
|       |                  | Chhatarpur            | 10,31,161.50        |
|       |                  | Damoh                 | 5,00,000.00         |
|       |                  | Guna                  | 12,45,000.00        |
|       |                  | Khandwa               | 54,48,007.34        |
|       |                  | Rajgarh               | 15,70,000.00        |
|       |                  | Singrauli             | 10,85,000.00        |
|       |                  | Vidisha               | 6,30,000.00         |

| S.No. | State       | Aspirational District | Amount spent (In ₹) |
|-------|-------------|-----------------------|---------------------|
| 13    | Maharashtra | Osmanabad             | 10,19,400.00        |
| 14    | Manipur     | Chandel               | 4,00,000.00         |
| 15    | Mizoram     | Mamit                 | 6,00,000.00         |
|       |             | Bolangir              | 6,56,550.00         |
|       |             | Nuapada               | 42,000.00           |
|       |             | Dhenkanal             | 2,00,000.00         |
|       |             | Gajapati              | 1,00,000.00         |
| 16    | Odisha      | Kalahandi             | 2,70,000.00         |
|       |             | Kandhamal             | 26,60,000.00        |
|       |             | Koraput               | 23,46,322.00        |
|       |             | Malkangiri            | 18,80,942.00        |
|       |             | Nabarangpur           | 16,80,942.00        |
|       |             | Rayagada              | 24,09,923.00        |
|       |             | Ferozepur             | 10,60,257.00        |
| 17    | Punjab      | Moga                  | 20,130.00           |
|       |             | Dholpur               | 4,93,400.00         |
| 18    | Rajasthan   | Karauli               | 1,21,000.00         |
|       |             | Jaisalmer             | 27,27,550.00        |
|       |             | Sirohi                | 30,62,724.00        |
|       |             | Baran                 | 94,620.00           |
| 19    | Sikkim      | Soreng                | 10,52,380.00        |
| 20    | Tamil Nadu  | Ramanathapuram        | 12,35,640.00        |
|       |             | Virudhunagar          | 11,15,640.00        |
| 21    | Telangana   | Asifabad              | 8,44,300.00         |
|       |             | Bhupalapally          | 8,60,820.00         |
|       |             | Bhadradri-Kothagudem  | 13,80,490.00        |

| S.No. | State         | Aspirational District | Amount spent (In ₹) |
|-------|---------------|-----------------------|---------------------|
| 22    | Uttar Pradesh | Bahraich              | 2,35,10,228.11      |
|       |               | Balrampur             | 14,11,000.00        |
|       |               | Shrawasti             | 8,50,000.00         |
|       |               | Chitrkoot             | 15,93,000.00        |
|       |               | Fatehpur              | 2,00,000.00         |
|       |               | Sonbhadra             | 7,19,000.00         |
|       |               | Chandauli             | 1,70,000.00         |
|       |               | Siddharthnagar        | 6,00,000.00         |
| 23    | Uttarakhand   | Haridwar              | 18,92,352.00        |
|       |               | Udham Singh Nagar     | 1,28,99,805.03      |
| Total |               |                       | 16,50,22,679.05     |

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)

No, the Bank does not have a preferential procurement policy. However, it is committed to procure materials and services from suppliers belonging to the marginalised or vulnerable groups. The Bank promotes the use of the GeM Portal for the procurement of services from MSME and small-scale suppliers.

(b) From which marginalized /vulnerable groups do you procure?

The Bank does not have a preferential procurement process. However, it encourages procurement from MSME and marginalised/vulnerable groups.

(c) What percentage of total procurement (by value) does it constitute?

Not Applicable

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 (Y/N) | Benefit shared (Y/N) | Basis of calculating benefit share |
|----------------|--|-----------------------|----------------------|------------------------------------|
| Not Applicable |  |                       |                      |                                    |

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 |
|-------------------|-------------------|-------------------------|
| Not Applicable    |                   |                         |

6. Details of beneficiaries of CSR Projects

| Sr No       | CSR Projects                             | No. of persons benefitted from CSR Projects | % of beneficiaries from vulnerable and marginalized groups |
|-------------|--|---|--|
| 1           | Disaster Management                      | 1,64,000                                    | 75   |
| 2           | Education                                | 23,48,068                                   | 85   |
| 3           | Empowerment of Women and Senior Citizens | 1,15,980                                    | 90   |
| 4           | Environment                              | 6,38,500                                    | 85   |
| 5           | Health Care & Sanitation                 | 25,87,863                                   | 90   |
| 6           | Other Miscellaneous Areas                | 1,92,571                                    | 85   |
| 7           | Protection of National Heritage          | 56,350                                      | 90   |
| 8           | Rural Area Development                   | 3,88,100                                    | 95   |
| 9           | Sports                                   | 19,100                                      | 75   |
| 10          | War Veterans                             | 82,550                                      | 60   |
| Grand Total |  | 65,93,082*                                  | 87.09  |

\*Total Number of Beneficiaries



PRINCIPLE 9: BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.
- State Bank of India (SBI) has established a comprehensive framework to ensure seamless handling of customer complaints and feedback, guided by its Customer Rights, Grievance Redressal and Compensation Policy. This policy, aligned with Reserve Bank of India (RBI) regulations, outlines customer rights and the Bank's responsibilities across all branches and offices in India. It covers all products and services, whether delivered in-person, over the phone, by post, via electronic devices, online or through any other channel.

SBI offers multiple avenues for customers to raise grievances, provide feedback or offer suggestions, ensuring accessibility and convenience. Customers can reach out through the 24/7/365 Contact Centre, which is equipped with IVR, toll-free numbers and support in Hindi, English and 13 regional languages. Complaints and feedback can also be lodged online via the Bank's website through the Customer Request and Complaint Form (CRCF), Internet Banking (INB), mobile banking apps or designated email IDs published on the website.

For those preferring in-person options, customers can submit written complaints at any branch, office or the Customer Experience Enhancement Department (CEED) at the Corporate Office, with complaint books available at all branches for registering grievances or feedback.

Additionally, an innovative QR code-based system at branches allows customers and non-customers to instantly share feedback on services, independent of transactions. All complaints and feedback are systematically captured in the bank's CRM portal, ensuring efficient tracking and resolution.

The Bank adheres to a Standard Operating Procedure under the Banking Ombudsman Scheme, escalating partially or fully rejected complaints to the Internal Ombudsman, as mandated by the RBI. Customers are informed of resolutions via SMS or email and can rate the quality of grievance redressal through the CRCF page, Contact Centre or feedback surveys such as NPS, CSAT and CES sent post-resolution.

To enhance customer engagement, SBI has introduced centralised calling through its Contact Centre, reaching out to customers who provide poor feedback via the Net Promoter Score (NPS) system to address pain points. Detailed CRM reports help analyse low ratings and initiate corrective actions. The Bank is committed to continuously improving customer experience and has engaged an external agency to conduct incognito visits across 3,100+ branches to assess service quality, with the report expected to provide actionable insights for further enhancement.
2. 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 | NA |
| Safe and responsible usage                                  | NA |
| Recycling and/or safe disposal                              | NA |

3. Number of consumer complaints in respect of the following:

|                                | FY 2025                  |   |         | FY 2024                  |   |   |
|--------------------------------|--------------------------|---|---------|--------------------------|---|---|
|                                | Received during the year | Pending resolution at the end of the year | Remarks | Received during the year | Pending resolution at the end of the year | Remarks   |
| Data privacy                   | Nil                      | Nil                                       | -       | Nil                      | Nil                                       | -   |
| Advertising                    | Nil                      | Nil                                       | -       | Nil                      | Nil                                       | -   |
| Cyber-security                 | 6,87,591                 | 1,05,196                                  |         | 8,24,254                 | 1,03,649                                  | Unauthorised electronic debit transactions complaints have been classified as complaints under cyber security |
| Delivery of essential services | 12,502                   | Nil                                       |         | 7,223                    | -   | Complaints received under delay in sanction of loans have been grouped under this category                    |
| Restrictive Trade Practices    | Nil                      | Nil                                       |         | -                        | -   |   |
| Unfair Trade Practices         | Nil                      | Nil                                       |         | -                        | -   |   |
| Other                          | 21,50,385                | 14,923                                    |         | 24,02,083                | 27,774                                    | All other categories of complaints other than cyber security and delivery of essential services               |

4. Details of instances of product recalls on account of safety issues:

|                   | Number | Reasons for recall |
|-------------------|--------|--------------------|
| Voluntary recalls | NA     | NA                 |
| Forced recalls    | NA     | NA                 |

5. 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.

The Bank has adopted a comprehensive set of policies and plans to strengthen its cybersecurity framework, including the Board-approved Cyber Security Policy & Standards v6.0, the Cyber Security Audit Policy, the Group Cyber Security Policy and the Cyber Crisis Management Plan. To ensure effective data governance, an Apex-Level Data Governance Council (ADGC), supported by the Data Governance Council (DGC), oversees the entire framework.

- SBI has a robust governance structure in place for data privacy covering EU-GDPR compliance requirements, as well as strong frameworks for data security.
- A comprehensive privacy policy, that extends to suppliers, has been put in place as part of the Bank's Privacy Framework and compliance to DPDP Act 2023. Along with the privacy policy, relevant SOP and guidelines has also been operationalized to achieve the Bank's privacy objectives. Furthermore, swift corrective actions are taken in the event of any data breaches or leaks of personally identifiable information.

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.

The Bank is dedicated to delivering superior customer service and, to this end, has implemented several initiatives to raise customer awareness about cyber risks:

- Customers are updated with cyber risk and reporting mechanism during customer onboarding
- Circulation of flyers on cybercrime awareness with the Bank's helpline number and NCRP helpline number
- Circulation of leaflets of Do's and Don'ts on cyber security
- Leveraging media campaign on TV / Radio (AIR/FM) on cyber financial frauds
- Operational guidelines and process of reporting cyber incidents on National Cyber Crime Reporting Portal Helpline no 1930 and <https://cybercrime.gov.in> are in place
- An awareness programme on "Fight Against Cyber Frauds" was conducted to educate the customers and employees. In this awareness programme, a list of 10 common tricks used by scammers to defraud the customers/ public along with a list of Do's and Don'ts for safety against the prevalent Cyber frauds are being displayed through standees, preferably in local language, at all branches and customer facing outfits for the benefit of customers and staff. In addition to, videos on Cyber Security were also displayed on Digital Displays located at Public Places as well as inside branch premises across India.
- Special Townhall Meeting at 158 identified cyber fraud propensity branches were conducted on 10.05.2024. The Meetings revolved around "Creation of Awareness on Cyber Security to prevent digital frauds.

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches

Nil

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).

The information related to products and services of the entity can be found on the Bank's website

Link to Bank's Webpage - <https://bank.sbi/web/customer-care/contact-us>

The Bank's website provides comprehensive contact information, including the details, email IDs and postal address of the Principal Nodal Officer for Customer Service, toll-free numbers and email IDs of the Contact Centre, as well as contact details of Circle-level nodal officers for customer service.

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

The Bank ensures to keep its customers updated about the usage of its products and services in a transparent manner. The steps undertaken are provided below:

- Educating customer through the expression of consent / self-registration
- Customers are updated with cyber risk and reporting mechanism during customer onboarding
- Updating customers on the features of the Bank's products and services during product offering
- Customers are frequently informed and educated on Cyber Frauds and Cyber Security in Townhall meetings and customer service committee meetings at various levels
- Leveraging social media posts for customer awareness and sensitization

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

The Bank proactively informs customers about disruptions or potential risks through its official website, social media channels, and internet banking platforms. It also conducts awareness campaigns, utilising broadcast SMS and social media, to educate customers. To ensure uninterrupted operations during disruptions or disasters, the Bank has implemented a Business Continuity & Operational Resilience (BC&OR) Policy, aimed at minimising both direct and indirect losses. Additionally, a Business Continuity Management Systems (BCMS) Policy is in place to support Disaster Recovery Planning (DRP) and maintain the continuity of IT applications and critical banking operations. Individual business and operating units develop contingency arrangements, BC&OR plans, and DRPs in line with these policies, with periodic testing conducted to ensure preparedness for any disruptions.

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. The Bank provides product information through concise Most Important Terms and Conditions (MITCs) for customers, while also aligning products with Sustainable Development Goals (SDGs), which are highlighted alongside product details in print and social media. Additionally, the Bank actively seeks customer feedback following selected branch and digital transactions, including ATM, RINB, UPI, Mobile Banking and YONO, as well as after resolving grievances on the CRM platform. Further details on these efforts are available in the Customer Experience chapter.

# ASSURANCE STATEMENT OF BRSR CORE

**RAMA K. GUPTA & CO.**  
Chartered Accountants



**Office:** 201, Block 3A, Ganesh  
Galaxy City Ayodhya Bypass Road  
Bhopal 462022,  
Email: ramakantgupta@yahoo.com  
Mobile: 9425112778

## Independent Practitioner’s Reasonable Assurance Report

### 1. To the Board of Directors of State Bank of India,

Reasonable Assurance Report on the Sustainability disclosures in the Business Responsibility and Sustainability Report (BRSR) Core Format (as per SEBI vide circular number SEBI/HO/CFD-PoD-2/CIR/P/0155 dated 11th November, 2024 and changes made vide SEBI circular number SEBI/HO/CFD-PoD-1/D/CIR/2024/177 dated 20th December, 2024 and circular number SEBI/HO/CFD-PoD-1/CIR/2025/42 dated 28th March, 2025 (called ‘Identified Sustainability Information’ of State Bank Of India (SBI) for the period from 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025 in accordance with the reporting criteria (Refer table below)

We have undertaken to perform a Reasonable Assurance engagement for State Bank of India (the “Bank”) vide agreement dated April 19th, 2025, in respect of agreed Sustainability disclosures listed below (the “Identified Sustainability Information”), pertaining to the BRSR Core (Annexure 1) as notified by SEBI vide circular dated 11th November 2024 and 28<sup>th</sup> March 2025. The Sustainability information is as included in the Business Responsibility and Sustainability Report (“BRSR”) of the Bank for the period from 1st April 2024 to 31st March 2025. This engagement was conducted by a multidisciplinary team including assurance practitioners, and environmental and social professionals.

| Identified sustainability information subject to assurance   | Period subject to assurance                                    | Reporting Criteria  |
|--|--|---|
| BRSR Core (Annexure 1) notified by SEBI Circular No. SEBI/HO/CFD/PoD2/CIR/P/0155 dated November 11, 2024, and SEBI/HO/CFD-PoD-1/CIR/2025/42 dated 28th March, 2025 | From 1 <sup>st</sup> April 2024 to 31 <sup>st</sup> March 2025 | a. Regulation 34(2)(f) of the Securities and Exchange Board of India (SEBI) (Listing Obligations and Disclosure Requirements), Regulations, 2015 as amended.<br>b. Guidance Note for BRSR Format issued by the SEBI.<br>c. Industry Standards on Reporting of BRSR Core vide SEBI circular no. SEBI/HO/CFD-PoD-1/D/CIR/2024/177 dated 20th December 2024. |



**RAMA K. GUPTA & CO.**  
Chartered Accountants



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|  |  |   |
|--|--|---|
|  |  | d. Greenhouse Gas Protocol: A Corporate Accounting & Reporting Standard.<br>e. Emission factors as per standard.<br>f. World Resource Institute {WRI} / World Business Council for Sustainable Development {WBCSD}/ Greenhouse Gas (GHG) Protocol (A corporate accounting and reporting standard)<br>g. Standard on Sustainability Assurance Engagement (SSAE) 3000, “Assurance Engagement on Sustainability Information” issued by the Sustainability Reporting Standards Boards of the Institute of Chartered Accountants of India. |
|--|--|---|

Our reasonable assurance engagement was with respect to the year ended March 31, 2025 information only unless otherwise stated and we have not performed any procedures with respect to earlier periods or any other elements included in the BRSR and do not express any conclusion thereon.

### 2. Management’s Responsibilities

The Bank’s Management is responsible for selecting or establishing suitable criteria for preparing the Sustainability Information, taking into account applicable laws and regulations, if any, related to reporting on the Sustainability Information, Identification of key aspects, engagement with stakeholders, content, preparation, and presentation of the Identified Sustainability Information in accordance with the Criteria. This responsibility includes design, implementation, and maintenance of internal control relevant to the preparation of the BRSR and measurement of the identified Sustainability information, which is free from material misstatement, whether due to fraud or error.

### 3. Inherent Limitations

The absence of a significant body of established practice on which to draw to evaluate and measure non- financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities.







#### 4. Our Independence and Quality Control

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics issued by the Institute of Chartered Accountants of India and have the required competencies and experience to conduct this assurance engagement.

The firm applies Standard on Quality Control (SQC) 1, “Quality Control for Firms that Perform Audits and Reviews of Historical Financial Information, and Other Assurance and Related Services Engagements”, 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.

#### 5. Our Responsibility

Our responsibility is to express a reasonable assurance conclusion on the Identified Sustainability Information based on the procedures we have performed and evidence we have obtained.

We conducted our engagement in accordance with the Standard on Sustainability Assurance Engagements (SSAE) 3000, “Assurance Engagements on Sustainability Information”, issued by the Sustainability Reporting Standards Board of the Institute of Chartered Accountants of India. This standard requires that we plan and perform our engagement to obtain reasonable assurance about whether the Identified Sustainability Information are prepared, in all material respects, in accordance with the Reporting Criteria. A reasonable assurance engagement involves assessing the risks of material misstatement of the identified Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, evaluating the appropriateness of quantification methods and reporting policies, analytical procedures and agreeing or reconciling with underlying records.

**Given the circumstances of the engagement, in performing the procedures listed above, we have:**

- Interviewed relevant personnel of Bank’s management responsible for Sustainability, Environmental Social Governance (ESG) and the bank’s consultant and their team for understanding the process of collecting, collating, and reporting the subject matter as per Global Reporting Initiative (GRI) Standards and SEBI Circular for BRSR Core.
- Checked the consolidation for various branches, offices, and other locations (excluding international operations) to ensure the completeness of data being reported.



- Relied on the total income from the published audited financial statements for turnover based intensity indicators.
- Performed substantive testing on a sample basis of the Identified sustainability indicators at sample branches, offices and other locations covered, to verify that data had been appropriately measured with the underlying documents recorded, collated and reported. This included assessing records and performing testing including recalculation of sample data.
- Assessed the appropriateness of basis used for selecting sample branches for extrapolation.
- Assessed the appropriateness of calculations used for extrapolation of data for sample branches to arrive at estimated annual data.
- Assessed the appropriateness of various assumptions, estimations and materiality thresholds used by the bank and its consultant for data analysis.
- Performed analytical procedures to analyze trends in the historical data and accordingly ascertain the reasonableness of the data reported in the current year.

#### 6. Exclusions

Our reasonable assurance engagement scope excludes the following and therefore, we do not express a conclusion on the same:

- Operations of the Bank other than those mentioned in the “Scope of Assurance”.
- Aspects of the BRSR and the data/ information (qualitative or quantitative) other than the Identified Sustainability Information.
- Data and Information outside the defined reporting period, i.e., the Financial Year from 1st April 2024 to 31st March 2025.
- Data and Information relating to the International Branches, Locations and Operations of the Bank.
- The statements that describe expression of opinion, belief, aspiration, expectation, aim, or future intentions provided by the Bank.

#### 7. Reasonable Assurance Opinion

Based on the procedures we have performed and the evidence we have obtained, the Identified Sustainability Information for the financial year ended 31<sup>st</sup> March 2025 are prepared, in all material respects, in accordance with the criteria as stated under reporting criteria above.

#### 8. Restriction on use

Our Reasonable Assurance report has been prepared and addressed to the Board of Directors of the Bank at the request of the Bank solely, to assist the Bank in reporting on Bank’s sustainability performance and activities. Accordingly, we accept no liability to anyone, other than the Bank. Our Reasonable Assurance report should not be used for any other purpose or by any person other than the addressees of our report.





We neither accept nor assume any duty of care or liability for any other purpose or to any other party to whom our report is shown or into whose hands it may come without our prior consent in writing.

For Rama K. Gupta & Co.  
Chartered Accountants  
(Firm's Registration No. 005005C)

Place: Bhopal  
Date: 21.05.2025

CA Amit Singhal  
Partner  
Membership No. 434384  
UDIN:25434384BMNWMX5758

## Annexure I

### BRSR Core Attributes

| BRSR Indicator   | Type of Assurance |
|--|-------------------|
| Principle 6: Businesses should respect and make efforts to protect and restore the environment   |                   |
| Attribute 1: Green-house gas (GHG) footprint   |                   |
| Question 7: Details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity owned or controlled sources.           | Reasonable        |
| Total Scope I emissions  |                   |
| Total Scope 2 emissions  |                   |
| Total Scope I and Scope 2 emission intensity per rupee crore of turnover   |                   |
| Total Scope 1 and Scope 2 emission intensity per rupee crore of turnover adjusted for Purchasing Power Parity (PPP)                    |                   |
| Total Scope 1 and Scope 2 emission intensity in terms of physical output/ any other relevant metric                                    |                   |
| Attribute 2: Water footprint   |                   |
| Question 3: Details of the following disclosures related to water:   | Reasonable        |
| Water withdrawal by source (in kiloliters)   |                   |
| Total volume of water withdrawal (in kiloliters)   |                   |
| Total volume of water consumption (in kiloliters)  |                   |
| Water intensity per rupee crore of turnover (Total water consumption / Revenue from operations)  |                   |
| Water intensity per rupee crore of turnover adjusted for Purchasing Power Parity(PPP)  |                   |
| Water intensity in terms of physical output/ any other relevant metric   |                   |
| Question 4: Details related to water discharged:   |                   |
| Water discharge by destination and level of treatment (in kiloliters)  |                   |
| Total water discharged (in kiloliters)   |                   |
| Attribute 3: Energy footprint  |                   |
| Question 1: Details of total energy consumption (in Joules or multiples) and energy intensity:   | Reasonable        |
| Total energy consumed from renewable sources   |                   |
| Total energy consumed from non-renewable sources   |                   |
| Energy intensity per rupee crore of turnover (Total energy consumed / Revenue from operations)   |                   |
| Energy intensity per rupee crore of turnover adjusted for Purchasing Power Parity (PPP)  |                   |
| Energy intensity in terms of physical output/ any other relevant metric  |                   |
| Attribute 4: Embracing circularity - details related to waste management by the entity   |                   |
| Question 9: Provide details related to waste management by the entity:   | Reasonable        |
| Total Waste generated for each category of waste (in metric tonnes)  |                   |
| Waste intensity per rupee crore of turnover (Total waste generated/Revenue from Operations)  |                   |
| Waste intensity per crore of turnover adjusted for Purchasing Power Parity (PPP)   |                   |
| Waste intensity in terms of physical output/ any other relevant metric   |                   |
| For each category of waste generated, total waste recovered through recycling, reusing or other recovery operations (in metric tonnes) |                   |
| For each Category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)                             |                   |
|  |                   |



ASSURANCE STATEMENT OF GRI AND DJSI DISCLOSURES

R.G.N. PRICE & CO

CHARTERED ACCOUNTANTS

Phone : 2312960, 2316538

Email : priceco@rgnprice.com

Offices at : Chennai, Mumbai, Bengaluru, Quilon, Calicut

Ref :

G 234, Panampally Nagar,  
Cochin - 682 036.

Date: 21<sup>st</sup> May 2025

Independent Practitioner’s Limited Assurance Report to State Bank of India on select non-financial sustainability disclosures for Financial Year 2024-2025

To the Board of Directors of State Bank of India

We, R.G.N Price & Co. have been engaged by State Bank of India (‘the Company’/‘the Bank’) for the purpose of providing an independent assurance on the select non-financial sustainability disclosures presented in the Sustainability Report 2024-2025 of the Company for the period covering 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025 as described in the ‘Scope, Boundary, Characteristics and Limitations’ in Annexure 1.

We have undertaken to perform Limited Assurance engagement, for State Bank of India vide engagement letter dated 6<sup>th</sup> May 2025 in respect of the agreed sustainability disclosures listed below (the “Identified Sustainability Information”), in accordance with the criteria stated below. The Sustainability Information is as included in the Sustainability Report of the Bank for the year from 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025. This engagement was conducted by a multidisciplinary team including assurance practitioners, and environmental and social professionals.

| Identified Sustainability Information (ISI) subject to assurance              | Period subject to assurance                        | Reporting criteria   |
|---|--|--|
| Limited Assurance as per Scope, boundary and limitation (refer to Annexure 1) | From 1st April 2024 to 31 <sup>st</sup> March 2025 | <div>- GRI Standard 2021</div> <div>- Gender pay Gap assessment as per Dow Jones Sustainability Index (DJSI) guidance and GRI.</div> <div>- World Resource Institute (WRI) / World Business Council for Sustainable Development (WBCSD) Greenhouse Gas (GHG) Protocol (A Corporate Accounting and Reporting Standards)</div> <div>-Standard on Sustainability Assurance Engagements (SSAE) 3000, “Assurance Engagements on Sustainability Information, “issued by the Sustainability Reporting Standards Board of the Institute of Chartered Accountants of India.</div> |

HEAD OFFICE: CHENNAI

BRANCHES: MUMBAI I KOCHI I KOLLAM I KOZHIKODE

|  |            |  |
|--|------------|--|
| <b>Principle 3: Businesses should respect and promote the well-being of all employees, Including those in their value chains</b>   |            |  |
| <b>Attribute 5: Enhancing Employee Wellbeing and Safety</b>  |            |  |
| Question 1(C): Spending on measures towards well-being of employees and workers (including permanent and other than permanent):  | Reasonable |  |
| Cost incurred on well-being measures as a % of total revenue of the company  |            |  |
| Question 11: Details of safety related incidents for Employees and Workers:  |            |  |
| Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)  |            |  |
| Total recordable work-related injuries   |            |  |
| No. Of fatalities  |            |  |
| High consequence work-related injury or ill-health (excluding fatalities)  |            |  |
| <b>Principle 5: Businesses should respect and promote human</b>  |            |  |
| <b>Attribute 6: Enabling Gender Diversity in Business</b>  |            |  |
| Question 3(b): Gross wages paid to females as % of total wages paid by the entity  | Reasonable |  |
| Question 7: Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013:  |            |  |
| Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act. 2013 (POSH)   |            |  |
| Complaints on POSH as a % of female employees /workers   |            |  |
| Complaints on POSH upheld  |            |  |
| <b>Principle 8: Businesses should promote inclusive growth and equitable development</b>   |            |  |
| <b>Attribute 7: Enabling Inclusive Development</b>   |            |  |
| Question 4: Percentage of input material (inputs to total inputs by value) sourced from suppliers:   | Reasonable |  |
| a. Directly sourced from MSMEs/ small producers  |            |  |
| b. Directly from within India  |            |  |
| Question 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 smaller towns, as % of total wage cost. |            |  |
| <b>Principle 9: Businesses should engage with and provide value to their customer in a responsible manner</b>  |            |  |
| <b>Attribute 8: Fairness in Engaging with Customers and Suppliers</b>  |            |  |
| Question 7: Provide the following information relating to data breaches:   | Reasonable |  |
| a. Number of instances of data breaches  |            |  |
| b. Percentage of data breaches involving personally identifiable information of customers  |            |  |
| c. Impact, if any, of the data breaches  |            |  |
| Question 8: Number of days of accounts payable ((Accounts payable*365) / Cost of goods/services procured)  |            |  |
| <b>Principle 1: Businesses should conduct and govern themselves with Integrity, and in a manner that is Ethical, Transparent and Accountable.</b>  |            |  |
| <b>Attribute 9: Open-ness of business</b>  |            |  |
| Question 9: Details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties:   | Reasonable |  |
| Concentration of Purchases   |            |  |
| Concentration Of Sales   |            |  |
| Share of RPTs in   |            |  |
| a. Purchases (Purchases With related parties / Total purchases)  |            |  |
| b. Sales (Sales to related parties / Total Sales)  |            |  |
| c. Loans & advances (Loans & advances given to related parties / Total loans & advances)   |            |  |
| d. Investments (Investments in related parties / Total Investments made)   |            |  |





Our Limited Assurance engagement was with respect to the year ended 31<sup>st</sup> March, 2025 information only unless otherwise stated and we have not performed any procedures with respect to earlier periods or any other elements included in the Sustainability Report and, therefore, do not express any conclusion thereon.

#### **Management’s Responsibilities for the identified non-financial sustainability disclosures**

The Bank’s Management is responsible for preparing the report that is free from any material misstatement in accordance with the reporting criteria (GRI Standards 2021 as well as DJSI Guidance) for disclosures under identified sustainability information.

The Bank’s Management responsibilities include designing, implementing and maintaining internal controls relevant to the preparation and presentation of the report that is free from any material misstatement, whether due to fraud or error. The Company ensures that it complies with the GRI Standards 2021 and all local regulations. It designs, implements and effectively operates controls to achieve the stated control objectives; selects and applies policies; makes judgements and estimates that are reasonable in the circumstances; and maintains adequate records in relation to the Report.

The Bank’s Management is also responsible for preventing and detecting fraud and for identifying and ensuring that the Company complies with laws and regulations applicable to its activities. The Bank’s Management is responsible for ensuring that the Company’s staff involved with the preparation of the report are properly trained, systems are properly updated and that any changes in reporting encompass all significant operational sites.

#### **Inherent limitations**

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities.

#### **Our Independence and Quality Control**

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics issued by the Institute of Chartered Accountants of India and have the required competencies and experience to conduct this assurance engagement.

The firm applies Standard on Quality Control (SQC) 1, “Quality Control for Firms that Perform Audits and Reviews of Historical Financial Information, and Other Assurance and Related Services Engagements”, 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.

#### **Our Responsibilities**

Our responsibility is to examine the Report prepared by the Company and to report on the select non-financial sustainability disclosures in the form of an Independent Limited Assurance conclusion based on the evidences obtained. We conducted our Limited Assurance engagement in accordance with the Standard on Sustainability Assurance Engagements (SSAE) 3000, “Assurance Engagements on Sustainability Information”, issued by the Sustainability Reporting Standards Board of the Institute of Chartered Accountants of India. That standard requires that we plan and perform our procedures to obtain a meaningful level of assurance about whether the select non-financial sustainability disclosures in the Report comply with the GRI standards 2021 in all material respects, as the basis for our Limited Assurance conclusion.

A Limited Assurance engagement involves assessing the suitability in the circumstances of the Company’s use of the Criteria as the basis for the preparation of the Identified Sustainability Information, assessing the risks of material misstatement of the Identified Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the Identified Sustainability Information.

A Limited Assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, evaluating the appropriateness of quantification methods, calculations and reporting policies, analytical procedures and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above, we had:

- Interaction with the Bank’s relevant officials to understand the entity’s sustainability vision.
- Conducted virtual/physical interviews with key personnel responsible for data management.
- Obtained an understanding of the working of the concerned departments that are relevant for disclosure of the GRI Standards in the Sustainability Report.
- Assessment of the disclosures for identified sustainability information that it was prepared in accordance with the sustainability reporting standards that is GRI and DJSI.
- Assessed the suitability of the quantification techniques to determine the identified sustainability disclosures outlined in the report as well as evaluation of systems and procedures used for compilation and examination of identified sustainability disclosures incorporated in the report.
- Evaluation of the suitability of different assumptions, estimations, and materiality thresholds employed by bank for data analysis.
- Assessed the appropriateness of calculations used for extrapolation of data for Sample Branches to arrive at the estimated GHG Emission calculations.
- Evaluation of the bank’s reporting protocol in relation to their alignment with the implementation of sustainability standards.
- Checking the compliance of absentee rate disclosure in accordance with the DJSI’s specific requirements.

The procedures performed in a Limited Assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a Limited Assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the Identified Sustainability Information have been prepared, in all material respects, in accordance with the Criteria.

#### **Exclusions**

- Information related to Company’s financial performance.
- Strategy and other related linkages expressed in the Report.
- Mapping of the Report with reporting frameworks other than those mentioned specifically.
- Review of legal compliance.
- The reliability of the assured data is subject to inherent uncertainties, given both the available methods for determining, calculating or estimating the underlying information.
- We did not undertake source data verification in-person at any operated facilities.
- Operations of the Bank other than those mentioned in the “Scope of Assurance”.
- Aspects of the BRSR and the data/information (qualitative or quantitative) other than Identified Sustainability Information.
- Data and information outside the defined reporting period i.e. 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025.
- Data and information relating to domestic branches, locations and operations of the Bank.
- The statements that describe expression of opinion, belief, aspiration, expectation, aim or future intentions provided by the Bank.

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Limited Assurance Conclusion

Based on our limited review and procedures performed, nothing has come to our attention that causes us to believe that the select non-financial sustainability disclosures in the Company’s Report are not properly prepared, in all material aspects, based on the GRI Standards 2021 and DJSI Guidance.

Restrictions on use

Our Limited assurance report has been prepared and addressed to the Board of Directors of the Company 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.

For R.G.N Price & Co.  
Chartered Accountants  
FRN: 002785S

ADITYA KUMAR  
SRINIVAS  
Aditya Kumar S  
Partner  
Membership Number: 232444  
Place: Chennai  
Date: 21<sup>st</sup> May 2025.  
UDIN: 25232444BMOV7151

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Annexure 1: Scope, Boundary and Limitations

The assurance scope encompasses the chosen non-financial sustainability data pertaining to the disclosures, which are aligned with the reference reporting criteria outlined in the table below.

| Reference reporting criteria - The GRI Standards 2021  |
|--|
| Universal Standards <ul style="list-style-type: none"><li>GRI 3- Material Topics 2021<ul style="list-style-type: none"><li>3-1 – Process to determine material topics</li><li>3-2 – List of Material Topics</li></ul></li></ul>  |
| Topic Standards <ul style="list-style-type: none"><li>GRI 302- Energy (2016)<ul style="list-style-type: none"><li>302-4 – Reduction of energy consumption</li></ul></li><li>GRI 305- Emissions (2016)<ul style="list-style-type: none"><li>305-3 – Other Indirect (Scope 3) GHG emissions</li><li>305-5 – Reduction of GHG emissions</li></ul></li><li>GRI 404- Training and Education (2016)<ul style="list-style-type: none"><li>404-1 – Average hours of training per year per employee</li><li>404-2 – Programs for upgrading employee skills and transition assistance programs</li><li>404-3 – Percentage of employees receiving regular performance and career development reviews</li></ul></li><li>GRI 405- Diversity and Equal Opportunities (2016)<ul style="list-style-type: none"><li>405-1- Diversity of governance bodies and employees</li></ul></li><li>GRI 406- Non-Discrimination (2016)<ul style="list-style-type: none"><li>406-1 – Incidents of discrimination and corrective actions taken</li></ul></li><li>GRI 413- Local Communities (2016)<ul style="list-style-type: none"><li>GRI 413-1 – Operations with local community engagement, impact assessments, and development programs</li></ul></li><li>Gender pays Gap assessment as per DJSI guidance and GRI 405-2 (Ratio of Basic Salary and remuneration of women to men)</li></ul> |
| DJSI guidance (3.5.3 as per DJSI FY 2023) <ul style="list-style-type: none"><li>Absentee Rate as per DJSI guidance</li></ul>   |
| The boundary of the assurance covers operations of State Bank of India across India covering only offices and 22,937 Branches.   |
| The review of sustainability performance data was limited to the above locations only.   |

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GRI CONTENT INDEX



CONTENT INDEX  
ESSENTIALS SERVICE

2025

For the Content Index – Essentials Service, GRI Services reviewed that the GRI content index has been presented in a way consistent with the requirements for reporting in accordance with the GRI Standards, and that the information in the index is clearly presented and accessible to the stakeholders.

|                                 |  |                                | Remarks or reason for omission (if any) |             |
|---------------------------------|--|--------------------------------|---|-------------|
| GRI Standard                    | Disclosures  | Page No.                       | Reason for omission                     | Explanation |
| General disclosures             |  |                                |   |             |
| GRI 2: General Disclosures 2021 | 2-1 Organizational details   | 21, 22, 23                     | -                                       | -           |
|                                 | 2-2 Entities included in the organization's sustainability reporting             | 6                              | -                                       | -           |
|                                 | 2-3 Reporting period, frequency and contact point                                | 6, 7, Back cover of the report | -                                       | -           |
|                                 | 2-4 Restatements of information  | 6                              | -                                       | -           |
|                                 | 2-5 External assurance   | 256-269                        | -                                       | -           |
|                                 | 2-6 Activities, value chain and other business relationships                     | 22                             | -                                       | -           |
|                                 | 2-7 Employees  | 125                            | -                                       | -           |
|                                 | 2-8 Workers who are not employees  | 125, 190, 191                  | -                                       | -           |
|                                 | 2-9 Governance structure and composition   | 43, 45-46                      | -                                       | -           |
|                                 | 2-10 Nomination and selection of the highest governance body                     | 43                             | -                                       | -           |
|                                 | 2-11 Chair of the highest governance body  | 43                             | -                                       | -           |
|                                 | 2-12 Role of the highest governance body in overseeing the management of impacts | 47-48                          | -                                       | -           |
|                                 | 2-13 Delegation of responsibility for managing impacts                           | 47-48                          | -                                       | -           |
|                                 | 2-14 Role of the highest governance body in sustainability reporting             | 6                              | -                                       | -           |
|                                 | 2-15 Conflicts of interest   | 49, 208                        | -                                       | -           |
|                                 | 2-16 Communication of critical concerns  | 48, 64, 76, 77                 | -                                       | -           |
|                                 | 2-17 Collective knowledge of the highest governance body                         | 138-140                        | -                                       | -           |

|                             |   |                             | Remarks or reason for omission (if any) |             |
|-----------------------------|---|-----------------------------|---|-------------|
| GRI Standard                | Disclosures   | Page No.                    | Reason for omission                     | Explanation |
|                             | 2-18 Evaluation of the performance of the highest governance body                         | 44                          | -                                       | -           |
|                             | 2-19 Remuneration policies  | 155, 196                    | -                                       | -           |
|                             | 2-20 Process to determine remuneration  | 44                          | -                                       | -           |
|                             | 2-21 Annual total compensation ratio  | 227                         | -                                       | -           |
|                             | 2-22 Statement on sustainable development strategy  | 12-19                       | -                                       | -           |
|                             | 2-23 Policy commitments   | 50                          | -                                       | -           |
|                             | 2-24 Embedding policy commitments   | 50                          | -                                       | -           |
|                             | 2-25 Processes to remediate negative impacts  | 133, 155, 194-196, 228, 252 | -                                       | -           |
|                             | 2-26 Mechanisms for seeking advice and raising concerns                                   | 133, 155, 194-196, 228, 252 | -                                       | -           |
|                             | 2-27 Compliance with laws and regulations   | 48, 49                      | -                                       | -           |
|                             | 2-28 Membership associations  | 245                         | -                                       | -           |
|                             | 2-29 Approach to stakeholder engagement   | 62-68                       | -                                       | -           |
|                             | 2-30 Collective bargaining agreements   | 127                         | -                                       | -           |
|                             | Material topics   |                             |   |             |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics  | 68-69                       | -                                       | -           |
|                             | 3-2 List of material topics   | 70-72                       | -                                       | -           |
|                             | Brand Image and Management  |                             |   |             |
|                             | 3-3 Management of material topics   | 74-87                       | -                                       | -           |
|                             | 417-1 Requirements for product and service information and labeling                       | 200                         | -                                       | -           |
|                             | 417-2 Incidents of non-compliance concerning product and service information and labeling | 252-254                     | -                                       | -           |
|                             | 417-3 Incidents of non-compliance concerning marketing communications                     | 252-254                     | -                                       | -           |



|                                    |   |          | Remarks or reason for omission (if any) |   |
|------------------------------------|---|----------|---|---|
| GRI Standard                       | Disclosures   | Page No. | Reason for omission                     | Explanation   |
| <b>Economic Performance</b>        |   |          |   |   |
| GRI 3: Material Topics 2021        | 3-3 Management of material topics   | 74-87    | -                                       | -   |
| GRI 201: Economic Performance 2016 | 201-1 Direct economic value generated and distributed                                 | 91       | -                                       | -   |
|                                    | 201-3 Defined benefit plan obligations and other retirement plans                     | 128      | -                                       | -   |
|                                    | 201-4 Financial assistance received from government                                   | 92       | -                                       | -   |
| <b>Climate Action</b>              |   |          |   |   |
| GRI 3: Material Topics 2021        | 3-3 Management of material topics   | 74-87    | -                                       | -   |
| GRI 201: Economic Performance 2016 | 201-2 Financial implications and other risks and opportunities due to climate change  | 58, 59   | -                                       | -   |
| GRI 305: Emissions 2016            | 305-1 Direct (Scope 1) GHG emissions  | 116-118  | -                                       | -   |
|                                    | 305-2 Energy indirect (Scope 2) GHG emissions   | 116-118  | -                                       | -   |
|                                    | 305-3 Other indirect (Scope 3) GHG emissions  | 117, 118 | -                                       | -   |
|                                    | 305-4 GHG emissions intensity   | 116, 235 | -                                       | -   |
|                                    | 305-5 Reduction of GHG emissions  | 115, 118 | -                                       | -   |
|                                    | 305-6 Emissions of ozone-depleting substances (ODS)                                   | -        | Not applicable                          | SBI's operations does not have significant material emissions due to the nature of the industry |
|                                    | 305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions | -        | Not applicable                          | SBI's operations does not have significant material emissions due to the nature of the industry |

|  |  |               | Remarks or reason for omission (if any) |   |
|--|--|---------------|---|---|
| GRI Standard   | Disclosures  | Page No.      | Reason for omission                     | Explanation   |
| <b>Corporate Governance and Ethics</b>                         |  |               |   |   |
| GRI 3: Material Topics 2021                                    | 3-3 Management of material topics  | 74-87         | -                                       | -   |
| GRI 206: Anti-competitive Behavior 2016                        | 206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices                                | 245           | -                                       | -   |
| GRI 406: Non-discrimination 2016                               | 406-1 Incidents of discrimination and corrective actions taken   | 228           | -                                       | -   |
| GRI 407: Freedom of Association and Collective Bargaining 2016 | 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk | 127           | -                                       | -   |
| GRI 408: Child Labor 2016                                      | 408-1 Operations and suppliers at significant risk for incidents of child labor                                      | 127, 230, 231 | -                                       | -   |
| GRI 409: Forced or Compulsory Labor 2016                       | 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor                       | 127, 230, 231 | -                                       | -   |
| GRI 415: Public Policy 2016                                    | 415-1 Political contributions  | 53            | -                                       | -   |
| <b>Customer Satisfaction and Experience</b>                    |  |               |   |   |
| GRI 3: Material Topics 2021                                    | 3-3 Management of material topics  | 74-87         | -                                       | -   |
| GRI 416: Customer Health and Safety 2016                       | 416-1 Assessment of the health and safety impacts of product and service categories                                  | -             | Not applicable                          | SBI's operations does not have significant material emissions due to the nature of the industry |
|  | 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services                  | 252, 253      | -                                       | -   |
| <b>Data Security and Customer Privacy</b>                      |  |               |   |   |
| GRI 3: Material Topics 2021                                    | 3-3 Management of material topics  | 74-87         | -                                       | -   |
| GRI 418: Customer Privacy 2016                                 | 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data                   | 154, 253      | -                                       | -   |

|  |   |          | Remarks or reason for omission (if any) |   |
|--|---|----------|---|---|
| GRI Standard                                 | Disclosures   | Page No. | Reason for omission                     | Explanation   |
| <b>Digital Leadership</b>                    |   |          |   |   |
| GRI 3: Material Topics 2021                  | 3-3 Management of material topics   | 74-87    | -                                       | -   |
| <b>Employee Engagement</b>                   |   |          |   |   |
| GRI 3: Material Topics 2021                  | 3-3 Management of material topics   | 74-87    | -                                       | -   |
| GRI 202: Market Presence 2016                | 202-1 Ratios of standard entry level wage by gender compared to local minimum wage                                  | 226, 227 | -                                       | -   |
|  | 202-2 Proportion of senior management hired from the local community  | -        | Not applicable                          | Most of our senior management is hired from the country of operations |
| GRI 403: Occupational Health and Safety 2018 | 403-1 Occupational health and safety management system  | 132, 133 | -                                       | -   |
|  | 403-2 Hazard identification, risk assessment, and incident investigation  | 132, 133 | -                                       | -   |
|  | 403-3 Occupational health services  | 132, 133 | -                                       | -   |
|  | 403-4 Worker participation, consultation, and communication on occupational health and safety                       | -        | Not applicable                          | SBI does not employ workers in its organisation                       |
|  | 403-5 Worker training on occupational health and safety   | 132, 133 | -                                       | -   |
|  | 403-6 Promotion of worker health  | -        | Not applicable                          | SBI does not employ workers in its organisation                       |
|  | 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | 132, 133 | -                                       | -   |
|  | 403-8 Workers covered by an occupational health and safety management system  | 132, 133 | -                                       | -   |
|  | 403-9 Work-related injuries   | 217      | -                                       | -   |
|  | 403-10 Work-related ill health  | 217      | -                                       | -   |

|  |  |              | Remarks or reason for omission (if any) |             |
|--|--|--------------|---|-------------|
| GRI Standard   | Disclosures  | Page No.     | Reason for omission                     | Explanation |
| GRI 404: Training and Education 2016                 | 404-1 Average hours of training per year per employee  | 136          | -                                       | -           |
|  | 404-2 Programs for upgrading employee skills and transition assistance programs                | 134, 135     | -                                       | -           |
|  | 404-3 Percentage of employees receiving regular performance and career development reviews     | 216          | -                                       | -           |
| GRI 405: Diversity and Equal Opportunity 2016        | 405-1 Diversity of governance bodies and employees   | 125-127      | -                                       | -           |
|  | 405-2 Ratio of basic salary and remuneration of women to men                                   | 227          | -                                       | -           |
| <b>Financial Inclusion and Community development</b> |  |              |   |             |
| GRI 3: Material Topics 2021                          | 3-3 Management of material topics  | 74-87        | -                                       | -           |
| GRI 413: Local Communities 2016                      | 413-1 Operations with local community engagement, impact assessments, and development programs | 170-186      | -                                       | -           |
|  | 413-2 Operations with significant actual and potential negative impacts on local communities   | 167-171, 186 | -                                       | -           |
| <b>Natural Resource Management</b>                   |  |              |   |             |
| GRI 3: Material Topics 2021                          | 3-3 Management of material topics  | 74-87        | -                                       | -           |

|                                   |   |          | Remarks or reason for omission (if any) |  |
|-----------------------------------|---|----------|---|--|
| GRI Standard                      | Disclosures   | Page No. | Reason for omission                     | Explanation  |
| GRI 302: Energy 2016              | 302-1 Energy consumption within the organization  | 113-115  | -                                       | -  |
|                                   | 302-2 Energy consumption outside of the organization  | 113-115  | -                                       | -  |
|                                   | 302-3 Energy intensity  | 113-115  | -                                       | -  |
|                                   | 302-4 Reduction of energy consumption   | 113-115  | -                                       | -  |
|                                   | 302-5 Reductions in energy requirements of products and services  | -        | Not applicable                          | SBI's products and services do not result in energy consumption during use phase |
| GRI 303: Water and Effluents 2018 | 303-1 Interactions with water as a shared resource  | -        | Not applicable                          | SBI's operations do not have significant impact on water resources               |
|                                   | 303-2 Management of water discharge-related impacts   | -        | Not applicable                          | SBI's operations do not have significant water-discharge and related impact      |
|                                   | 303-3 Water withdrawal  | 122      | -                                       | -  |
|                                   | 303-4 Water discharge   | 233, 234 | -                                       | -  |
|                                   | 303-5 Water consumption   | 122      | -                                       | -  |
| GRI 304: Biodiversity, 2016       | 304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas | 123      | -                                       | -  |
|                                   | 304-2 Significant impacts of activities, products and services on biodiversity  | 123      | -                                       | -  |
|                                   | 304-3 Habitats protected or restored  | 123      | -                                       | -  |
|                                   | 304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations                                | 123      | -                                       | -  |

|  |  |              | Remarks or reason for omission (if any) |             |
|--|--|--------------|---|-------------|
| GRI Standard                                 | Disclosures  | Page No.     | Reason for omission                     | Explanation |
| GRI 306: Waste 2020                          | 306-1 Waste generation and significant waste-related impacts                     | 122, 123     | -                                       | -           |
|  | 306-2 Management of significant waste-related impacts                            | 122, 123     | -                                       | -           |
|  | 306-3 Waste generated  | 122, 123     | -                                       | -           |
|  | 306-4 Waste diverted from disposal   | 122, 123     | -                                       | -           |
|  | 306-5 Waste directed to disposal   | 122, 123     | -                                       | -           |
| Product Innovation with ESG Impact           |  |              |   |             |
| GRI 3: Material Topics 2021                  | 3-3 Management of material topics  | 74-87        | -                                       | -           |
| Regulatory Compliance                        |  |              |   |             |
| GRI 3: Material Topics 2021                  | 3-3 Management of material topics  | 74-87        | -                                       | -           |
| GRI 205: Anti-corruption 2016                | 205-1 Operations assessed for risks related to corruption                        | 48-50        | -                                       | -           |
|  | 205-2 Communication and training about anti-corruption policies and procedures   | 135          | -                                       | -           |
|  | 205-3 Confirmed incidents of corruption and actions taken                        | 206          | -                                       | -           |
| Sustainable Business Strategy                |  |              |   |             |
| GRI 3: Material Topics 2021                  | 3-3 Management of material topics  | 74-87        | -                                       | -           |
| GRI 203: Indirect Economic Impacts 2016      | 203-1 Infrastructure investments and services supported                          | 166, 171-175 | -                                       | -           |
|  | 203-2 Significant indirect economic impacts                                      | 170-171      | -                                       | -           |
| GRI 2: General Disclosures 2021              | 2-12 Role of the highest governance body in overseeing the management of impacts | 47, 48       | -                                       | -           |
|  | 2-22 Statement on sustainable development strategy                               | 12-19        | -                                       | -           |
| Training, Leadership and Succession Planning |  |              |   |             |



|   |  |          | Remarks or reason for omission (if any) |             |
|---|--|----------|---|-------------|
| GRI Standard                                  | Disclosures  | Page No. | Reason for omission                     | Explanation |
| GRI 3: Material Topics 2021                   | 3-3 Management of material topics  | 74-87    | -                                       | -           |
| GRI 401: Employment 2016                      | 401-1 New employee hires and employee turnover   | 126      | -                                       | -           |
|   | 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees | 128, 213 | -                                       | -           |
|   | 401-3 Parental leave   | 128, 212 | -                                       | -           |
| GRI 404: Training and Education 2016          | 404-1 Average hours of training per year per employee  | 136, 137 | -                                       | -           |
|   | 404-2 Programs for upgrading employee skills and transition assistance programs                          | 134, 135 | -                                       | -           |
|   | 404-3 Percentage of employees receiving regular performance and career development reviews               | 216      | -                                       | -           |
|   |  |          |   |             |
| GRI 405: Diversity and Equal Opportunity 2016 | 405-1 Diversity of governance bodies and employees   | 125, 127 | -                                       | -           |
|   | 405-2 Ratio of basic salary and remuneration of women to men   | 227      | -                                       | -           |
| Training, Leadership and Succession Planning  |  |          |   |             |
| GRI 3: Material Topics 2021                   | 3-3 Management of material topics  | 74-87    | -                                       | -           |
| GRI 401: Employment 2016                      | 401-1 New employee hires and employee turnover   | 125      | -                                       | -           |
|   | 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees | 128      | -                                       | -           |
|   | 401-3 Parental leave   | 213      | -                                       | -           |
| GRI 404: Training and Education 2016          | 404-1 Average hours of training per year per employee  | 136, 137 | -                                       | -           |
|   | 404-2 Programs for upgrading employee skills and transition assistance programs                          | 134, 135 | -                                       | -           |

|   |  |          | Remarks or reason for omission (if any) |  |
|---|--|----------|---|--|
| GRI Standard                                    | Disclosures  | Page No. | Reason for omission                     | Explanation                                |
|   | 404-3 Percentage of employees receiving regular performance and career development reviews | 216      | -                                       | -  |
| GRI 405: Diversity and Equal Opportunity 2016   | 405-1 Diversity of governance bodies and employees   | 125, 126 | -                                       | -  |
|   | 405-2 Ratio of basic salary and remuneration of women to men                               | 227      | -                                       | -  |
| Value Chain Management                          |  |          |   |  |
| GRI 3: Material Topics 2021                     | 3-3 Management of material topics  | 74-87    |   |  |
| GRI 204: Procurement Practices 2016             | 204-1 Proportion of spending on local suppliers  | 246      |   |  |
| GRI 308: Supplier Environmental Assessment 2016 | 308-1 New suppliers that were screened using environmental criteria                        | 209      |   |  |
|   | 308-2 Negative environmental impacts in the supply chain and actions taken                 | -        | Not applicable                          | No concerns identified in the supply chain |
| GRI 414: Supplier Social Assessment 2016        | 414-1 New suppliers that were screened using social criteria                               | 209      |   |  |
|   | 414-2 Negative social impacts in the supply chain and actions taken                        | -        | Not applicable                          | No concerns identified in the supply chain |

# TCFD CONTENT INDEX

| TCFD Recommendations   | Recommended Disclosures  | Page No             |
|--|--|---------------------|
| Governance   |  |                     |
| Disclose the organization's governance around climate-related risks and opportunities.   | a) Describe the organization's governance around climate related risks and opportunities.  | 47                  |
|  | b) Describe management's role in assessing and managing climate-related risks and opportunities.   | 47, 48              |
| Strategy   |  |                     |
| Disclose the actual and potential impacts of climate related risks and opportunities on the organization's businesses, strategy, and financial planning where such information is material | a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.                           | 58-59               |
|  | b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.                    | 58, 59, 111, 121    |
| Risk Management  |  |                     |
| Disclose how the organization identifies, assesses, and manages climate-related risks.   | a) Describe the organization's processes for identifying and assessing climate-related risks.  | 58, 59              |
|  | b) Describe the organization's processes for managing climate related risks.   |                     |
|  | c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management. |                     |
| Metrics and Targets  |  |                     |
| Disclose the metrics and targets used to assess and manage relevant climate related risks and opportunities where such information is material   | a) Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks   | 116-121             |
|  | b) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.                      | 58, 59, 74, 75, 111 |

# SASB CONTENT INDEX

| Disclosure  | Disclosure No. | Metric  | Page No       |
|---|----------------|---|---------------|
| <b>Data Security</b>  | FN-CB-230a.1.  | 1) Number of data breaches,   | 254           |
|   |                | 2) percentage involving personally identifiable information (PII),  | 254           |
|   |                | 3) number of account holders affected   | 254           |
|   | FN-CB-230a.2.  | Description of approach to identifying and addressing data security risks   | 101, 102      |
| <b>Financial Inclusion and Capacity building</b>                                      | FN-CB-240a.1.  | (1) (1) Number and (2) amount of loans outstanding qualified to programs designed to promote small business and community development   | 162, 166, 167 |
|   | FN-CB-240a.2.  | (1) Number and (2) amount of past due and nonaccrual loans qualified to programs designed to promote small business and community development   | 162, 166, 167 |
|   | FN-CB-240a.3.  | Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers   | 163-166       |
|   | FN-CB-240a.4.  | Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers  | 168           |
| <b>Incorporation of Environment, Social and Governance factors in Credit Analysis</b> | FN-CB-410a.2.  | Description of approach to incorporation of environmental, social and governance (ESG) factors in credit analysis   | 30            |
| <b>Financed Emissions</b>   | FN-CB-410b.1.  | Absolute gross financed emissions, disaggregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3  | Not estimated |
|   | FN-CB-410b.2.  | Gross exposure for each industry by asset class   | Not estimated |
|   | FN-CB-410b.3.  | Percentage of gross exposure included in the financed emissions calculation   | Not estimated |
|   | FN-CB-410b.4.  | Description of the methodology used to calculate financed emissions   | Not estimated |
| <b>Business Ethics</b>  | FN-CB-510a.2.  | Description of whistleblower policies and procedures  | 199           |
| <b>Systematic Risk Management</b>   | FN-CB-550a.2.  | Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities | 57, 58        |

GLOSSARY OF ABBREVIATIONS

|        |  |          |  |
|--------|--|----------|--|
| ACB    | Audit Committee of the Board                         | CDMS     | Centralized Dispensary Management System   |
| ACE    | Achievement, Celebration and Empowerment             | CDS      | Career Development System  |
| ADB    | Asian Development Bank                               | CEET     | Centre for Excellence in Energy and Telecommunication                            |
| ADP    | Aspirational District Programme                      | CEP      | Cash Efficiency Project  |
| ADWM   | Automated Deposit cum Withdrawal Machine             | CERT-SBI | Computer Emergency Response Team – SBI   |
| AFC    | Automated Fare Collection                            | CES      | Customer Effort Score  |
| AFFDF  | Armed Forces Flag Day Fund                           | CFCFRMS  | Citizens Financial Cyber Fraud Reporting and Management System                   |
| AGL    | Agri Gold Loan                                       | CFL      | Centres for Financial Literacy   |
| ALIMCO | Artificial Limbs Manufacturing Corporation of India  | CFU      | Climate Finance Unit   |
| AML    | Anti-Money Laundering                                | CIC      | Credit Information Companies   |
| AO     | Application/Asset Owner                              | CISO     | Chief Information Security Officer   |
| AOF    | Account Opening Form                                 | CLO      | Chief Liaison Officer  |
| APLMA  | Asia Pacific Loan Market Association                 | CMP      | Cash Management Products   |
| APMAS  | Andhra Pradesh Mahila Abhivruddhi Society            | CMSTEI   | Chief Minister’s Programme for Schedule Tribes under Entrepreneurship Innovation |
| APY    | Atal Pension Yojna                                   | CoE      | Centre of Excellence   |
| ATI    | Apex Training Institute                              | CPC      | Centralized Processing Cell  |
| ATI    | Administrative Training Institute                    | CPR      | Cardio-Pulmonary Resuscitation   |
| ATM    | Automated Teller Machine                             | CRCF     | Customer Request Complaint Form  |
| BC     | Business Correspondent                               | CRFC     | Customer Request and Complaint Form  |
| BC&OR  | Business Continuity and Operational Resilience       | CRM      | Customer Relationship Management   |
| BCMS   | Business Continuity Management System                | CRMC     | Credit Risk Management Committee   |
| BCSBI  | The Banking Codes and Standards Board of India       | CRO      | Chief Risk Officer   |
| BLS    | Basic Life Support                                   | CSAT     | Customer Satisfaction Score  |
| BRE    | Business Rule Engine                                 | CSAT     | Customer Satisfaction Score  |
| BRSR   | Business Responsibility and Sustainability Reporting | CSC      | Circle Sustainability Committee  |
| BSBD   | Basic Saving Bank Deposit                            | CSCB     | Customer Service Committee of the Board  |
| BSE    | Bombay Stock Exchange                                | CSDB     | Case Study Discussion Board  |
| CAG    | Corporate Accounts Group                             | CSIRT    | Computer Security Incident Response Team   |
| CAM    | Compliance Awareness Meeting                         | CSO      | Chief Sustainability Officer   |
| CCG    | Commercial Clients Group                             | CSP      | Customer Service Point   |
| CCL    | Centre for Creative Leadership                       | CSP      | Corporate Salary Package   |
| CCO    | Chief Credit Officer                                 | CSR      | Corporate Social Responsibility  |
| CCRC   | Customer Communication and Response Committee        | CSRM     | Corporate Salary Relationship Manager  |
| CCRMC  | Climate Change Risk Management Committee             | CTC      | Cost to Company  |
| CCSC   | Corporate Centre Sustainability Committee            | CVC      | Central Vigilance Commission   |
| CDK    | Cheque Deposit Kiosk                                 | CVO      | Chief Vigilance Officer  |
|        |  | DA       | Dearness Allowance   |
|        |  | DBT      | Direct Benefits Transfer   |

|        |   |        |  |
|--------|---|--------|--|
| DEI    | Diversity, Equity and Inclusion                                 | GM     | Global Markets                                     |
| DFIs   | Development Financial Institutions                              | GM     | General Manager                                    |
| DGM    | Deputy General Manager  | GMB    | Google My Business                                 |
| DICCI  | Dalit Indian Chamber of Commerce and Industry                   | GoI    | Government of India                                |
| DISCOM | Distribution Company  | GPAI   | Group Personal Accident Insurance                  |
| DLT    | Distributed Ledger Technology                                   | GRI    | Global Reporting Initiative                        |
| DMD    | Deputy Managing Director  | GWP    | Global Warming Potential                           |
| DNV    | Det Norske Veritas  | HRMS   | Human Resource Management System                   |
| DPDA   | Digital Personal Data Protection Act                            | IAD    | Internal Audit Department                          |
| DPMS   | Disciplinary Proceedings Management System                      | IBA    | Indian Banking Association                         |
| DQI    | Data Quality Index  | IBG    | International Banking Group                        |
| DRP    | Disaster Recovery Planning                                      | ICAAP  | Internal Capital Adequacy Assessment Process       |
| D-SIB  | Domestic-Systematically Important Bank                          | ICE    | Internal Combustion Engine                         |
| EASE   | Enhanced Access and Services Excellence                         | ICMA   | International Capital Market Association           |
| eBG    | Electronic Bank Guarantee                                       | IEHRT  | Internal Ethical & Hacking Red Team                |
| EBITDA | Earnings Before Interest, Taxes, Depreciation, and Amortization | IFRS   | International Financial Reporting Standards        |
| ECB    | External Commercial Borrowing                                   | IFSCA  | International Financial Services Centres Authority |
| ECCB   | Executive Committee of the Central Board                        | IGBC   | Indian Green Building Council                      |
| ECCB   | Executive Committee of the Central Board                        | IIA    | Institute of Internal Auditors                     |
| ECCCs  | Establishment of Early Childhood Care Centres                   | IRRBB  | Interest Rate Risk in the Banking Book             |
| EGRMC  | Enterprise and Group Risk Management Committee                  | IS     | Information Security                               |
| EGV    | E-gift Voucher  | ISD    | Information Security Department                    |
| ERM    | Enterprise Risk Management                                      | ISMS   | Information Security Management System             |
| ERMC   | Enterprise & Group Risk Management Committee                    | iTRAMS | Intranet-based Training Management System          |
| ESG    | Environmental, Social and Governance                            | IUCN   | International Union for Conservation of Nature     |
| ETB    | Existing to Bank  | JAWS   | Job Access with Speech                             |
| EWS    | Economically Weaker Sections                                    | JV     | Joint Venture                                      |
| FCDO   | Foreign Common Development Office                               | KaaS   | KYC as a Service                                   |
| FEMA   | Foreign Exchange Management Act                                 | KCC    | Kisan Credit Card                                  |
| FIRST  | Foundation for Innovation & Research in Science & Technology    | KPIs   | Key Performance Indicators                         |
| FO     | Foreign Office  | KRA    | Key Result Area                                    |
| FOS    | Feet-on-Street  | KYC    | Know Your Customer                                 |
| FPO    | Farmer Producer Organisation                                    | LCF    | Lighthouse Communities Foundation                  |
| GBU    | Government Business Unit  | LEAD   | Leveraging Efficient Administrative Design         |
| GCC    | Green Channel Counter   | LEAP   | Leveraging Engagement & Achieving Persistently     |
| GDR    | Global Depository Receipt                                       | LeMS   | Learning Management System                         |
| GHG    | Greenhouse Gas  | LHOS   | Local Head Offices                                 |
| GITC   | Global IT Centre  | LMA    | Loan Market Association                            |



|         |   |
|---------|---|
| LoCs    | Lines of Credit   |
| LOD     | Line of Defence   |
| LSTA    | Loan Syndications and Trading Association               |
| MDBs    | Multilateral Development Banks                          |
| MHA     | Ministry of Home Affairs                                |
| ML      | Machine Learning  |
| MoU     | Memorandum of Understanding                             |
| MRMC    | Market Risk Management Committee                        |
| MSEDCL  | Mumbai State Electricity Distribution Company Ltd.      |
| MSME    | Micro, Small, and Medium Enterprises                    |
| MVDA    | Mathura Vrindavan Development Authority                 |
| NCRP    | National Crime Reporting Portal                         |
| NGRBC   | National Guidelines on Responsible Business Conduct     |
| NIMHANS | National Institute of Mental Health and Neuro Sciences  |
| NOC     | Network Operations Centre                               |
| NPS     | Net Promoter Score                                      |
| NPS     | New Pension Scheme                                      |
| NRC     | Nomination and Remuneration Committee                   |
| NRI     | Non-Residential Indian                                  |
| NRLM    | National Rural Livelihood Mission                       |
| NSE     | National Stock Exchange                                 |
| NSRCEL  | Nadathur S Raghavan Centre for Entrepreneurial Learning |
| NTB     | New to Bank   |
| NTFP    | Non-Timber Forest Products                              |
| OBC     | Other Backward Class                                    |
| OCB     | Overseas Corporate Body                                 |
| ORMC    | Operational Risk Management Committee                   |
| OTP     | One-Time Password                                       |
| PABL    | Pre-Approved Business Loans                             |
| PABL    | Pre-approved Business Loan                              |
| PAC     | Precision Air Conditioning                              |
| PAT     | Profit after Tax  |
| PCAF    | Partnership for Carbon Accounting Financials            |
| PCI DSS | Payment Card Industry Data Security Standard            |
| PF      | Provident Fund  |
| PF&S    | Project Finance and Structuring                         |
| PF&SSBU | Project Finance and Structuring Strategic Business Unit |

|        |   |
|--------|---|
| PFRDA  | Pension Fund Regulatory and Development Authority         |
| PHC    | Primary Health Center                                     |
| PLI    | Performance-linked Incentive                              |
| PM     | Pradhan Mantri Street Vendor's Atma Nirbhar Nidhi         |
| PMJJBY | Pradhan Mantri Jeevan Jyoti Bima Yojana                   |
| PMMY   | Pradhan Mantri Mudra Yojana                               |
| PMSBY  | Pradhan Mantri Suraksha Bima Yojana                       |
| PMSBY  | Pradhan Mantri Suraksha Bima Yojana                       |
| POD    | Proof of Delivery   |
| POSH   | Prevention of Sexual Harassment                           |
| PPA    | Power Purchase Agreement                                  |
| PV     | Photovoltaic  |
| PwBD   | Persons with Benchmark Disabilities                       |
| PwD    | People with Disabilities                                  |
| QMS    | Queue Management System                                   |
| RACC   | Retail Asset Credit Centre                                |
| RACPC  | Retail Asset Central Processing Centre                    |
| RAROC  | Risk-Adjusted Return on Capital                           |
| RB&O   | Retail Business and Operations                            |
| RBI    | Reserve Bank of India                                     |
| RCSE   | Rajasthan Council for School Education                    |
| REC    | Renewable Energy Certificate                              |
| REPP   | Renewable Energy-based Power Plant                        |
| RESTI  | Rural Self-employment Training Institute                  |
| RFIA   | Risk Focused Internal Audit                               |
| RMCB   | Risk Management Committee of the Board                    |
| RoA    | Return on Asset   |
| ROC    | Resiliency Operations Centre                              |
| RoE    | Return on Equity  |
| RTA    | Registrar & Transfer Agent                                |
| RUSU   | Rural and Semi-urban                                      |
| SASB   | Sustainability Accounting Standards Board                 |
| SATAT  | Sustainable Alternative Towards Affordable Transportation |
| SBIIT  | State Bank Institute of Innovation & Technology           |
| SBILD  | State Bank Institute of Learning and Development          |
| SBSOC  | State Bank Security Operations Centre                     |

|       |   |
|-------|---|
| SC    | Scheduled Caste   |
| SCBMF | Special Committee of the Board for Monitoring of Large Value Frauds |
| SEBI  | The Securities and Exchange Board of India                          |
| SEED  | Society for Socio Economic & Ecological Development                 |
| SEO   | Search Engine Optimisation  |
| SHG   | Self Help Group   |
| SLB   | Sustainability-Linked Bond  |
| SLL   | Sustainability-Linked Loan  |
| SMEs  | Small and Medium Enterprises  |
| SOC   | Security Operations Centre  |
| SPT   | Sustainability Performance Target                                   |
| SRC   | Stakeholders Relationship Committee                                 |
| SSAIT | Sanjeeva Singh Archery Institute Trust                              |
| STEPS | Service, Transparency, Ethics, Politeness & Sustainability          |

|         |   |
|---------|---|
| STP     | Specialized Training Programme                                |
| STP     | Sewage Treatment Plant  |
| SVICCAR | Sri Venkateswara Institute of Cancer Care & Advanced Research |
| TCFD    | Task Force on Climate-related Financial Disclosures           |
| TMG     | Treasury Management Group                                     |
| TTR     | Transition to Retirement                                      |
| UEDT    | Unauthorized Electronic Debit Transaction                     |
| UN SDGs | United Nations Sustainable Development Goals                  |
| UPSs    | Uninterrupted Power Supply                                    |
| VAW     | Vigilance Awareness Week                                      |
| V-CIP   | Video-based Customer Identification Process                   |
| VMS     | Voluntary Medicare Society                                    |
| VPS     | Vendor Portal System  |
| WASH    | Water, Sanitation & Hygiene                                   |
| YSSACT  | Yugrishi Shriram Sharma Acharya Charitable Trust              |

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**State Bank Bhavan**

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## Annexure A

## List of Changes in Submitted BRSR XBRL Format for FY 2025

## 1.General Disclosures: Data on Differently Abled Employees

## Reported Data for FY 2024-25

| S. No                       | Particulars                               | Total (A) | Male    |           | Female  |           |
|-----------------------------|---|-----------|---------|-----------|---------|-----------|
|                             |   |           | No. (B) | % (B / A) | No. (C) | % (C / A) |
| DIFFERENTLY ABLED EMPLOYEES |   |           |         |           |         |           |
| 1.                          | Permanent (D)                             | 10331     | 5806    | 56.20%    | 4525    | 43.80%    |
| 2.                          | Other than Permanent (E)                  | 50        | 25      | 50.00%    | 25      | 50.00%    |
| 3.                          | Total differently abled employees (D + E) | 10381     | 5831    | 56.17%    | 4550    | 43.83%    |

## Revised Data for FY 2024-25

| S. No                       | Particulars                               | Total (A) | Male    |           | Female  |           |
|-----------------------------|---|-----------|---------|-----------|---------|-----------|
|                             |   |           | No. (B) | % (B / A) | No. (C) | % (C / A) |
| DIFFERENTLY ABLED EMPLOYEES |   |           |         |           |         |           |
| 1.                          | Permanent (D)                             | 5806      | 4525    | 77.93%    | 1281    | 22.06%    |
| 2.                          | Other than Permanent (E)                  | 25        | 25      | 100.00%   | 0       | 0.00%     |
| 3.                          | Total differently abled employees (D + E) | 5831      | 4550    | 78.03%    | 1281    | 21.96%    |

## 2.Transparency and Disclosures Compliances

## Reported Data for FY 2024-25

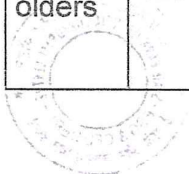
| Stakeholder group from | Grievance Redressal | (If Yes, then provide web-link for grievance redress policy) | Number of complaints | Number of complaints | Remarks | Number of complaints | Number of complaints | Remarks |
|------------------------|---------------------|--|----------------------|----------------------|---------|----------------------|----------------------|---------|
|                        |                     |  |                      |                      |         |                      |                      |         |



| whom<br>compl<br>aint is<br>receiv<br>ed | Mecha<br>nism<br>in<br>Place<br>(Yes/N<br>o/NA) |   | filed<br>durin<br>g the<br>year<br>(FY<br>2024-<br>25) | pendi<br>ng<br>resolu<br>tion at<br>close<br>of the<br>year<br>(FY<br>2024-<br>25) |     | filed<br>durin<br>g the<br>year<br>(FY<br>2023-<br>24) | pendi<br>ng<br>resolu<br>tion at<br>close<br>of the<br>year<br>(FY<br>2023-<br>24) |     |
|--|---|---|--|--|-----|--|--|-----|
| Shareh<br>olders                         | Yes   | <a href="https://bank.sbi/web/investorrelations/share-holder-bond-holder-information">https://bank.sbi/web/investorrelations/share-holder-bond-holder information</a><br><a href="mailto:investor.seva@sbi.co.in">investor.seva@sbi.co.in</a> | 314  | 0  | nil | 0  | 0  | nil |

Revised Data for FY 2024-25

| Stakeh<br>older<br>group<br>from<br>whom<br>compl<br>aint is<br>receiv<br>ed | Grieva<br>nce<br>Redre<br>ssal<br>Mecha<br>nism<br>in<br>Place<br>(Yes/N<br>o/NA) | (If Yes, then provide<br>web-link for<br>grievance redress<br>policy)   | Numb<br>er of<br>compl<br>aints<br>filed<br>durin<br>g the<br>year<br>(FY<br>2024-<br>25) | Numb<br>er of<br>compl<br>aints<br>pendi<br>ng<br>resolu<br>tion at<br>close<br>of the<br>year<br>(FY<br>2024-<br>25) | Rem<br>arks | Numb<br>er of<br>compl<br>aints<br>filed<br>durin<br>g the<br>year<br>(FY<br>2023-<br>24) | Numb<br>er of<br>compl<br>aints<br>pendi<br>ng<br>resolu<br>tion at<br>close<br>of the<br>year<br>(FY<br>2023-<br>24) | Rem<br>arks |
|--|---|---|---|---|-------------|---|---|-------------|
| Shareh<br>olders   | Yes   | <a href="https://bank.sbi/web/investorrelations/share-holder-bond-holder-information">https://bank.sbi/web/investorrelations/share-holder-bond-holder information</a> | 314   | 0   | nil         | 349   | 0   | nil         |





|  |  |                             |  |  |  |  |  |  |
|--|--|-----------------------------|--|--|--|--|--|--|
|  |  | investor.seva@sbi.co<br>.in |  |  |  |  |  |  |
|--|--|-----------------------------|--|--|--|--|--|--|

### 3.Details of safety related incidents

#### Reported Data for FY 2023-24

|                   |           |   |   |
|-------------------|-----------|---|---|
| No. of fatalities | Employees | 0 | 0 |
|                   | Workers   | 0 | 0 |

#### Revised Data for FY 2023-24

|                   |           |   |   |
|-------------------|-----------|---|---|
| No. of fatalities | Employees | 0 | 1 |
|                   | Workers   | 0 | 0 |

### 4.PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

#### Reported Data for FY 2024-25 and FY 2023-24

|   | Units                | FY 2024-25 | FY 2023-24 |
|---|----------------------|------------|------------|
| Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)  | Gigajoule (GJ) / Rs. | 18.14      | 17.35      |
| Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) | Kl/Rs                | 6.73       | 12.24      |



|  |             |       |       |
|--|-------------|-------|-------|
| 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) | tCO2e / Rs. | 3.03  | 3.37  |
| Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)  | Kg/Rs       | 0.021 | 0.016 |

#### Revised Data for FY 2024-25 and FY 2023-24

|  | Units                | FY 2024-25 | FY 2023-24 |
|--|----------------------|------------|------------|
| Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)   | Gigajoule (GJ) / Rs. | 0.00001814 | 0.00001735 |
| Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)  | KL/Rs                | 0.00000673 | 0.00001223 |
| 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) | tCO2e / Rs.          | 0.00000303 | 0.00000337 |



|   |       |             |             |
|---|-------|-------------|-------------|
| Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) | Kg/Rs | 0.000000021 | 0.000000029 |
|---|-------|-------------|-------------|

**5. For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)**

**Category of waste (in Kgs)**

**Reported Data**

|                           | <b>FY 2023-24</b> |
|---------------------------|-------------------|
| Incineration              | 2.00              |
| Landfilling               | 2813.47           |
| Other disposal operations | 154.71            |
| <b>Total</b>              | <b>2970.18</b>    |

**Revised Data**

|                           | <b>FY 2023-24</b> |
|---------------------------|-------------------|
| Incineration              | 2.00              |
| Landfilling               | 4123.07           |
| Other disposal operations | 339.15            |
| <b>Total</b>              | <b>4464.22</b>    |

**6. Total Scope 3 emissions per rupee of turnover**

**Reported data**

|   | <b>Unit</b>              | <b>FY (2024-25)</b> | <b>PY (2023-24)</b> |
|---|--------------------------|---------------------|---------------------|
| Total Scope 3 emissions per rupee of turnover | tCO <sub>2</sub> e / Rs. | 0.10                | 0.09                |

**Revised Data**

|   | <b>Unit</b>              | <b>FY (2024-25)</b> | <b>PY (2023-24)</b> |
|---|--------------------------|---------------------|---------------------|
| Total Scope 3 emissions per rupee of turnover | tCO <sub>2</sub> e / Rs. | 0.000000010         | 0.000000009         |





| S.No. | Page Number (Spread View has been considered ) | Section in Report   | Sub Section before making the changes   | Sub Section after making the changes  |
|-------|--|---|---|---|
| 1     | 5  | Table of Contents   | Assurance Statement of GRI and DJSI Indicators  | Assurance Statement of GRI and DJSI Disclosures   |
| 2     | 6  | About the Report  | Global Reporting Initiative (GRI) Universal Standards 2021  | GRI Sustainability Reporting Standards  |
| 3     | 12   | Leadership Insights   | Global Reporting Initiative (GRI)   | GRI Sustainability Reporting Standards  |
| 4     | 68   | Approach & methodology of materiality assessment conducted by the Bank                      | GRI Universal Standards, 2021.  | GRI Sustainability Reporting Standards  |
| 5     | 70   | Table below materiality matrix  | Linkage with GRI Standards  | Linkage with GRI Standards and disclosures  |
| 6     | 70   | Table below materiality matrix  | GRI 201: Economic Performance   | GRI 201: Economic Performance, 2016   |
| 7     | 70   | Table below materiality matrix  | Customer Satisfaction   | Customer Satisfaction and Experience  |
| 8     | 71   | Table below materiality matrix - Sustainable Business Strategy                              | GRI 2-12: Role of the Highest Governance Body in Overseeing the Management Impacts<br>GRI 2-22: Statement on Sustainable Development Strategy | GRI 2: General Disclosures 2021<br>- GRI 2-12: Role of the Highest Governance Body in Overseeing the Management Impacts<br>- GRI 2-22: Statement on Sustainable Development Strategy  |
| 9     | 71   | Table below materiality matrix  | Linkage with GRI Standards  | Linkage with GRI Standards and disclosures  |
| 10    | 72   | Table below materiality matrix<br>Training, Leadership Development, and Succession Planning | Training, Leadership Development, and Succession Planning   | Training, Leadership, and Succession Planning   |
| 11    | 263  | Assurance Statement   | ASSURANCE STATEMENT OF GRI AND DJSI INDICATORS  | ASSURANCE STATEMENT OF GRI AND DJSI DISCLOSURES   |
| 12    | 268  | GRI Content Index   | -   | GRI Logo has been added on the top right corner of the GRI Content Index Table  |
| 13    | 268  | GRI Content Index   | -   | Below mentioned text has been added at the start of the GRI CONTENT INDEX TABLE<br><br>For the Content Index – Essentials Service, GRI Services reviewed that the GRI content index has been presented in a way consistent with the requirements for reporting in accordance with the GRI Standards, and that the information in the index is clearly presented and accessible to the stakeholders. |
| 14    | 272  | GRI Content Index - Digital Leadership  | -   | Below mentioned text has been removed :<br><br>Non GRI - Material Topic<br>Digital Products and Offerings   |
| 15    | 274  | GRI Content Index   | GRI 304: Biodiversity   | GRI 304: Biodiversity, 2016   |
| 16    | 275  | GRI Content Index - Product Innovation and ESG Impact                                       | -   | Below mentioned text has been removed :<br><br>Non-Material Topic<br>Responsible Banking  |

