



संदर्भ क्र. Ref. No.: HO:IRC:RKP:2025-26:77

दिनांक Date: 04.06.2025

Scrip Code: BANKINDIA	Scrip Code : 532149
The Vice President – Listing Department, National Stock Exchange of India Ltd., Exchange Plaza, Bandra Kurla Complex, Bandra East, <u>Mumbai 400 051.</u>	The Vice-President – Listing Department, BSE Ltd., 25, P.J. Towers, Dalal Street, <u>Mumbai 400 001.</u>

Dear Sir / Madam,

Sub: Business Responsibility and Sustainability Report (BRSR)
of the Bank for the year 2024-25

Pursuant to Regulation 34 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we enclose the Business Responsibility and Sustainability Report (BRSR) of the Bank for the year 2024-25. The Assurance Report on BRSR Core is also enclosed.

This is for your information and appropriate dissemination.

भवदीय Yours faithfully,

Encl: As above.



(Rajesh V Upadhya)
कंपनी सचिव Company Secretary

Business Responsibility and Sustainability Report

SECTION A : GENERAL DISCLOSURES

I. Details of the listed entity				
Sl. No	Required Information			
1	Corporate Identity Number (CIN) of the Listed Entity		BKID	
2	Name of the Listed Entity		BANK OF INDIA	
3	Year of incorporation		1906	
4	Registered office address		Star House, C-5, G-Block, 8th Floor, Bandra Kurla Complex, Bandra (East), Mumbai – 400 051.	
5	Corporate address		Star House, C-5, G-Block, 8th Floor, Bandra Kurla Complex, Bandra (East), Mumbai – 400 051.	
6	E-mail		HeadOffice.Share@bankofindia.co.in	
7	Telephone		022-6668 4490/91	
8	Website		https://bankofindia.co.in/	
9	Financial year for which reporting is being done		2024-25	
10	Name of the Stock Exchange(s) where shares are listed		National Stock Exchange of India Limited (‘NSE’), BSE Limited (‘BSE’)	
11	Paid-up Capital		Rs. 4552.67 Crores	
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report		Name: Shri Rajesh V. Upadhyaya, DGM & Company Secretary Contact: 022-6668 4492 Email: HeadOffice.Share@bankofindia.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	
14	Name of Assurance Provider		JointValues ESG Services Private Limited	
15	Type of Assurance obtained		Reasonable Assurance on BRSR Core as applicable	
16	Details of business activities (accounting for 90% of the turnover):			
	Sl. No	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
	1	Banking Activity – Acceptance of Deposit Activity (Acceptance of Deposit) & Credit Finance	Savings Deposit, Current Deposit, Term Deposit, Recurring Deposit, Lending to Agriculture, Retail, MSME & Corporate and other Banking activities	100%
17	Products/Services sold by the entity (accounting for 90% of the entity’s Turnover):			
	Sl. No	Product / Service	NIC Code	% of total Turnover contributed
	1	Financial Services of acceptance of Deposits and lending	64191	100%
18				
	Location	Number of plants	Number of offices	Total
	National	N/A	5304	5304

	International	N/A	22	22				
19	Market Served by the entity:							
	a.	Number of locations						
		Locations	Number					
		National (No. of States)	36 (States and Union Territories)					
		International (No. of Countries)	10					
b.	What is the contribution of exports as a percentage of the total turnover of the entity?	-						
c.	A brief on type of customers	The Bank caters to a diverse customer base - including Individuals, Groups & Associates, Government, MSMEs, Large Corporates, Farmers, Start-ups etc.						
20	Details as at the end of Financial Year:							
	a.	Employees and workers (including differently abled):						
		Sl. No	Particulars	Total (A)	Male		Female	
					No.(B)	% (B/A)	No.(C)	% (C/A)
		Employees						
		1	Permanent (D)	50564	35712	71%	14852	29%
		2	Other than Permanent (E)	0	0	0%	0	0%
		3	Total employees (D+E)	50564	35712	71%	14852	29%
		Workers						
		4	Permanent (F)	-	-	-	-	-
		5	Other than Permanent (G)	-	-	-	-	-
		6	Total workers (F+G)	-	-	-	-	-
		b.	Differently abled Employees and workers:					
			Sl. No	Particulars	Total (A)	Male		Female
	No.(B)					% (B/A)	No.(C)	% (C/A)
	Differently Abled Employees							
	1		Permanent (D)	1309	987	75%	322	25%
	2		Other than Permanent (E)	0	0	0%	0	0%
	3		Total differently abled employees (D+E)	1309	987	75%	322	25%
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			10			1		10%		
	Key Management Personnel			2			0		0		
22	Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)										
		FY 2024-25 (Turnover rate in current FY)			FY 2023-24 (Turnover rate in previous FY)			FY 2022-23 (Turnover rate in the year prior to the previous FY)			
		Male	Female	Total	Male	Female	Total	Male	Female	Total	
	Permanent Employees	0.56%	0.71%	0.61%	1.25%	1.17%	1.23%	1.60%	2.00%	1.69%	
	Permanent Workers	-	-	-	-	-	-	-	-	-	
23	(a)	Name of holding / subsidiary / associate companies / joint ventures									
		Sl. 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	BOI Merchant Bankers Ltd.			Subsidiaries – Domestic		100%		No	
		2	BOI Shareholding Ltd.			Subsidiaries – Domestic		100%		No	
		3	Bank of India Investment Managers Pvt. Ltd.			Subsidiaries – Domestic		100%		No	
		4	Bank of India Trustee Services Pvt. Ltd.			Subsidiaries – Domestic		100%		No	
		5	STCI Finance Ltd.			Associate – Domestic		29.96%		No	
		6	ASREC (India) Ltd.			Associate – Domestic		26.02%		No	
		7	Star Union Dai Ichi Life Insurance Co. Ltd.			Joint Venture- Domestic		27.48%		No	
		8	Bank of India (New Zealand) Ltd.			Subsidiary		100%		No	
		9	Bank of India (Tanzania) Ltd.			Subsidiary		99.99 %		No	
		10	Bank of India (Uganda) Ltd.			Subsidiary		99.99 %		No	
		11	PT Bank of India Indonesia, TBK			Subsidiary		90.96%		No	
		12	Indo Zambia Bank (JV)			Joint Venture		20%		No	
		13	Madhya Pradesh Gramin Bank			Regional Rural Bank		35%		No	
		14	Vidharba Konkan Gramin Bank			Regional Rural Bank		35%		No	
	15	Aryavart Bank			Regional Rural Bank		35%		No		

24	(i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	No. Bank of India, being a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, is not governed by the provisions of the Companies Act, 2013. Nevertheless, the Bank has instituted a robust and well-defined Corporate Social Responsibility (CSR) Policy aligned with its core values and commitment to inclusive growth. CSR initiatives are undertaken in accordance with this policy and are disclosed under Principle 8 – Leadership Indicators Q6.
	(ii) Turnover (in Rs.)	Rs. 79,820 Crores
	(iii) Net worth (in Rs.)	Rs. 66,058.57 Crores

VII. Transparency and Disclosure Compliances

25	Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:							
	Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2024 - 25			FY 2023 - 24		
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
	Communities	Yes https://bankofindia.co.in/	Nil	Nil	-	Nil	Nil	-
	Investors (other than shareholders) *	Yes https://bankofindia.co.in/	Nil	Nil	-	Nil	Nil	-
	Shareholders *	Yes https://bankofindia.co.in/	48	Nil	-	162	1	Dematerialization of shares
	Employees and workers	Yes https://bankofindia.co.in/	95	Nil	-	98	Nil	-
	Customers	Yes https://grievances.bankofindia.co.in:8443/default.aspx	305265	1372	-	232265	1030	-
	Value Chain Partners	-	Nil	Nil	-	Nil	Nil	-
	Other (please specify)	-	-	-	-	-	-	-
* Details of Investors (including Bond Holders) /Shareholder are covered)								



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					
Sl. No	Material issue identified	Indicate whether Risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
26	1	Data Privacy	Risk	<p>A data breach poses a significant risk to the confidentiality, integrity, and availability of customers' personally identifiable information. Such incidents may adversely impact business relationships, erode stakeholder trust, and result in reputational damage.</p> <p>The Bank has constituted an IT Strategy & Digital Payment Promotion Committee (ITS&DPDC) in line with the guidelines issued by the Reserve Bank of India. This Committee is entrusted with formulating strategic decisions related to information technology and overseeing the progress of IT initiatives. It comprises Executive Directors, a Government Nominee Director, and three Non-Executive Independent Directors. The Bank remains highly vigilant about the security and privacy of its customers' data and has taken comprehensive measures to protect against cyber threats. A Captive Security Operations Centre (SOC) has been established to provide 24x7 real-time monitoring, detection, and response to any potential information security breaches. To further enhance its cybersecurity posture, the Bank has deployed a suite of advanced technologies including Security Information and Event Management (SIEM), Privileged Identity Management (PIM), Database Activity Monitoring (DAM), Web Application Firewall (WAF), Network Behavior Anomaly Detection</p>	<p><u>Negative Implication:</u> In the event of a data breach, the Bank could experience significant adverse impacts, including service disruptions, financial losses, reputational harm, and erosion of customer trust. Such incidents may also attract heightened regulatory scrutiny and expose the Bank to potential penalties and legal consequences.</p>

				(NBAD), Anti-Advanced Persistent Threat (APT) solutions for web and email channels, Anti-DDoS protections, and Data Leakage Prevention (DLP) systems. These efforts are supported by the Bank's certifications in ISO 27001:2013 for Information Security Management Systems (ISMS) and ISO 22301:2019 for Business Continuity Management Systems (BCMS), reinforcing its commitment to robust information security and business resilience. Bank is PCIDSS certified.	
2	Business Continuity	Risk	The absence of robust business continuity and disaster management systems may lead to significant financial losses and disruptions to critical banking operations, including those related to personnel, information systems, infrastructure, and physical facilities.	Bank of India has been certified with ISO 22301:2019 for its Business Continuity Management System (BCMS). Additionally, the Bank has established a robust Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) to ensure uninterrupted operations and resilience in the face of disruptions. https://bankofindia.co.in/documents/20121/375171/BusinessContinuityPreparedness.pdf	<u>Negative Implication:</u> Ineffective responses to contingencies may lead to financial losses, diminished workforce productivity, and challenges in executing the Bank's long-term growth strategy.
3	Financial Inclusion	Opportunity	Expanding financial inclusion enables access to essential banking services for marginalized and underprivileged communities, thereby fostering positive social impact and contributing to broader economic development and stability. By increasing business lending, the	The Bank views financial inclusion not merely as a Corporate Social Responsibility (CSR) initiative, but as a viable and sustainable business proposition. Emphasizing economic viability, the Bank has adopted Information and Communication Technology (ICT)-based solutions to facilitate secure, low-cost transactions that support the financial needs of	<u>Positive Implication:</u> Financial inclusion enhances the Bank's profitability by expanding its customer base, increasing deposit mobilization, and enabling product diversification. At the same time, it strengthens the Bank's reputation as a socially responsible and

				Bank enhances its turnover and extends its outreach, supporting inclusive growth and strengthening its presence across underserved regions.	underserved segments. The financial inclusion agenda gained further momentum through active participation in the Pradhan Mantri Jan Dhan Yojana (PMJDY). To extend its outreach, the Bank has deployed an ICT-enabled Business Correspondent model, delivering essential banking services to unbanked rural areas and promoting inclusive growth.	inclusive financial institution.
	4	Customer fairness and right-selling	Risk	A lack of customer-centric product offerings, inadequate value-added services, or lapses in ethical conduct can erode customer trust and adversely impact the Bank's reputation. This highlights the critical importance of aligning products and services with evolving customer needs while consistently upholding ethical standards to maintain stakeholder confidence and safeguard the Bank's public image.	The Bank has implemented a Fair Practices Code to ensure transparency, accountability, and equitable treatment of all customers, thereby reinforcing its commitment to ethical banking and responsible service delivery. https://bankofindia.co.in/documents/20121/0/Fair+Practices+code+on+Lenders+Liability.pdf	<u>Negative Implication:</u> Mis-selling of products can have serious adverse consequences for the Bank, including reputational damage, legal liabilities, financial losses, customer attrition, operational disruptions, and a decline in employee morale.
	5	Employee Benefits & Development	Opportunity	Investing in employee benefits and development enhances operational efficiency, reduces turnover, and strengthens capabilities and innovation within the Bank. It also fosters a diverse and motivated workforce, ultimately enriching the overall customer experience	The Bank is committed to the effective implementation of key HR initiatives such as the Employee Engagement Survey, Job Family framework, Succession Planning, and Talent Management processes, in alignment with the Government's PSB Reforms Agenda under Enhanced Access and Service Excellence (EASE). The Bank conducted an Employee Engagement	<u>Positive Implication:</u> A strong and engaged workforce, characterized by high retention and diversity, brings together varied perspectives, experiences, and innovative thinking. This contributes to enhanced performance, fosters a positive organizational culture, and reflects the Bank's commitment to

				and contributing to long-term institutional growth.	Survey focused on the theme of Employee Development and Wellness. Based on the insights gathered, the Bank is implementing targeted action plans to address the identified focus areas and enhance overall employee experience.	cultivating a supportive and inclusive work environment.
	6	Regulatory & Legal Compliances	Risk	Non-compliance with applicable laws and regulatory requirements poses significant risks to the Bank, including potential legal penalties, financial losses, and reputational damage. Conversely, a strong compliance culture enhances operational performance and process efficiency, while also fostering transparency and accountability. By prioritizing regulatory adherence, the Bank provides assurance to stakeholders and gains greater confidence among investors regarding the integrity and robustness of its operations.	The Bank has established an independent Compliance Department, headed by a senior officer of the rank of Chief General Manager, who also serves as the Chief Compliance Officer (CCO) for regulatory purposes. The primary responsibility of the department is to ensure adherence to all statutory, regulatory, and internal guidelines across both domestic and international operations. It acts as the single point of contact for the Reserve Bank of India (RBI) and facilitates the smooth execution of Risk-Based Supervision (RBS) under the SPARC framework. The Bank operates under a Board-approved Compliance Function Policy, formulated in accordance with RBI guidelines. This policy is reviewed and updated annually to ensure continued regulatory alignment and operational integrity.	<u>Negative Implication:</u> Non-compliance with regulatory requirements can result in significant reputational damage, adversely impacting business operations and stakeholder confidence. In contrast, adherence to applicable laws and regulations enables the Bank to manage risks more effectively while fostering a culture of fairness, transparency, and employee loyalty.

	7	GHG Emissions Management	Opportunity	Assessing and managing the environmental impact of the Bank's operations is critical to ensuring long-term sustainability. Failure to address environmental risks effectively may lead to operational and financial setbacks, increased scrutiny from stakeholders and investors, and potential damage to the Bank's public image and reputation.	The Bank is committed to minimizing its environmental footprint through responsible resource management and green initiatives. The Bank's Head Office building, Star House 2, has been awarded a Green Building certification, recognizing its adoption of sustainable design principles. Solar panel installations have been completed at 9 Bank premises, with plans underway to extend this to an additional 40 locations. Energy and air-conditioning usage at the facility are optimized to reduce environmental impact, with measures such as regulated operating hours and maintenance of optimum room temperatures, thereby limiting avoidable emissions and promoting energy efficiency.	<u>Positive Implication:</u> By proactively managing GHG emissions, Banks can mitigate environmental and regulatory risks, channel investments into low-carbon solutions, and drive sustainable growth. This not only reinforces their commitment to climate responsibility but also differentiates them in an increasingly sustainability-conscious market.
	8	ESG Oversight	Opportunity	Implementing robust ESG oversight at the Board level enhances overall ESG performance and reinforces the Bank's commitment to embedding responsible business practices within its growth strategy. Integrating ESG principles into day-to-day operations strengthens risk management, governance, accountability, and decision-making processes. This	The Board of Directors holds the highest level of authority and is ultimately responsible for decision-making on sustainability-related matters, providing strategic oversight and guidance to ensure alignment with the Bank's long-term environmental, social, and governance (ESG) objectives.	<u>Positive Implication:</u> Strong leadership guidance on ESG strategy, action plans, and performance fosters positive environmental and community outcomes. It also strengthens the Bank's ability to implement robust monitoring mechanisms across ESG initiatives and integrate responsible practices into core business operations.

				<p>approach improves the Bank's capacity to identify and respond to environmental and social impacts, thereby fostering greater transparency and trust among investors and stakeholders.</p>		
--	--	--	--	--	--	--



Business Responsibility and Sustainability Report

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		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes										
1	a	Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y
	b	Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y
	c	Web Link of the Policies, if available	https://bankofindia.co.in/policy-guidelines							
2		Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y
3		Do the enlisted policies extend to your value chain partners? (Yes/No)	-	-	-	-	-	-	-	-
4		Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Bank of India has been certified with "ISO 27001:2013 for Information Security Management System" and "ISO 22301:2019 for Business continuity Management System"							
5		Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>Bank of India is committed to creating a positive and sustainable impact on its stakeholders by focusing on key priority areas, fulfilling its commitments, and achieving its objectives through targeted environmental initiatives and corporate social responsibility activities. The Bank prioritizes workforce development by enhancing employee skills in alignment with the evolving business environment.</p> <p>Embracing digital transformation, the Bank has implemented digital customer onboarding, promotes virtual meetings to reduce travel, and minimizes paper usage to support sustainability and lower its environmental footprint.</p> <p>In its journey toward responsible banking, the Bank has embedded ESG principles across its operations. It has adopted an ESG Policy approved by the Board, demonstrating its commitment to sustainable and ethical practices. Recognizing climate risk as a critical concern for both society and the financial system, the Bank aligns its efforts with India's national vision of achieving Net Zero emissions by 2070.</p>							
6		Performance of the entity against the specific	With a significant rise in digital transactions, the Bank has accelerated its digital transformation efforts, reinforcing its commitment to innovation and customer							

<p>commitments, goals and targets along-with reasons in case the same are not met.</p>	<p>convenience. Simultaneously, the Bank continues to promote environmental consciousness among employees by encouraging the adoption of energy-efficient equipment across its branches and offices to reduce overall energy consumption.</p> <p>Recognizing the growing importance of climate-related risks, the Bank has identified climate risk as a Pillar II risk under its Internal Capital Adequacy Assessment Process (ICAAP). In response to evolving regulatory expectations and the broader sustainability agenda, the Bank's Board has adopted a comprehensive ESG. This policy establishes a governance framework to steer ESG implementation, outlines department-wise deliverables, and affirms the Bank's commitment to align with India's Net Zero target by 2070. It also ensures adherence to regulatory requirements related to ESG disclosures and practices.</p> <p>Bank of India has undertaken several ESG-aligned initiatives across its operations to support environmental sustainability, social responsibility, and sound governance practices:</p> <ul style="list-style-type: none"> • Bank has drafted a comprehensive Climate Risk Policy in line with RBI Draft disclosure framework on Climate Related Risks, 2024. This policy incorporates the principles of Governance, Strategy, Risk Management & Metrics & targets. • The Bank of India inaugurated its Resiliency Operations Centre (ROC) on January 2, 2025, led by our MD & CEO. This 24/7 command and control facility ensures real-time monitoring of critical banking applications (UPI, Mobile Banking, Core Banking, TPH), underlying IT infrastructure (including servers, storage, and databases), and network components. The ROC enhances operational resilience through early detection of anomalies and potential disruptions. • Bank of India has implemented a comprehensive HR transformation through Project StarLIGHT, shaping a future-ready, high-performing workforce aligned with its strategic vision. The initiative enables data-driven decision-making and institutional agility through revamped performance management, digitized talent mobility, large-scale capability building, and leadership development. Over 25,000 officers have undergone role-based skill assessments, and 540+ leaders have been evaluated for strategic competencies. Integrated digital tools across key HR functions ensure robust governance and EASE compliance, empowering a resilient, growth-ready workforce. • Bank has launched its maiden green deposit product, named, " Star Harit Jama Yojana". This product is garnering deposits from our customers, which are being exclusively deployed into green financing. • Bank has started generating climate risk score of its corporate customers through a dedicated scorecard. This shall help the Bank calculate its financed emissions. • Launched a "Supply Chain Finance Solution Customer Portal" to enhance business opportunities through channel financing. • Integrated the TReDS platform with the Bank's supply chain finance to support MSMEs and improve invoice financing transparency. • Introduced staff welfare initiatives under the ESG program led by Human Resources to foster a positive and inclusive work environment. • Launched special lending schemes under the Corporate Credit segment to support the expansion of ethanol production capacity, contributing to the national biofuel mission.
--	--

		<ul style="list-style-type: none">Introduced agriculture-focused schemes such as <i>Star Kisan Ghar</i>, <i>Star Bio Energy Scheme</i>, and <i>Star Kisan Sahayata Loan</i> to promote rural development and sustainable agriculture.Implemented an e-Platform solution for Straight Through Origination (STO) to automate and streamline the processing of banking products, enhancing efficiency and customer experience.Procured and deployed advanced cybersecurity solutions to strengthen the Bank’s digital infrastructure in alignment with the “Cyber Security Framework in Banks” issued by regulatory authorities.																	
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)						Kindly refer to 'Management Discussion and Analysis' in the Annual Report.												
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).						Mr. Rajneesh Karnatak Managing Director & CEO												
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. Board of Directors is the highest authority responsible for making decision on sustainability related issues												
10	Details of Review of NGRBCs by the Company:																		
	Subject of 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 1	P 2	P 3	P 4	P5	P 6	P 7	P 8	P9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8
	Performance against above policies and follow up action		Board of Directors									Annually							
	Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances		Board of Directors									Annually							
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		P1	P2	P3	P4	P5	P6	P7	P8	P9								
			Yes. CareEdge Advisory has assessed the existing policies and procedures, mapped them against BRSR requirements, and provided targeted recommendations to bridge identified gaps and enhance compliance.																
12	If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:																		
	a.	The entity does not consider the Principles material to its business (Yes/No)						-											

	b.	The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	-
	c.	The entity does not have the financial or/human and technical resources available for the task (Yes/No)	-
	d.	It is planned to be done in the next financial year (Yes/No)	-
	e.	Any other reason (please specify)	-

Business Responsibility and Sustainability Report

SECTION C : PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

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	2	Corporate Governance Latest Development in Financial Market, Climate Risk Management, etc.		45.45%
	Key Managerial Personnel	2	Leadership		100%
	Employees	623	Credit –Retail, Agriculture & MSME KYC/AML/CFT Risk & Fraud Prevention Preventive Vigilance Forex Compliance Management Credit Monitoring & NPA Mgmt. Leadership Development Program Cyber Security, etc.		53.04%
	Workers	-	-		-
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 INR)	Brief of the Case



	Penalty/ Fine	Principle 1	RBI	1,00,00,000	The Bank contravened the provisions of section 26A of BR Act read with the “Depositor Education and Awareness Fund” ('Fund') Scheme 2014.	No
	Penalty/ Fine	Principle 1	RBI	40,000	Penalty imposed by RBI as four ATMs were cash out for more than 10 hours in the month of April’2024 & June’2024	No
	Penalty/ Fine	Principle 1	State Bank Of Vietnam (SBV)	98,000	State Bank Of Vietnam (SBV) financial regulator of Ho-Chi-Minh City Branch vide letter ref no. S-184/QD-XHPC dated 14.11.2024 (date of receipt 18.11.2024) has imposed penalty of VND 30,000,000 (equivalent to USD 1176.38 / INR 97639.54) related to late & inaccurate submission of regulatory reports more than two times in one fiscal year to regulator.	No
	Penalty/ Fine	Principle 1	National Stock Exchange & Bombay Stock Exchange	20,000	Fine was levied by NSE and BSE for non-compliance of Regulation 44(3) of the SEBI LODR Regulations, 2015 i.e. delayed submission of Voting results in XBRL format for the EGM held on 03.12.2024.	Yes, but it was not considered by Stock Exchanges.
	Settlement	-	-	-	-	-
	Compounding fee	-	-	-	-	-
	Non- Monetary					
		NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions		Brief of the Case	Has an appeal been preferred? (Yes/No)
	Imprisonment	-	-		-	-
	Punishment	-	-		-	-
3	Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.					
	Case Details		Name of the regulatory/ enforcement agencies/ judicial institutions			
	Nil					

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.	<p>The Bank adopts a strict zero-tolerance approach to corruption and bribery, clearly prohibiting employees from offering, promising, or giving anything of value to improperly influence any individual, under any circumstances. This also includes indirect payments made through agents, intermediaries, or third parties.</p> <p>To promote transparency and integrity, the Bank has implemented a Whistle-blower Policy that encourages employees to report any suspected fraudulent activities. Employees are urged to provide substantiated reasons when raising concerns with the designated authority. Reports made in good faith may lead to internal investigations, and the Whistle-blower Policy ensures protection for those who report misconduct.</p> <p>The Whistle-blower Policy can be accessed on the Bank’s website: https://bankofindia.co.in/documents/20121/377967/Whistle Blower Policy.pdf</p>			
5	Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:				
		FY 2024-25 (Current Financial Year)		FY 2023-24 (Previous Financial Year)	
	Directors	Nil		Nil	
	KMPs	Nil		Nil	
	Employees	Nil		Nil	
	Workers	Nil		Nil	
6	Details of complaints with regard to conflict of interest:				
		FY 2024-25 (Current Financial Year)		FY 2023-24 (Previous Financial Year)	
		Number	Remarks	Number	Remarks
	Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	Nil
	Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	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 2024-25 (Current Financial Year)		FY 2023-24 (Previous Financial Year)	
	Number of days of accounts payable	30 days		32 days	
9	Open-ness of business				
	Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:				
	Parameter	Metrics		FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
		a. Purchases from trading houses as % of total purchases		Not Applicable owing to the nature of the business	

	Concentration of Purchases	b. Number of trading houses where purchases are made from		
		c. Purchases from top 10 trading houses as % of total purchases from trading houses		
	Concentration of Sales	a. Sales to 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		
	Shares 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 and advances)		
d. Investments (Investments in related parties / total investments made)				
0%				
0%				
1.53%				
1.67%				
Leadership Indicators				
1	Awareness programmes conducted for value chain partners on any of the Principles during the financial year:			
	Total number 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	
	The Bank ensures that employees operating in customer-facing roles, particularly in contact centres, are provided with comprehensive training on ethics, transparency, and responsible customer engagement. Specific codes of conduct have been established for tele-callers and collection agencies to promote fair and respectful interactions with customers. In addition, the Bank has implemented a specific training program on information security awareness for all staff members with access to its internal networks and systems, reinforcing its commitment to data protection and secure operations.			
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, the Bank has well-defined processes to manage and avoid conflicts of interest involving Board members, which are embedded within its Corporate Governance framework. A "Code of Conduct" applicable to the Board of Directors and Senior Management Personnel has been formally adopted by the Board. In accordance with Regulation 26(3) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, all Board members and Senior Management have affirmed compliance with this Code for the financial year ending 31 st March 2025. The Bank's Corporate Governance practices, along with the Code of Conduct, include clear procedures to identify, prevent, and manage conflicts of interest. Furthermore, apart from transactions carried out in the ordinary course of banking business, the Bank has not entered into any materially significant transactions with its Promoters, Directors, Senior Management, or their relatives that could give rise to potential conflicts of interest.		

Business Responsibility and Sustainability Report

SECTION C : PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively			
		Current Financial Year	Previous Financial Year
1	R & D	As a financial services institution, the Bank's R&D outlay and capital expenditure have been primarily focused on investments in Information Technology systems. These efforts aim at process enhancement, with a strong emphasis on product digitization. Over the year, the Bank undertook several digital initiatives aimed at improving customer experience by increasing transparency and accessibility across its offerings. This shift towards digitization has also supported the Bank's sustainability goals by reducing reliance on paper-based processes and lowering its carbon footprint.	
	Capex		
2	a.	Does the entity have procedures in place for sustainable sourcing? (Yes/No)	As a service-oriented institution, the Bank's operations are associated with relatively low resource consumption. Nevertheless, it remains committed to promoting sustainable procurement practices while supporting local economies. The Bank actively strives to source sustainable products from local suppliers at fair prices. Key initiatives in this regard include prioritizing the use of energy-efficient equipment—such as star-rated air-conditioners, laptops, computers, and lighting devices—across all branches and offices. Additionally, branches and offices are encouraged to procure items like stationery from local suppliers based on operational requirements, promoting local sourcing and minimizing environmental impact.
	b.	If yes, what percentage of inputs were sourced sustainably?	As a financial services institution, the Bank's operations are not heavily dependent on material resources. However, in line with its commitment to responsible corporate citizenship, the Bank places strong emphasis on optimizing resource efficiency, minimizing waste generation, and improving overall process productivity. While increased digitization of products and services has led to a reduction in paper usage, paper continues to remain a key resource in day-to-day operations. To address this, the Bank has strengthened its efforts to reduce paper consumption through expanded recycling initiatives, procurement of paper from sustainable sources, and the rationalization of internal printing practices.
Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for			
3	(a)	Plastics (including packaging)	As a financial service provider, the Bank generates minimal plastic waste. Nevertheless, it ensures proper accounting and disposal of any plastic waste through local arrangements with respective Corporations / Municipalities / Panchayats.



	(b)	E-waste	The Bank has established a centralized and robust E-waste management system to identify and collect E-waste generated across its branches/offices. This waste is then collected by a vendor and disposed of at the vendor's Recycling and Recovery Unit. The disposal of the Bank's surplus or obsolete IT assets and resources, such as desktop computers, servers, and storage devices, is strictly governed by legal and environmental compliance. These assets are disposed of through authorized external agents in line with the Bank's updated internal guidelines, with all disposals required to follow approved procedures to ensure secure and sustainable handling.				
	(c)	Hazardous waste	Not Applicable				
	(d)	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.					Not Applicable	
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) If yes, provide the web-link.	
	Not Applicable						
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 Product / Service		Description of the risk / concern		Action Taken		
	Not Applicable						
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 2024-25 Current Financial Year		FY 2023-24 Previous Financial Year			
	Not Applicable						
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:						
		FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
		Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
	Plastics (including packaging)		-	-	-	-	-
	E-waste		-	-	48	-	-
	Hazardous waste		Not Applicable			Not Applicable	
	Other waste						

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	

Business Responsibility and Sustainability Report

SECTION C : PRINCIPLE WISE PERFORMANCE DISCLOSURE

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	35712	35712	100%	35712	100%	N/A	N/A	35712	100%	-	-
		Female	14852	14852	100%	14852	100%	14852	100%	N/A	N/A	-	-
		Total	50564	50564	100%	50564	100%	14852	29%	35712	71%	-	-
		Other than Permanent employees											
		Male	-	-	-	-	-	-	-	-	-	-	-
		Female	-	-	-	-	-	-	-	-	-	-	-
		Total	-	-	-	-	-	-	-	-	-	-	-
	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	-	-	-	-	-	-	-	-	-	-	-
		Female	-	-	-	-	-	-	-	-	-	-	-
		Total	-	-	-	-	-	-	-	-	-	-	-
		Other than Permanent workers											
		Male	-	-	-	-	-	-	-	-	-	-	-
		Female	-	-	-	-	-	-	-	-	-	-	-
		Total	-	-	-	-	-	-	-	-	-	-	-
	c	Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –											
						FY 2024-25 Current Financial Year				FY 2023-24 Previous Financial Year			
		Cost incurred on well-being measures as a % of total revenue of the company				0.22%				0.25%			
	2	Details of retirement benefits, for Current FY and Previous Financial Year.											
Benefits		FY 2024-25					FY 2023-24						
		No. of employees covered as	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		Deducted and deposited with the		

		a % of total employees				total workers	authority (Y/N/N.A.)
	PF	12.17%	-	Y	14.05%	-	Y
	Gratuit y	100%	-	Y	100%	-	Y
	ESI	-	-	-	-	-	-
	Others - NPS	87.83%	-	Y	85.95%	-	Y
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		The Bank is committed to creating an accessible and inclusive workplace for differently abled employees. Ramps have been installed at all feasible branches and ATMs to facilitate easy access. The Bank continues to assess and upgrade its infrastructure to enhance accessibility across its premises, thereby fostering an inclusive and supportive environment.				
4	Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.		Yes, the Bank has an Equal Opportunity Policy reinforcing its commitment to creating a diverse, equitable, and inclusive workplace where all individuals are treated with fairness and respect. Employees are encouraged to bring their authentic selves to work, enabling them to contribute meaningfully through their unique experiences and perspectives. Recognizing varying levels of access to resources, the Bank takes proactive measures to ensure all employees have the support needed to access opportunities within the organization. The Equal Opportunity Policy can be accessed on the Bank’s website: https://bankofindia.co.in/documents/20121/375171/Bank-of-India-Equal-Opportunity-Policy.pdf				
5	Return to work and Retention rates of permanent employees and workers that took parental leave.						
	Gender	Permanent employees		Permanent workers			
		Return to work rate	Retention rate	Return to work rate	Retention rate		
	Male	100%	100%	-	-		
	Female	100%	100%	-	-		
	Total	100%	100%	-	-		
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	Not Applicable					
	Other than Permanent Workers	Not Applicable					
	Permanent Employees	Employees can raise workplace grievances through the Employee Grievance Redressal Forum. Grievances may be submitted via the HRMS platform, which includes an integrated online grievance redressal module, or by sending an email to the designated grievance redressal email ID. This ensures a streamlined, accessible, and confidential process for addressing employee concerns.					
	Other than Permanent Employees	Not Applicable					
7	Membership of employees and worker in association(s) or Unions recognised by the listed entity:						
	Category	FY 2024-25			FY 2023-24		
		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	% (D / C)

								association(s) or Union (D)				
	Total Permanent Employees	50564	49686		98.26%		50945	49752		97.66%		
	Male	35712	35072		98.21%		36119	35233		97.55%		
	Female	14852	14614		98.40%		14826	14519		97.93%		
	Total Permanent Workers	-	-		-		-	-		-		
	Male	-	-		-		-	-		-		
	Female	-	-		-		-	-		-		
	8	Details of training given to employees and workers:										
Category		FY 2024-25					FY 2023-24					
		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)	% (F/D)	
Employees												
Male		-	-	-	-	-	-	-	-	-	-	
Female		-	-	-	-	-	-	-	-	-	-	
Total		-	-	-	-	-	-	-	-	-	-	
Workers												
Male		-	-	-	-	-	-	-	-	-	-	
Female		-	-	-	-	-	-	-	-	-	-	
Total		-	-	-	-	-	-	-	-	-	-	
9		Details of performance and career development reviews of employees and worker:										
		Category	FY 2024-25				FY 2023-24					
			Total (A)	No.(B)		% (B/A)		Total (C)	No.(D)		% (D/C)	
		Employees										
		Male	35712	19768		55.35%		36119	19421		53.77%	
	Female	14852	7962		53.61%		14826	7715		52.04%		
	Total	50564	27730		54.84%		50945	27136		53.27%		
	Workers											
	Male	-	-		-		-	-		-		
	Female	-	-		-		-	-		-		
	Total	-	-		-		-	-		-		
	10	Health and safety management system:										

a	Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?	Due to the nature of our business, the risk of occupational health and safety hazards is minimal. Nevertheless, the Bank remain committed to enhancing its policies, systems, and processes to maintain a safe and healthy workplace for all employees, third-party workers.
b	What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	<p>The Bank has implemented various measures to ensure a safe and healthy workplace including:</p> <ul style="list-style-type: none"> • Access control systems to manage and monitor entry and exit; • Annual fire safety training and evacuation drills to enhance preparedness; • Regular issuance of fire safety advisories to raise awareness; • Strategic placement of fire safety signage across premises; • E-surveillance and real-time alert monitoring systems; • Fire and burglar alarm systems equipped with advanced fire and smoke sensors; and • Provision of fire extinguishers to support immediate firefighting efforts.
c	Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)	Security department of the Bank address the issues related to security, sensor, fire alarms, etc. Additionally, Central/ Zonal Consultative Committee Meetings are held with the Officers' Association and Award Staff Union, where all the issues related to employees are discussed for resolution of the same.
d	Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	<p>The Bank places strong emphasis on the health and wellness of its employees and has implemented several initiatives to support their well-being, including:</p> <ul style="list-style-type: none"> • Comprehensive health insurance coverage for all employees; • Access to medical consultations and dispensaries at select locations; • Inclusion of dependents under the Mediclaim policy; • Annual health check-ups to promote preventive care; • Digital claims management through an app for submission, tracking, and settlement; • Availability of first aid kits at all office locations. <p>These measures are communicated to employees during the induction process, and the policy is accessible on the Bank's internal portal for easy reference.</p>

11	Details of safety related incidents, in the following format:			
	Safety Incident/Number	Category	FY 2024-2025	FY 2023-24
	Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.10	0.13
		Workers	Nil	Nil
	Total recordable work-related injuries	Employees	Nil	Nil
		Workers	Nil	Nil
	No. of fatalities	Employees	Nil	Nil
		Workers	Nil	Nil
	High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
		Workers	Nil	Nil

12	Describe the measures taken by the entity to ensure a safe and healthy work place.	<p>The Bank recognizes the critical importance of fostering a safe and healthy work environment for all employees. In pursuit of this commitment, the Bank undertakes a variety of proactive initiatives, including preventive wellness programs, awareness campaigns, and webinars in collaboration with hospitals and other expert organizations.</p> <p>To further support employee well-being, the Bank reimburses the cost of Annual Health Check-ups for employees and their spouses. Additionally, regular internal communications, alerts, and safety awareness sessions are conducted to keep employees informed and prepared.</p> <p>In terms of workplace safety, the Bank has implemented the following measures:</p> <ol style="list-style-type: none">1. Periodic electrical audit of Branches/offices.2. Conducting Fire Safety Training/Fire Drill Programs for all employee in Zonal Offices3. Availability of Fire Detection and Fire Fighting equipment / measures in Branches/ Offices as per extant guidelines to ensure fire safety of premises.						
13	Number of Complaints on the following made by employees and workers:							
		FY 2024-25			FY 2023-24			
		Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks	
	Working Conditions	Nil			Nil			
	Health & Safety							
14	Assessments for the year:							
		% of your plants and offices that were assessed (by entity or statutory authorities or third parties)						
	Health and safety practices	We conduct electrical safety inspections of all our premises every three years through professional third-party agencies. During FY 24, these inspections were conducted, and corrective actions, in the form of rectification works, are undertaken at premises wherever necessary.						
	Working Conditions							
15	Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.	While the Bank takes various measures to ensure safety in its premises, there have been no assessments conducted for identification of significant risks/concerns by third party or statutory entities.						
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, special group insurance scheme and group personal accident insurance policy covers all employees in service.						
2	Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.	All statutory deductions related to Salaries of employees are through HRMS and the same is done automatically.						

3	Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:				
	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment		
	FY 2024-25	FY 2023-24	FY 2024-25	FY 2023-24	
	Employees	Not Applicable			
	Workers				
4	Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)			Yes, pre-retirement counselling/training is being provided to all officers and clerical staff	
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		The Bank requires all its partners to adhere to the relevant standards of working conditions and ensure the health and safety of their employees. The Bank expects vendors and suppliers to comply with labour laws, uphold human rights, and adhere to regulations in their respective regions of operation. These principles are integrated into the contracts with vendors and suppliers.		
	Working Conditions				
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	

Business Responsibility and Sustainability Report

SECTION C : PRINCIPLE WISE PERFORMANCE DISCLOSURE

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:			The Bank recognizes all individuals and entities directly or indirectly impacted by its operations or those who contribute value to them as key stakeholders. This diverse group includes employees, customers, investors and shareholders, regulators, value chain partners, and the communities in which the Bank operates. The Bank acknowledges the critical importance of actively engaging with each stakeholder group and addressing their concerns, expectations, and interests. Through continuous and meaningful engagement, the Bank aims to foster trust, enhance transparency, and support the long-term sustainability and success of its operations.	
2	List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group				
	Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
1	Customer	No	Email, SMS, notice board, Bank’s website	Ongoing basis	Engagement with customers is throughout entire life cycle of loan products/ savings product
2	Employee	No	Email, SMS, Offline/ online meetings	Ongoing basis	Most of these engagement cover areas such as Training and development, Addressing any work-related communication, updates on regulatory changes/ introduction of new regulations, compliance communication.
3	Investors/ Shareholders	No	Email, newspaper advertisement, website, investor meetings & conferences, intimation to stock exchanges, annual/quarterly financials	Quarterly/Annually & Need basis	To keep investors/shareholders updated about the Banks business activities and performance

4	Regulators	No	Email, one-on-one meetings, video-conference, regulatory filings.	Need Basis	Compliance related communication and engagement for policy consultation and participation in larger economic objectives by participating in various Government initiatives and programs
5	Value Chain Partners	No	Email, SMS, Newspaper, website, meetings, etc.	Need Basis	To build collaborative and transparent relationships that ensure service quality, regulatory compliance, and support the Bank's commitment to responsible business practices.
6	Communities	Women, certain communities living in rural areas, farmer community and low-income group individuals as vulnerable & marginalised stakeholder	Meetings, engagement through NGOs	Ongoing basis	Through CSR initiatives, reaching out to socially and economically disadvantaged people.

Leadership Indicators

1	Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.	The Bank consistently emphasizes the importance of continuous and proactive engagement with our key stakeholders, as it facilitates effective communication of our strategies and performance. This ongoing engagement helps align expectations, thereby enhancing the Bank's ability to serve its stakeholders effectively. The Board is regularly updated on various developments, and feedback is sought from Directors. We engage with our stakeholders regularly and as necessary, using formats tailored to the nature and requirements of each stakeholder group. Stakeholder consultation takes place through a combination of online and offline meetings.
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.	Stakeholder feedback and suggestions are taken into consideration whenever possible. Engagement occurs through various channels as part of an ongoing process. Given the Bank's involvement in various evolving aspects of ESG, stakeholder interactions hold significant importance. Additionally, we aim to establish regular engagement with stakeholders and systematically incorporate their insights into its long-term strategy and decision-making processes.

3	Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalized stakeholder groups.	The Bank's CSR initiatives are primarily focused on uplifting disadvantaged, vulnerable, and marginalised sections of society. These activities are undertaken in alignment with the Bank's CSR Policy and are detailed separately in the Annual Report.
---	--	--



Business Responsibility and Sustainability Report

SECTION C : PRINCIPLE WISE PERFORMANCE DISCLOSURE

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	FY 2024-25 Current Financial Year				FY 2023-24 Previous Financial Year					
		Total (A)	No. of employees / workers covered (B)		% (B / A)	Total (C)	No. of employees / workers covered (D)		% (D / C)		
	Employees										
	Permanent	The Bank does not conduct specific training sessions dedicated solely to human rights. However, these critical aspects are addressed during the employee onboarding process and are incorporated into the Bank's HR policy. By adhering to the highest standards of human rights and labour laws, the Bank ensures that its employees are aware of and comply with these principles throughout their tenure.									
	Other than permanent										
	Total Employees										
	Workers										
	Permanent	-	-	-	-	-	-				
	Other than permanent	-	-	-	-	-	-				
Total Workers	-	-	-	-	-	-					
2	Details of minimum wages paid to employees and workers, in the following format:										
	Category	FY 2024-25 Current Financial Year				FY 2023-24 Previous Financial Year					
		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	50564	0	0%	50564	100%	50945	0	0%	50945	100%
	Male	35712	0	0%	35712	100%	36119	0	0%	36119	100%
	Female	14852	0	0%	14852	100%	14826	0	0%	14826	100%
	Other than permanent	-	-	-	-	-	-	-	-	-	-
	Male	-	-	-	-	-	-	-	-	-	-
	Female	-	-	-	-	-	-	-	-	-	-
	Workers										
	Permanent	-	-	-	-	-	-	-	-	-	-
	Male	-	-	-	-	-	-	-	-	-	-
	Female	-	-	-	-	-	-	-	-	-	-
	Other than permanent	-	-	-	-	-	-	-	-	-	-
	Male	-	-	-	-	-	-	-	-	-	-

	Female	-	-	-	-	-	-	-	-	-
3	Details of remuneration/salary/wages, in the following format:									
	a. Median remuneration / wages:									
		Male			Female					
		Number	Median remuneration/ salary/ wages of respective category		Number	Median remuneration/ salary/ wages of respective category				
	Board of Directors (BoD)*	5	15,77,061		-	-				
	Key Managerial Personnel	2	5,55,317.41		-	-				
	Employees other than BoD and KMP	35710	14,38,650.20		14852	13,12,213.37				
	Workers	-	-		-	-				
	<i>*Note: Salary is payable exclusively to whole-time directors. The Bank has a total of five whole-time directors, all of whom are male. No remuneration is provided to other categories of directors.</i>									
	b. Gross wages paid to females as % of total wages paid by the entity, in the following format:									
		FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year					
	Gross wages paid to females as % of total wages	27.15%			27.10%					
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. For handling grievances related to sexual harassment of women at workplace, Bank has constituted POSH committee in the name of Internal Compliance Committee at both Zonal Office as well as Head Office level.							
5	Describe the internal mechanisms in place to redress grievances related to human rights issues.		The Bank has a POSH committee to address grievances related to sexual harassment of women at workplace. Further, the Bank has Whistle blower policy in place for addressing any concerns or grievances regarding discrimination, harassment or unethical behaviour. The following authorities look after the human rights related grievances: a) SC, ST, OBC Grievances Cell b) Liasoning Office at ZO c) Liasoning Office at Head Office							
6	Number of Complaints on the following made by employees and workers:									
		FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year					
		Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks			
	Sexual Harassment	13	0	-	12	0	-			
	Discrimination at workplace	-	-	-	-	-	-			
	Child Labour	-	-	-	-	-	-			

	Forced Labour/ Involuntary Labour	-	-	-	-	-	-
	Wages	-	-	-	-	-	-
	Other Human rights related issues	-	-	-	-	-	-
7	Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:						
		FY 24-25 Current Financial Year			FY 23-24 Previous Financial Year		
	Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	13			12		
	Complaints on POSH as a % of female employees / workers	0.09%			0.08%		
	Complaints on POSH upheld	8			3		
8	Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases	The identity of the Complainants in cases of discrimination and harassment cases are kept privy and not disclosed, to prevent adverse consequences to the complainant. As per Bank's Prevention of Sexual Harassment at Workplace Policy, the contents of the complaint, the identity & addresses of the aggrieved person (women & other genders), respondent and witnesses, any information relating to conciliation and inquiry proceedings, recommendations of the Internal Committee and the action taken by the Bank under the provisions of the Act are kept privy and not disclosed. The policy can be accessed on the Bank's website: https://bankofindia.co.in/documents/20121/377967/POSH_Policy.pdf					
9	Do human rights requirements form part of your business agreements and contracts? (Yes/No)	Yes					
10	Assessments for the year:						
		% of your plants and offices that were assessed (by entity or statutory authorities or third parties)					
	Child labour	The Bank diligently enforces adherence to labour laws among all employees, ensuring strict compliance at all times. This commitment underscores our dedication to upholding employee rights and fostering a fair and equitable work environment. Through comprehensive oversight and regular training, we prioritize legal compliance to safeguard both employees and the organization.					
	Forced/involuntary labour						
	Sexual harassment						
	Discrimination at workplace						
	Wages						
	Others – please specify						
11	Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.	There has been no need for corrective action regarding human rights, as no such incidents have occurred.					

Leadership Indicators

1	Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.	The Bank views Human Rights as an integral component of all its policies. To date, there have been no instances where the Bank had to modify its policies or processes to align with Human Rights and grievances. Bank's Board had approved DEI (Diversity, Equity and Inclusion) Policy on 29.08.2023, which endeavours to eliminate any form of discrimination and ensure equality, freedom, justice and dignity to all its employees and ensure that the employment decisions are made without regard to race, gender, pregnancy, gender identity or expression, colour, creed, religion, origin, age, physical or mental disability or medical condition, genetic information, marital status, culture, ancestry, veteran's status, socio-economic status, or any other basis prohibited by law.
2	Details of the scope and coverage of any Human rights due-diligence conducted.	The Bank upholds the principle of Human Rights in all its dealings.
3	Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?	Yes, ramps have been installed at various premises to provide barrier-free and easy access, ensuring convenience for all visitors, particularly individuals with disabilities.
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	The Bank is in compliance with all applicable laws. Further, Human rights forms a part of all contracts.
	Discrimination at workplace	
	Child Labour	
	Forced Labour/Involuntary Labour	
	Wages	
	Others – please specify	
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



Business Responsibility and Sustainability Report

SECTION C : PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

Essential Indicators

1	Details of total energy consumption (in GJ) and energy intensity, in the following format:		
	Parameter	FY 2024-25	FY 2023-24
	From renewable sources		
	Total electricity consumption (A)	974.46	41.30
	Total fuel consumption (B)	-	-
	Energy consumption through other sources (C)	-	-
	Total energy consumed from renewable sources (A+B+C)	974.46	41.30
	From non-renewable sources		
	Total electricity consumption (D)	437831.27	417109.10
	Total fuel consumption (E)	109448.84	27829.20
	Energy consumption through other sources (F)	-	-
	Total energy consumed from non-renewable sources (D+E+F)	547280.11	444938.30
	Total energy consumed (A+B+C+D+E+F)	548254.57	444979.60
	Energy intensity per rupee of turnover (Total energy consumed/turnover in Cr.)	6.87	6.66
	Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP in Cr.)	1.66	1.63*
Energy intensity in terms of physical output (Total energy consumed / Full Time Equivalent)	10.84	8.73	
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-	
*Note: The figure has been updated as per the IMF Implied PPP Conversion Rate			
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 JointValues ESG Services Private Limited.		
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.		Not Applicable
3	Provide details of the following disclosures related to water, in the following format:		
	Parameter	FY 2024-25*	FY 2023-24*
	Water withdrawal by source (in kilolitres)		
	(i) Surface water	-	-
	(ii) Groundwater	-	-
	(iii) Third party water	614352.60	621274.28
	(iv) Seawater / desalinated water	-	-
	(v) Others	-	-



	Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	614352.60	621274.28
	Total volume of water consumption (in kilolitres)	614352.60	621274.28
	Water intensity per rupee of turnover (Total water consumption / turnover in Cr.)	7.70	9.30
	Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP in Cr.)	1.86	2.28
	Water intensity in terms of physical output (Total water consumption / Full Time Equivalent)	12.15	12.20
	Water intensity (optional) – the relevant metric may be selected by the entity	-	-
	*Note: The estimated water consumption is taken as 45 litres per head per working day in accordance with Industry Standards on BRSR Core Indicators (Dec 24) for both the years (working days = 270 days for FY25 and 271 days for FY24)		
	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 JointValues ESG Services Private Limited.	
4	Provide the following details related to water discharged:		
	Parameter	FY 2024-25	FY 2023-24
	Water discharge by destination and level of treatment (in kilolitres)		
	(i) To Surface water	-	-
	No treatment	-	-
	With treatment – please specify level of treatment	-	-
	(ii) To Groundwater	-	-
	No treatment	-	-
	With treatment – please specify level of treatment	-	-
	(iii) To 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 (Municipal Sewers)	491482.08	497019.42
	No treatment	491482.08	497019.42
	With treatment – please specify level of treatment	-	-
	Total water discharged (in kilolitres)	491482.08	497019.42
	*Note: It is assumed that 80% of the total volume of water consumption is discharged		
	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 JointValues ESG Services Private Limited.	
5	Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.	Not Applicable	

6	Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:			
	Parameter	Please specify unit	FY 2024-25	FY 2023-24
	NOx	-	Air emissions other than GHGs are not considered material to our sector.	
	Sox	-		
	Particulate matter (PM)	-		
	Persistent organic pollutants (POP)	-		
	Volatile organic compounds (VOC)	-		
	Hazardous air pollutants (HAP)	-		
	Others – please specify	-		
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency		No		
7	Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:			
	Parameter	Unit	FY 2024-25	FY 2023-24
	Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	9106.24	2691.20
	Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	88417.59	82958.40
	Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions /turnover in Cr.)	tCO ₂ e/Rs. crore	1.22	1.28
	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 in Cr.)	tCO ₂ e/Rs. crore	0.29	0.31*
	Total Scope 1 and Scope 2 emission intensity in terms of physical output (Total Scope 1 and Scope 2 GHG emissions / Full Time Equivalent)	tCO ₂ e/FTE	1.93	1.68
	Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-
	*Note: The figure has been updated as per the IMF Implied PPP Conversion Rate			
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 JointValues ESG Services Private Limited.		
8	Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.		<ul style="list-style-type: none"> Segregation of wet and dry waste at source in our commercial buildings is also carried out in the canteen and later digested within the premises. Later the wet waste is digested in the premises using tumblers. The dry waste is segregated further and recycled or sold Segregation of wet and dry waste at source in our residential complexes. Later the wet waste is digested in the premises using tumblers. The dry waste is segregated further and recycled or sold 	



- Tree plantation on regular basis, conducted by our staff in housing colonies and various Zonal offices
- Road shows and Skits are conducted on every opportunity to spreading awareness of cleanliness, hygiene and recycling. Lectures for educating our staff and their families are also conducted from time to time
- Installation of Solar Panels for electricity generation at various premises. We have completed installation in 9 premises.
- Green Building: Our Head office building Star House 2 has obtained Green Building certificate for using Green Building concept in the building. Electric energy and air-conditioning requirement are used to the minimum by adopting the concept of Green building. We practice to encourage well-sealed duct systems, sealed combustion gas appliances, bathroom and kitchen exhaust fans, and a balanced / positive pressure ventilation system, which work together to improve indoor air quality and keep office area comfortable and healthy.
- Restrictions on use of single use plastic entering the premises. Also, if at all it is used, it is properly disposed of as per norms. All plastic items like pet bottles and other hard plastic is collected and displayed in a prominent place so as to create awareness of the hazards of plastics to the environment. Later the same is sent for recycling to Govt authorised recycling centre.
- Use of Motion Sensors in office areas, toilets, basements, car parks and other common areas to reduce electricity use when not needed
- Each department is trying to move closer to a paperless office concept to minimise the use of Paper consumption.
- Air-conditioned systems - Regulation of timing and maintaining optimum room temperature at all times so as to reduce the burden of avoidable emissions on the environment
- Bank is in the process of solarisation of 40 Bank owned premises (Administrative/Residential) during the course of FY 2025-26. Total Expected Installed capacity of RTS will be 1300 kW Approx.
- Bank's Star House II Building at BKC Mumbai has IGBC Green Building Certification under Construction category. We are in the process of

		obtaining Green Building Certification under O&M category for all the three Head Office Corporate Buildings of the Bank located in BKC, Mumbai	
		<ul style="list-style-type: none">Way Forward for reducing carbon footprint<ol style="list-style-type: none">We propose to have new construction of Bank's office premises be Green Buildings with highest possible rating.All New constructions hereafter shall have<ol style="list-style-type: none">Rain water Harvesting facilitySolar Roof Top Panels for generation of solar energy.Five star rated energy efficient electrical equipment's/fixtures	
9	Provide details related to waste management by the entity, in the following format:		
	Parameter	FY 2024-25	FY 2023-24
	Total Waste generated (in metric tonnes)		
	Plastic waste (A)	-	-
	E-waste (B)	48	67.1
	Bio-medical waste (C)	-	-
	Construction and demolition waste (D)	-	-
	Battery waste (E)	447.5	442.9
	Radioactive waste (F)	-	-
	Other Hazardous waste (Oil-soaked cotton waste, DG filters, paint cans, chemical cans, paint residue, oil sludge, DG chimney soot, coolant oil and used oil). Please specify, if any. (G)	-	-
	Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	2420.8	2389.7
	Total (A+B + C + D + E + F + G + H)	2916.3	2899.7
	Waste intensity per rupee of turnover (Total waste generated / Revenue from operations in Cr.)	0.04	0.04
	Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP in Cr.)	0.01	0.01*
	Waste intensity in terms of physical output (Total waste generated / Full Time Equivalent)	0.06	0.06
	Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
	For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
	Category of waste		
	(i) Recycled	2916.3	2899.7
	(ii) Re-used	-	-
	(iii) Other recovery operations	-	-
	Total	2916.3	2899.7

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)							
Category of waste							
(i) Incineration		-		-			
(ii) Landfilling		-		-			
(iii) Other disposal operations		-		-			
Total		-		-			
*Note: The figure has been updated as per the IMF Implied PPP Conversion Rate							
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 JointValues ESG Services Private Limited.				
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			E-waste is disposed through MSTC/ authorized resellers/ recyclers.			
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:							
11	Sl. 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			
Not Applicable							
Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:							
12	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)		
Not Applicable							
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:							
13	Sl. 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		
Not Applicable							
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					Not Applicable		

	(ii) Nature of operations		Not Applicable	
	(iii) Water withdrawal, consumption and discharge in the following format:		Not Applicable	
	Parameter		FY 2024-25	FY 2023-24
	Water withdrawal by source (in kilolitres)			
	(i) Surface water	Not Applicable		
	(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	Not Applicable		
	---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	Not Applicable		
2	Please provide details of total Scope 3 emissions & its intensity, in the following format:			
	Parameter	Unit	FY 2024-25	FY 2023-24
	Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	-	The Bank is in process of tracking the Scope 3 emissions	
	Total Scope 3 emissions per rupee of turnover	-		
	Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-		
		Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an		No



	external agency? (Y/N) If yes, name of the external agency	
3	With respect to the ecologically sensitive areas reported at Question 10 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.	Not Applicable
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:	
	Sl. No	Initiative undertaken
4	Details of the initiative (Web-link, if any, may be provided along-with summary)	
4	Outcome of the initiative	
4	The Bank remains steadfast in its utilization of innovative technology and solutions to enhance resource efficiency and minimize the impact of emissions, effluent discharge, and waste generation. Emphasizing green energy initiatives, such as the adoption of alternative sources like solar power, the Bank also conducts periodic Energy Audits for branches and offices. The implementation of star-rated electrical appliances has significantly curtailed electricity consumption, while optimal hardware resource usage and virtualization have been embraced. Additionally, the adoption of cloud computing aims to diminish hardware resources, leading to reduced E-waste in the future.	
5	Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.	The Bank has implemented an internally approved Disaster Recovery and Business Continuity Plan (DR & BCP) that outlines a structured approach to ensure preparedness in the face of any disaster or operational disruption. This comprehensive plan integrates people, policies, standards, and procedures to maintain business continuity while minimizing operational, financial, legal, regulatory, and reputational risks. The framework includes the use of disaster recovery sites and periodic testing of critical systems to validate the effectiveness of continuity measures, along with clearly defined timelines for the resumption of business operations. Demonstrating its strong commitment to resilience and best practices, the Bank has obtained the ISO 22301:2019 certification for its Business Continuity Management System. In addition, the Bank actively develops and maintains risk profiles to identify, assess, and mitigate potential threats to business continuity. These efforts collectively reinforce the Bank's ability to respond swiftly and effectively to unforeseen disruptions, ensuring uninterrupted service delivery to stakeholders. https://bankofindia.co.in/documents/20121/375171/BusinessContinuityPreparedness.pdf
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	Not Applicable
7	Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.	Not Applicable
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

Business Responsibility and Sustainability Report

SECTION C : PRINCIPLE WISE PERFORMANCE DISCLOSURE

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.	13
	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.	
		Sl. No	Reach of trade and industry chambers/ associations (State / National)
		1	Indian Bank's association (IBA)
		2	Indian Institute of Banking and Finance (IIBF)
		3	THE ASSOCIATED CHAMBER OF COMMERCE & INDUSTRIES (ASSOCHAM)
		4	FERDERATION OF INDIAN CHAMBERS OF COMMERCE & INDUSTRIES (FICCI)
		5	CONFEDERATION OF INDIAN INDUSTRY(CII)
		6	BANKING CODES & STANDARD BOARD OF INDIA(BCSBI)
		7	Institute of Banking Personnel Selection (IBPS)
		8	Institute of Banking Personnel Selection (IBPS)
		9	National Payment Corporation of India (NPCI)
		10	International Chamber of Commerce (ICC)
		11	Foreign Exchange Dealers Association of India (FEDAI)

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

Leadership Indicators

1	Details of public policy positions advocated by the entity:				
	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
	Nil				

Business Responsibility and Sustainability Report

SECTION C : PRINCIPLE WISE PERFORMANCE DISCLOSURE

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.							
	Name and brief details of project		SIA Notification No.		Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
	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:							
	Sl. No	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)	
	Not Applicable							
3	Describe the mechanisms to receive and redress grievances of the community.		Communities represent a significant stakeholder group, and the Bank's CSR team maintains regular communication with them to gather feedback on CSR projects. In numerous instances, NGO partners serve as intermediaries, addressing community grievances and relaying them to the Bank's CSR team.					
4	Percentage of input material (inputs to total inputs by value) sourced from suppliers:							
	Parameter				FY 2024-25		FY 2023-24	
	Directly sourced from MSMEs/ small producers				As a financial institution, our inputs primarily consist of technological infrastructure, platforms, and services. Therefore, procurement options for an organization like ours are limited. However, considering our nationwide presence, we procure consumables such as stationery items from local suppliers in the vicinity of our branches.			
	Directly sourced within India							
5	Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost							
	Location		FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Rural		19.36%			20.83%		
	Semi-urban		21.20%			21.71%		
	Urban		24.14%			24.56%		
	Metropolitan		35.30%			32.90%		
(Place 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):			
	Details of negative social impact identified		Corrective action taken	
	No negative social impact			
2	Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:			
	Sl. No	State	Aspirational District	Amount spent (In INR)
	1	Andhra Pradesh	Vishakhapatnam	17,50,000
	2	Andhra Pradesh	Vishakhapatnam	9,71,785
	3	Jharkhand	Ranchi	1,05,384
4	Jharkhand	Chatra	71,000	
3	(a)	Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)	The Bank being in the financial services sector, the procurement needs are limited. Daily consumables are sourced through local vendors at a fair price. As per existing IT Procurement policy preferential procurement is 20% from marginalized / vulnerable groups (MSE) and out of 20% reserved for MSE a sub target of 4% of annual procurement is ear marked for SC/ST entrepreneurs subject to applicable conditions as mentioned in the said policy.	
	(b)	From which marginalized /vulnerable groups do you procure?		
	(c)	What percentage of total procurement (by value) does it constitute?		
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:			
	Sl. No	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)
	Basis of calculating benefit share			
5	Not Applicable			
	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
6	Not Applicable			
	Details of beneficiaries of CSR Projects:			
	Sl. No.	Project Title	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Health and Family Welfare including Social welfare	26	-	
2	Empowering Women & Girl Child under “Beti Bachao Beti Padhao Abhiyan”	9498	-	
3	Basic Education and Skill Development	17	-	
4	Swachh Bharat Abhiyan	20	-	
5	Ensuring Environmental sustainability and ecological balance	11	-	
6	Protection of National Heritage	5	-	



7	Animal Protection and Welfare	2	-
8	Welfare of armed forces veterans, war widows and their dependents	1	-
9	Promoting Sports activities and training	2	-
10	Supporting Physically Challenged	2	-
11	Supporting Nari Shakti	1	-
12	Local "Community service / social activity Star Bonding Initiative	5304	-

Business Responsibility and Sustainability Report

SECTION C : PRINCIPLE WISE PERFORMANCE DISCLOSURE

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.	Essential Indicators			
		The Bank has established a robust customer service framework anchored by the Customer Service Committee of the Board, an apex-level committee responsible for evaluating customer service standards across the Bank. Supporting this, the Standing Committee on Customer Service serves as a critical link between operational departments and the Board Committee, ensuring seamless communication and resolution of service-related issues. To enhance efficiency and monitoring, the Bank has adopted the CRM Next module, in line with regulatory requirements. This platform integrates multiple complaint registration channels into a unified digital system, facilitating effective tracking, analysis, and timely resolution of grievances.			
		The Bank has implemented key policies such as the Customer Rights Policy and the Customer Grievance Redressal Policy, both aligned with regulatory guidelines. These policies are periodically reviewed and updated in accordance with directions from regulatory authorities and are made available in the public domain to ensure transparency. In compliance with RBI guidelines, an Internal Ombudsman has been appointed to independently review complaints that are wholly or partially rejected by the Bank, ensuring fair and unbiased resolution. To further strengthen customer engagement, the Bank operates 24x7 Call Centres at Airoli (Navi Mumbai) and Begumpet (Hyderabad), providing continuous support to both customers and non-customers. The Bank is committed to delivering high-quality customer service in a transparent and responsive manner. Regular customer meetings are conducted to gather feedback and incorporate customer insights into the Bank’s product and service offerings.			
		Additionally, the Bank has a robust mechanism for complaint management system i.e. Star Sampark (CRM Next) which is able to capture all the complaints emanating through all channels. All the complaints are monitored in Star Sampark portal and resolution are also provide through system. Notification are sent to complainant at every stage of complaints process through SMS as well as on complainant registered email id also. After resolution of complaints notification through SMS being sent to complainant on their registered mobile number for feedback on scale of 1 to 10 where 1 represents for poor and 10 is for excellent.			
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			Given the nature of the business, this is not applicable to the Bank	
	Safe and responsible usage				
Recycling and/or safe disposal					
3	Number of consumer complaints in respect of the following:				
		FY 2024-25	Remarks	FY 2023-24	Remarks

		Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
	Data privacy	Nil	Nil	-	Nil	Nil	-
	Advertising	Nil	Nil	-	Nil	Nil	-
	Cyber-security	Nil	Nil	-	Nil	Nil	-
	Delivery of Products	Nil	Nil	-	Nil	Nil	-
	Quality of Products	Nil	Nil	-	Nil	Nil	-
	Restrictive Trade Practices	Nil	Nil	-	Nil	Nil	-
	Unfair Trade Practices	Nil	Nil	-	Nil	Nil	-
	Others	3,05,265	1,372	Digital Complaints = 1093 Non-Digital Complaints = 279	2,32,265	1,030	-
4	Details of instances of product recalls on account of safety issues:						
		Number		Reasons for recall			
	Voluntary recalls	Not Applicable					
	Forced recalls						
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.			Yes, the Bank has a comprehensive Privacy Policy in place and has obtained ISO 27001:2013 certification for its Information Security Management System, reflecting its commitment to data protection and information security. The Privacy Policy can be accessed on the Bank's website: https://bankofindia.co.in/privacy-policy			
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			No such instance has occurred during the reporting period.			
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).	<p>The Bank's products and services are designed to cater to the diverse segments of Indian society and the broader economy, addressing the varying financial needs of individuals, businesses, and communities. In delivering these offerings, the Bank ensures strict adherence to regulatory guidelines prescribed by the Reserve Bank of India, supported by a framework of robust checks and balances. Employees, particularly those in direct customer-facing roles, are provided with comprehensive training on critical aspects such as Know Your Customer (KYC) norms and product-specific knowledge to ensure informed and responsible service delivery. To promote transparency and accessibility, detailed information on the Bank's wide range of financial products and services is made available on its official website (https://bankofindia.co.in/) and prominently displayed on notice boards at branch locations.</p>
2	Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.	<p>The Bank has developed a Customer Rights Policy, which can be accessed on its website: https://bankofindia.co.in/documents/20121/375171/Customer_Rights_Policy_29102021.pdf/6568cc4a-1383-dde7-259e-a78feaa59b28?t=1693301904363</p> <p>Additionally, it has implemented a Policy on Customer Acceptance, Customer Care and Customer Severance: https://bankofindia.co.in/documents/20121/375171/Customer_Acceptance-Care_Customer_Rights_Policy_March_2024.pdf</p> <p>In today's rapidly evolving digital environment, cybersecurity awareness is crucial for protecting against emerging threats. Staying informed and practicing good cyber hygiene are key to ensuring a safe and secure online banking experience. BOI has conducted cyber security awareness sessions. For more information, refer BOI CYBER STAR E-manual: https://bankofindia.co.in/documents/20121/408538/BOI_CYBER_STAR.pdf</p> <p>To report cyber fraud under our Grievance section of BOI's website and also on Govt. of India portal: https://cybercrime.gov.in/ OR CALL: 1930</p> <p>Cybersecurity awareness is actively promoted through multiple channels. The Bank regularly publishes static posts and videos on its official social media handles. In addition, customers receive cyber awareness messages via emails, SMS, and mobile app notifications. Comprehensive educational content on safe banking practices is also available on the Bank's website at https://bankofindia.co.in/safe-banking.</p>
3	Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services	<p>The Bank has established comprehensive measures to ensure timely communication with customers regarding any potential service disruptions or discontinuations, in line with applicable sectoral regulations. These protocols are embedded within the Board-approved Business Continuity Plan and Disaster Recovery framework. In the event of service interruptions affecting essential banking operations, customers are promptly informed through multiple communication channels, including the Bank's official website, email, SMS, WhatsApp, and mobile app notifications. This multi-channel approach ensures that customers remain well-informed and are able to access relevant updates in a timely and transparent manner.</p>



4	<p>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)</p>	<p>The Bank places a strong emphasis on transparency to ensure that customers are well-informed about its products and services. It provides clear, accessible, and easily understandable information related to offerings, including terms and conditions, interest rates, service charges, and associated risks. Product-related details and tariff schedules are prominently displayed on the Bank's official website (https://bankofindia.co.in/). Additionally, details on interest rates, fees, and charges are available on notice boards in branches, the website, or through customer care helplines. The Bank ensures that all information regarding product pricing, associated risks, terms, and conditions is disclosed clearly. To support informed decision-making, staff members handling specific products receive thorough training to deliver accurate, honest, and comprehensive guidance to customers. This approach reinforces the Bank's commitment to responsible banking and customer empowerment.</p>
---	---	--



Independent Assurance Practitioners' Statement

To
BANK OF INDIA
Star House, C-5, G-Block, 8th Floor,
Bandra Kurla Complex, Bandra (East),
Mumbai – 400 051

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 Bank of India (BOI) for the period from 1st April 2024 to 31st March 2025 in accordance with the reporting criteria (Refer table below)

JointValues ESG Services Pvt. Ltd (hereinafter referred to as "JointValues") was appointed and engaged by the management of Bank of India (hereinafter referred to as "the Company") for performing an independent assurance of the nine core attributes as mentioned in SEBI's BRSR Core¹ format² for information pertaining to environmental, social, and governance performance disclosed by the BANK OF INDIA in the Business Responsibility and Sustainability Report (BRSR) for the 'reporting period' April 1, 2024 to March 31, 2025 considering related regulation³ for listed entities issued by the SEBI.

JointValues performed the engagement through a multidisciplinary team of experienced professionals and subject-matter specialists, on attributes pertaining to environmental, social, and governance performance of the company reported through BRSR Core, to obtain sufficient evidences to support the professional judgement, and provide the basis for conducting reasonable assurance within the defined scope and boundary of the engagement.

The Assurance team applied professional judgement, skills, and techniques with professional scepticism in a systematic engagement process to arrive at an independent opinion about the subject matters within the scope and boundary of the engagement.

¹ Annexure-I in SEBI's circular number SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated 12 July 2023

² Annexure-II in SEBI's circular number SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated 12 July 2023

³ Regulation 34(2)(f) of SEBI' Listing Obligations and Disclosure Requirements (SEBI LODR)





Methodology, Scope and Boundary of Assurance

JointValues conducted this reasonable assurance of the company in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised), *Assurance Engagements Other Than Audits or Reviews of Historical Financial Information* issued by the International Auditing and Assurance Standards Board (IAASB).

JointValues conducted the engagement process with adherence to ethical requirements, professional standards, and compliance with applicable legal and regulatory requirements, in line with the International Standards on Quality Management (ISQM), *Quality Management for Firms that Perform Audits or Reviews of Financial Statements or Other Assurance or Related Services Engagement* issued by IAASB.

During the engagement, the assurance team complied with the JointValues's Code of Conduct, that defines independence and other ethical requirements and aligns with the best practices and the International Code of Ethics (ICE) for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA).

The **scope** of this engagement, as agreed upon by JointValues and the company, was to provide Reasonable assurance on the non-financial sustainability disclosure covered under nine core attributes of the BRSR Core format, as provided by the company to JointValues in the BRSR format. The values related to the nine core attributes of BRSR Core as provided by the company are mentioned in Annexure I to the assurance statement.

The reporting **boundary** of the company's BRSR is "standalone basis" as disclosed in Question 13 of Section A of the SEBI's BRSR format. As submitted by the company during the assurance process, the environmental data, like diesel, petrol and electricity, includes data received from major locations barring a few exceptions. The employee count reported by the company includes all the employees on the payroll, including those deputed at subsidiaries and international offices.

Limitations and Exclusions

- Reducing engagement risk to zero is rarely attainable; therefore, "reasonable assurance" is less than absolute assurance.
- Preparing the company's BRSR information requires management to set the criteria, decide what information is relevant to include, and make estimates and assumptions that impact the reported information.





- Calculating and measuring certain amounts and BRSR Core metrics, such as GHG emissions, water and energy footprint, involves assumptions/estimations and inherent measurement uncertainty. Even though we obtain sufficient appropriate evidence to support our opinion, it does not eliminate the uncertainty in these amounts and metrics.
- Evaluation, verification and assessment of any company's financial performance and data have been out of the scope of this engagement, except relying on the company's third-party audited financial reports as provided to us during the course of engagement, wherever materially required concerning the nine core attributes of the BRSR core. This includes Data and Information relating to the International Branches, Locations and Operations of the Bank.
- The assurance does not cover the Company's statements that express opinions, claims, beliefs, aspirations, expectations, aims, or future intentions. Additionally, assertions related to Intellectual Property Rights and other competitive issues are beyond the scope of this assurance.
- Aspects of the BRSR and the data and information (qualitative or quantitative) other than the Identified Sustainability Information.
- The assessment does not include a review of the Company's strategy or other related linkages expressed in the Report. These aspects are not within the scope of the assurance engagement.
- The assurance does not extend to mapping the BRSR with reporting frameworks other than those specifically mentioned. This engagement does not consider assessments or comparisons with frameworks beyond the specified ones.
- 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.

Procedures Followed:

Given the circumstances of the engagement, in performing the procedures listed above, we have:

- Remotely 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 the subject matter as per SEBI Circular for BRSR Core.

- Assessed the appropriateness of various assumptions, estimations and materiality thresholds used by the bank and its consultant for data analysis.
- Performed analytical procedures to analyse trends in the historical data and accordingly ascertain the reasonableness of the data reported in the current year.
- Checked the consolidation for various branches, offices, and other locations (excluding international operations) to ensure the completeness of data being reported.
- Performed substantive testing on a sample basis of the identified sustainability indicators, to verify that the 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.

The selection of the assurance approach was based on our professional judgment, considering the nature, timing, data availability, evidence produced and the extent required to assess the risks of the information for material misstatement or deliberate misrepresentation by the company. Our opinion on the continuing effectiveness of the company's internal controls is out of the scope of this assurance statement.

Our Responsibilities

Planning and performing the engagement to obtain reasonable assurance that the disclosures about the BRSR Core are free from material misstatement.

Exercising professional scepticism, judgement, skills and techniques in systematic engagement process.

Forming an independent opinion about the underlying subject matter within the scope and boundary of the engagement based on the procedures performed and the evidence obtained.

Other Information

Our reasonable assurance engagement was with respect to the information for the period April 1, 2024- March 31, 2025 only and we have not performed any procedures with respect to earlier periods or any other elements included in the BRSR or any report linked to BRSR and, therefore, do not express any conclusion thereon.

Independence, Quality Control and Competence





JointValues is independent of the company and has no financial interest other than the independent assurance of the non-financial sustainability information disclosed in the BRSR.

The independent assurance opinion statement has been prepared for the stakeholders of the company only for the purpose of verifying its non-financial sustainability information relating to Environment, Social and Governance disclosures as required in the SEBI's BRSR core format, particularly described in the scope above.

Opinion

Based on the reviews and procedures followed, JointValues expresses its opinion that the nine core attributes as per the BRSR Core format, covered under the scope of this assurance, are disclosed by the Company in material respect through the BRSR format for the reporting boundary mentioned above.

Responsibilities of Management at the Company

By publishing this assurance statement, the management of the Company acknowledges and understands that they are, inter-alia, responsible for the information provided in the BRSR for:

- Designing, implementing, and maintaining internal controls to ensure the information is free from material misstatement, including preventing deliberate misrepresentation.
- Selecting or establishing suitable criteria for preparing the information, considering applicable laws and regulations, identifying key aspects, engaging with stakeholders, and preparing and presenting the information according to the reporting criteria.
- Disclosing the applicable criteria used for preparation in the relevant report or statement.
- Preparing and calculating the information in accordance with the reporting criteria.
- Ensuring the reporting criteria are available to intended users with relevant explanations.
- Establishing targets, goals, and performance measures and implementing actions to achieve them.





- Providing details of the management personnel responsible for the disclosed information
- Ensuring compliance with laws, regulations, or applicable contracts and preventing fraud.
- Identifying and describing inherent limitations in measuring or evaluating information according to the reporting criteria.
- Selecting the content of the information, including identifying and engaging with intended users to understand their needs.

Limitation of Liability and Legal Disclaimer

In no event, the assurance agency and assurance practitioners, for the opinion in this assurance statement, shall be liable to any party for any direct, indirect, incidental, compensatory, punitive, special, or consequential damages, costs, expenses, legal fees, or losses (including, without limitation, lost income or lost profits and opportunity costs or losses caused by negligence) in connection with any use of the content in this assurance statement. This assurance statement is not intended to be produced by any user in any court of law. The assurance practitioners and the agency absolve themselves from legal or other representation to any third party for any consequences arising from using this assurance statement.

The intended use or purpose of this assurance statement

The information provided by the company related to BRSR Core in the BRSR and our reasonable assurance statement is intended only for users who have reasonable knowledge of the BRSR Core attributes and who have read the information with reasonable diligence and understand that the attributes are prepared and assured at appropriate levels of materiality.

Except for the publication along with the BRSR as part of the annual report by the Company, this assurance statement is not intended to be used by anyone for the publication of any selected paragraphs or excerpts elsewhere, nor should the design or content be altered for any purpose.

For and on behalf of



JointValues®
Amplifying Sustainability

JointValues ESG Services Pvt. Ltd.

<i>J.S. Kamyotra</i> <small>J.S. Kamyotra (Jun 4, 2025 14:19 GMT+5.5)</small> J. S. Kamyotra Verifier and Assurer	<i>Ritu A Tomar</i> <small>Ritu A Tomar (Jun 4, 2025 14:13 GMT+5.5)</small> Ritu A Tomar Commercial Contract Signatory
--	---





Annexure-A: Cross-reference to the Essential indicators in BRSR of the Bank of India [BoI]

	BRSR Core Attribute	Parameter	BRSR of BOI	Values Reported by the Company in BRSR*
1	Greenhouse gas (GHG) footprint	Total Scope 1 emissions	Principle (P)6, Question (Q)7	9,106.24 tCO ₂ e on basis GHG Protocol, IPCC Guidelines used
		Total Scope 2 emissions	P6 Q7	88,417.59 tCO ₂ e from electricity, emission factor from CEA used
		GHG Emission Intensity (Scope 1 + 2)	P6 Q7	0.29 per rupee of turnover adjusted for PPP
2	Water Footprint	Total water consumption	P6, Q3	6,14,352.60 KL
		Water consumption intensity	P6 Q3	1.86 per rupee turnover PPP adjusted
		Water Discharge by destination and levels of Treatment	P6 Q4	4,91,482 KL to municipal sewers
3	Energy footprint	Total energy consumed	P6, Q1	5,48,254.57 GJ
		% of the energy consumed from renewable sources	P6 Q1	0.17%
		Energy intensity	P6 Q1	1.66 per rupee turnover PPP adjusted
	Green Credits	How many Green Credits have been generated or procured?	P6, LI 8	Green Credits generated or procured: a. By the listed entity are reported as NIL b. By the top 100





				(in terms of value of purchases and sales, respectively) value chain partners are reported as NIL
4	Embracing circularity - details related to waste management by the entity	Plastic waste (A)	P6, Q9	-
		E-waste (B)	P6, Q9	48MT (Reduced from last year 67.1 MT)
		Bio-medical waste (C)	P6, Q9	-
		Construction and demolition waste (D)	P6, Q9	-
		Battery waste (E)	P6, Q9	447.5 MT
		Radioactive waste (F)	P6, Q9	-
		Other Hazardous waste. Please specify, if any. (G)	P6, Q9	-
		Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	P6, Q9	2,420.8 MT (490 MT Newspaper +1,930.8 Stationery)
		Total waste generated (A+B + C + D + E + F + G + H)	P6, Q9	2,916.3 MT
		Waste intensity	P6, Q9	0.01 per rupee of turnover adjusted for PPP
		Each category of waste generated, total waste recovered through recycling, re-using or other recovery operations	P6, Q9	2,916.3 MT
		For each category of waste generated, total waste	P6, Q9	-





		disposed by nature of disposal method.		
5	Enhancing Employee Wellbeing and Safety	Spending on measures towards wellbeing of employees and workers – cost incurred as a % of the total revenue of the company	P3, Q1(c)	0.22 %
		Details of safety-related incidents for employees and workers (including contract-workforce e.g. workers in the company's construction sites)	P3, Q11	LTIFR 0.10
6	Enabling Gender Diversity in Business	Gross wages paid to females as % of wages paid	P5 Q3(b)	27.15 %
		Complaints on POSH	P5, Q7	Total 13 complaints received: 0.09% as a female employees; 08 complaints Upheld
7	Enabling Inclusive Development	Input material sourced from following sources as % of total purchases – Directly sourced from MSMEs/ small producers and from within India	P8, Q4	Instead in %, reported by clarification in BRSR.
		Job creation in smaller towns – Wages paid to persons employed in smaller towns (permanent or nonpermanent /on contract) as % of total wage cost	P8, Q5	Rural - 19.36%; Semi-urban - 21.20%; Urban - 24.14%; and Metropolitan- 35.30%
8	Fairness in Engaging with Customers and	Instances involving loss/breach of data of customers as a percentage	P9, Q7	Nil





	Suppliers	of total data breaches or cyber security events.		
		Number of days of accounts payable.	P1, Q8	29.59 days,
9	Open-ness of business	Concentration of purchases & sales done with trading houses, dealers, and related parties Loans and advances & investments with related parties	P1, Q9	Shares of RPTs in Loans & advances (Loans & advances given to related parties / total loans and advances) are reported as 0% ; and Shares of RPTs in Investments (Investments in related parties / total investments made) are reported as 1.53%

**Particulars from the verification, and observations thereon, have been covered in the "Report to Management"*











Assurance Statement dated 4th June to BOI for BRSR Core FY 2024-25.docx

Final Audit Report

2025-06-04

Created:	2025-06-04
By:	JointValues LLC (info@jointvalues.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAO87EUNg2dZ8QL9DPenv3PW6eYhU_YHX2

"Assurance Statement dated 4th June to BOI for BRSR Core FY 2024-25.docx" History

-  Document created by JointValues LLC (info@jointvalues.com)
2025-06-04 - 8:41:36 AM GMT
-  Document emailed to Ritu A Tomar (ritu.tomar@jointvalues.com) for signature
2025-06-04 - 8:41:42 AM GMT
-  Email viewed by Ritu A Tomar (ritu.tomar@jointvalues.com)
2025-06-04 - 8:41:58 AM GMT
-  Document e-signed by Ritu A Tomar (ritu.tomar@jointvalues.com)
Signature Date: 2025-06-04 - 8:43:51 AM GMT - Time Source: server
-  Document emailed to J.S. Kamyotra (js.kamyotra@jointvalues.com) for signature
2025-06-04 - 8:43:52 AM GMT
-  Email viewed by J.S. Kamyotra (js.kamyotra@jointvalues.com)
2025-06-04 - 8:47:36 AM GMT
-  Document e-signed by J.S. Kamyotra (js.kamyotra@jointvalues.com)
Signature Date: 2025-06-04 - 8:49:15 AM GMT - Time Source: server
-  Agreement completed.
2025-06-04 - 8:49:15 AM GMT