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

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

BSE SCRIP Code: 500112

NSE SCRIP Code: SBIN

CC/S&B/AND/2026-27/215

04.06.2026

Madam/ Sir,

Revised Business Responsibility and Sustainability Report for FY 2025-26

In furtherance to our letter No. CC/S&B/AND/2026-27/188 dated 26.05.2026, we submit the revised Sustainability Report FY26 along with Table of changes in Sustainability Report. The modifications are as below:

a) The monthly figures for median renumeration/ wages have been reported in Principle 5 Essential indicators 3 under median renumeration/ wages, compared to Annual figures reported in FY 24-25.

b) Similarly monthly wages paid to employees in Rural, Semiurban, Urban and Metropolitan area and monthly total wage cost have been reported in Principle 8 Essential indicators 5, compared to Annual figures reported in FY 24-25.

Yours faithfully,

ARUNA N DAK

Digitally signed by ARUNA N DAK
Date: 2026.06.04 18:25:35 +05'30'

भारतीय स्टेट बैंक / S.B.I. शेयर एवं बाण्ड विभाग Shares & Bonds Dept. कॉरपोरेट केंद्र/CORPORATE CENTRE

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

SBI
The banker to every indian

POWERING INDIA'S SUSTAINABLE FUTURE

SUSTAINABILITY REPORT
2025-2026

Powering India's Sustainable Future

"Powering India's Sustainable Future" is not just a theme—it is SBI's strategic compass.

India's growth journey is at a pivotal inflection point—where the pursuit of economic expansion is being thoughtfully aligned with climate action, resource efficiency and social equity. With ambitious national commitments such as achieving net-zero emissions by 2070, supported by 2030 targets underpinned by India's Viksit Bharat 2047 vision, the country is scaling renewable energy capacity and advancing digital and financial inclusion. India is at a strategic juncture of shaping a development pathway that is both resilient and future-ready. This transition is further reinforced by evolving regulatory frameworks, including enhanced ESG disclosure requirements, sustainable finance guidelines, climate risk disclosures and the draft framework of India's Climate Finance Taxonomy, which are redefining the role of institutions in nation-building.

In this dynamic landscape, financial institutions play a pivotal role in channelling capital, enabling innovation and de-risking sustainable investments. As the nation's largest bank with deep societal linkages and an extensive footprint, SBI is uniquely positioned to support this transformation at scale.

The theme "Powering India's Sustainable Future" encapsulates the Bank's strategic vision to take the leadership role to support this transformation. SBI is strengthening its focus on green financing, renewable energy projects and sustainable infrastructure while also embedding ESG considerations into risk management, governance frameworks and operational practices. Through responsible lending—prioritising renewable energy, clean technologies and sustainable agriculture practices, innovative products and services that have positive environmental and social impact, sustainable lending policies and collaborative partnerships—the Bank aims to accelerate India's transition towards a low-carbon, inclusive and resilient economy, creating long-term value for our stakeholders and the communities it serves.

Our Four Tenets of Powering a Sustainable India

Powering Green Growth
Mobilising capital towards renewable energy, energy efficiency, green infrastructure, investments, EV ecosystems and circular economy opportunities

Powering Inclusive Prosperity
As a Banker to every Indian, the Bank plays a pivotal role in advancing financial inclusion, enabling MSME financing, supporting agriculture and empowering women entrepreneurs through digital reach, thereby driving equitable and sustainable growth

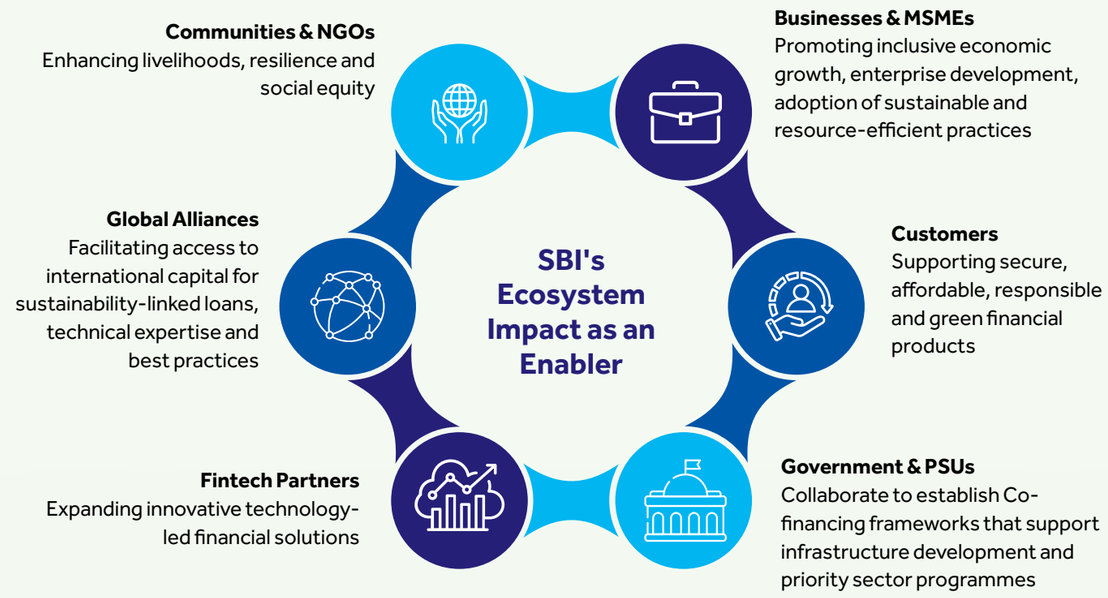
Powering a Future-Ready SBI
Accelerating digital transformation, leveraging AI and emerging technologies to drive innovation, agility and best-in-class customer service, strengthening employee capacity through continuous upskilling along with advancing low-carbon operations

Powering Responsible Banking
Embedding ESG risk management, adopting sustainable lending policies, incorporating risk stress testing, strengthening responsible governance and oversight and ensuring transparent ESG disclosures

These four tenets or focus areas of the Bank's sustainability strategy serve as the cornerstone of its sustainability framework shaping policies, actions, initiatives and goals across environmental, social and governance pillars.

Creating Ecosystem Impact for a Sustainable India

SBI follows a structured and integrated approach to embed ESG principles across the Bank's strategy and operations, creating sustained value across its broader ecosystem of customers, communities, value chain partners as also contributing to the resilience and transformation of the financial system.



SBI focuses on creating an ecosystem-level impact by advancing portfolio decarbonisation, driving financial inclusion, strengthening industry governance standards and fostering digital and economic resilience across the country.

Thus, SBI creates impact not only within the organisation but across the broader ecosystem, contributing to the advancement of India's sustainable future. The theme aptly captures the Bank' s ambition to foster a banking ecosystem that accelerates national development while safeguarding environmental integrity and social well-being. Through responsible lending, inclusive growth models, technology, responsible governance and collaborative partnerships, SBI is shaping an inclusive future that is sustainable, equitable and resilient for India.

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Report Overview

Basis of Preparation and Presentation

State Bank of India (hereinafter referred to as 'SBI' or 'the Bank') is pleased to present its 11th Sustainability Report. The Report provides a comprehensive overview of the Bank's vision, mission, business strategy, financial and non-financial performance, strategic priorities and key sustainability achievements. Aligned with global best practices, it articulates the overarching theme and approach to stakeholder engagement and materiality assessment, reflecting SBI's steadfast commitment to creating long term value for stakeholders while advancing inclusive and sustainable economic growth.

The Report highlights SBI's continued efforts towards strengthening operational resilience, promoting environmental stewardship, fostering human capital development, enhancing transparency and accountability in governance, reinforcing robust risk management and expanding financial inclusion initiatives, among others. Designed to uphold utmost transparency and accountability, it addresses the evolving expectations of investors, regulators, customers, employees and communities.

Reporting Period

The disclosures presented in this report cover SBI's activities and progress for the reporting period FY 2025-26, i.e., 1 April 2025 to 31 March 2026.

Reporting Boundary

All the information presented in this Report pertain to standalone operations of the State Bank of India (unless specifically mentioned otherwise). The report covers SBI's domestic and international operations, which includes 2,761 offices, 23,265 branches across India and 245 overseas offices. No significant change in structure, ownership or reporting boundary occurred during the reporting period. Data remains consistent with the prior year, ensuring comparability, continuity in measurement, metrics, timeframes and disclosures. The Business Responsibility and Sustainability Report covers the Bank's domestic operations only.

Reporting Approach and Principles

The information disclosed in this report is in accordance with the Global Reporting Initiative (GRI) 2021 Universal Standards. The report also presents quantitative and qualitative information in alignment with other reporting standards and guidelines such as the Integrated Reporting Framework, International Finance Corporation (IFC) Performance Standards, United Nations Global Compact (UNGC) principles and United Nations Sustainable Development Goals (UN SDGs). The Business Responsibility and Sustainability Report (BRSR) included in the report is in accordance with the updated SEBI's guidelines, aligning with the nine principles of the National Guidelines on Responsible Business Conduct (NGRBC).

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

Independent Assurance

This report has obtained 'Reasonable Assurance for BRSR Core Attributes' by M Bhaskara Rao and Co. (Bank's Statutory Central Auditor), an independent third party. Further, select sustainability/ non-financial disclosures in the report have been assured by Gopal Sharma and Co. (Bank's Statutory Central Auditors) under the 'Limited Assurance' category. The assurance statement is part of this report and is available on page number 297-309.

Our Approach to Materiality

To effectively identify key issues, risks and opportunities across relevant ESG topics within our business scope, a comprehensive materiality assessment was conducted in FY 2023-24. For the current reporting year, the Bank has reviewed the identified material topics to ascertain continued relevance. The Bank's materiality assessment, aligned with the evolving global landscape, enables it to systematically evaluate and address both risks and opportunities comprehensively and effectively. The report incorporate insights from the Global Reporting Initiative (GRI), the Sustainability Accounting Standards Board (SASB) and the Integrated Reporting Framework, ensuring comprehensive coverage of both general and sector-specific standards.

The report outlines the Bank's materiality assessment and how the material topics were identified. The assessment plays a vital role in enabling both the Bank and its stakeholders to understand the significance, likelihood and potential implications of these impacts.

Restatements

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

Advisory Statement

This report contains forward-looking statements relating to the Bank's business operations and future outlook. These statements are based on current expectations and assumptions and are subject to change based on the evolving market dynamics, industry trends, regulatory developments, legal frameworks and other external factors beyond control. Actual outcomes may differ materially from those expressed or implied, owing to unforeseen changes in the underlying assumptions or external circumstances.

Feedback

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

Sustainability Highlights

Manufactured Capital

23,265
Domestic Branches

245
Overseas Offices

~ 30%
Market Share of installed ATMs & ADWMs

64,245
Total ATMs (including ADWMs)

15,174 (65.22%)
Branches in rural and semi-urban areas

5,920
Green Channel Counter (GCC) enabled branches

Financial Capital

₹80,032 crore
Net Profit

₹59,75,642 crore
Deposits

₹48,77,895 crore
Net Advances

1.12%
Return on Asset

18.57%
Return on Equity

₹87.59
Earnings per share

₹18,830 crore
Net NPA

Intellectual Capital

1.02 crore
Saving Bank Accounts opened through YONO

~10 crore
Registered YONO Users

98.7%
Transactions through Digital & Alternate Channels

1.81 lakh
Employees trained through e-Learning module on IS and cybersecurity

394.13 lakh
Number of pages saved through various paperless YONO journeys

Natural Capital

72,441 $MTCO_2e$ GHG
Emissions avoided due to RE usage

>49 MWp
Captive RE Capacity

>59GW
Capacity of renewable energy financed

117
IGBC/GRIHA-certified green buildings

5,76,497
Trees planted pan-India in FY 2025-26

₹1,48,993 crore
Renewable energy financed portfolio

Human Capital

2,45,131
Total Workforce (inclusive of employees posted in foreign offices)

28.54%
Women in total workforce (inclusive of employees posted in foreign offices)

100%
Permanent employees covered under medical benefits

61.74 Hours
Average training hours per full-time employee

6,129
Employees with disabilities

<1%
Annual Attrition Rate

Social Capital

53 crore+
Customer Base

90.18%
Net Promoter Score at Bank Level (NPS) (out of 100%)

15.59 crore+
PMJDY Accounts

₹709.01 crore
CSR Spend

58 lakh+
CSR beneficiaries

₹17.26 crore
Spent in the aspirational districts

Awards and Accolades

SBI's steadfast commitment to embedding economic, social, and environmental considerations remains central to its strategic vision, strengthened by the Bank's resilience in the face of evolving challenges. This consistent pursuit of sustainable excellence has been recognised through several prestigious awards and accolades, underscoring SBI's dedicated efforts. As the Bank continues to grow, these accolades serve as a catalyst, further reinforcing its resolve to advance a sustainable future.

Honoured with **'World's Best Consumer Bank 2025 Award'** by Global Finance, New York'

Won **'Best Bank in India 2025'** recognition by Global Finance, New York'

Recognised as the **'Overall Winner under the Top Performing Banks Category'** at the EASE 7.0 Citation Ceremony'

Honoured with **'Prestigious Awards'** at the EASE 7.0 Citation Ceremony'

Proud to have won **'Excellence in Generative AI Innovation in Banking'** by ETBFSI

Recognised for **'Excellence in Sustainable and Responsible Banking'** by ETBFSI

Honoured with **'Best Trade Finance Bank in India',** among the World's Best Trade Finance Providers 2026, by Global Finance Magazine, New York.

Honoured with **'the Best Trade Finance Services Corporate/Institutional in India and Asia-Pacific'** at the Global Finance Best Digital Bank Awards 2025

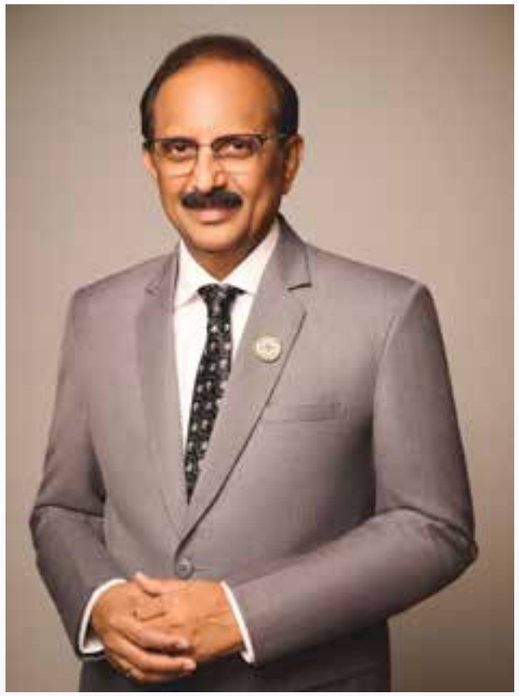
SBI won 3 accolades at **FINIXX SUMMIT & AWARDS 2025** for outstanding work in Social Media space-**BFSI Brand of the Year**
Best use of AI/ML in Marketing (Banking sector)
Best Use of Video Marketing (Banking sector)

Advancing its sustainability goals, **SBI won 3 prestigious awards at the WSBI-ESBG SDG AWARDS 2025-**

- Climate Finance
- Consumer Protection
- Digital Transformation and Technological Innovation

Leadership Insights

Message from the Chairman



Challa Sreenivasulu Setty
Chairman
State Bank of India

Dear Stakeholders,

It is with great pride and a deep sense of responsibility that I present the Sustainability Report for the financial year 2025-26, themed "Powering India's Sustainable Future". At SBI, we believe that sustainable growth is the foundation upon which enduring value for all stakeholders is built. This report reflects our unwavering commitment to embedding sustainability, resilience and responsibility at the core of our strategy, operations and decision-making.

India today stands at a defining moment in its sustainability journey. The country has made remarkable progress in advancing its climate commitments, with 283.46 GW of non-fossil fuel capacity installed as on 31 March 2026, including a record addition of 55.3 GW during the year. Renewable energy sources now account for over 51% of the country's total installed electricity capacity, a milestone achieved five years ahead of our 2030 target under the Paris Agreement. India's emergence as the world's third-largest renewable energy market, supported by exponential growth in solar and wind capacities and a rapidly expanding domestic manufacturing ecosystem, reflects both ambition and execution at scale.

As India advances towards its goal of 500 GW of non-fossil fuel capacity by 2030 and positions itself as a global hub for green industrial growth, the role of financial institutions becomes increasingly pivotal. At SBI, we recognise our responsibility not only as a lender but as a catalyst in this transformation, channelling capital, enabling innovation and fostering inclusive and sustainable development.

The year 2025-26 was particularly significant for SBI as we completed 70 years of dedicated service to the nation. This milestone is a testament to our enduring legacy, strong institutional foundations and the trust reposed in us by millions of customers. It also marks our transition into a future where sustainability considerations are deeply integrated into every aspect of our functioning.

Our approach to sustainability is comprehensive and action-oriented.

We have set a clear target to increase the share of green assets in our domestic portfolio to 7.5% by 2030. With this long-term vision, we have also established a calibrated year-wise roadmap to guide our progress. In line with this strategy, we had set a target to achieve 2.51% of Domestic Gross Advances as Green Advances by 31 March 2026. I am pleased to share that we have surpassed this aspiration, with Green Advances reaching 2.83% of Domestic Gross Advances, an increase from 1.56% as on 31 March 2025. During the year, our green advances more than doubled to ₹1,18,723 crore. This growth underscores our commitment to financing renewable energy, clean technologies and environmentally responsible infrastructure.

We have been in the forefront in advancing decentralised renewable energy through our strong participation in the PM Surya Ghar Muft Bijli Yojana, having a 67% market share in financing rooftop solar installations. This initiative not only accelerates India's clean energy transition but also empowers households, reduces energy costs and promotes energy independence.

Recognising the importance of future-ready sectors, we launched "CHAKRA—Centre of Excellence for Sunrise Sectors" on 31 January 2026. This initiative serves as a dedicated platform to bridge the gap between emerging technologies and scalable financing solutions. By focusing on areas such as clean energy, sustainable manufacturing, digitalisation and artificial intelligence, CHAKRA reinforces our commitment to supporting innovation-led sustainable growth.

Sustainability at SBI extends beyond environmental considerations to encompass social inclusion and equitable development. Financial inclusion remains central to our mission, as we continue to expand access to formal banking services through our extensive network of 23,265 branches, 62 Business Correspondents and 79,134 Customer Service Points. Over 65% of our branches serve rural and semi-urban areas, enabling us to be a key contributor to the world's largest financial inclusion initiative. Through tailored products and digital solutions, we are empowering underserved communities and fostering inclusive economic participation.

Our digital transformation journey is also closely aligned with our sustainability objectives. The launch of YONO 2.0 and the SARAL initiative as part of Operations Process Reengineering reflect our commitment to reducing paper usage, enhancing operational efficiency and delivering seamless, customer-centric experiences. With over 10 crore registered users, YONO continues to be a powerful platform driving financial empowerment at scale while supporting environmentally responsible banking practices. We are also integrating sustainability into our Retail, Agriculture and MSME (RAM) portfolio by leveraging digital transformation. Through the use of digital tools such as Business Rule Engines (BRE) for MSME lending, end-to-end digital Kisan Credit Card (KCC) journeys for farmers and fully digital personal loans, we are enabling faster, more efficient and inclusive access to credit while embedding sustainability into our core lending processes.

At the heart of our sustainability journey are our people. Through back-to-back employee outreach initiatives such as 'SuPer SBI' and 'SuPer SBI 2.0', we are fostering a culture of ownership, engagement and purpose. By strengthening relationships across customers, colleagues and communities, we are building an organisation that is not only high-performing but also socially conscious and future-ready.

Our sustained excellence in governance and service delivery, reflected in our consistent top ranking under the EASE reforms agenda for 12 consecutive quarters, further reinforces our commitment to transparency, accountability and customer-centricity, all of which are key pillars of sustainable banking.

As we look ahead, our aspiration to be among the world's top 10 banks by market capitalisation by 2030 is firmly anchored in our commitment to sustainability, innovation and inclusive growth. The global recognitions we have received during the year i.e., World's Best Consumer Bank 2025 and Best Bank in India 2025 from New York-based Global Finance, are a reflection of our continued pursuit of excellence and our alignment with international best practices.

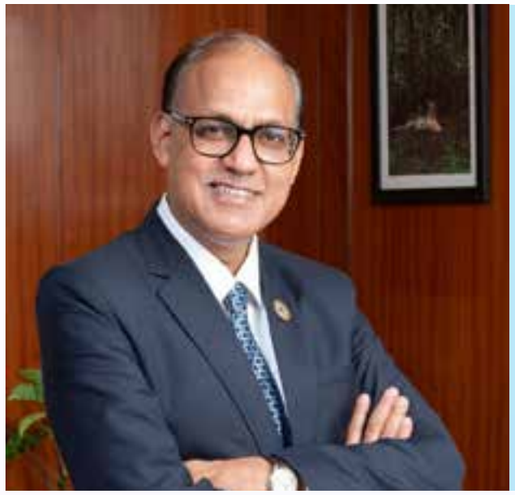
Sustainability is not a standalone initiative at SBI, as it is embedded in every action we take. Whether it is financing a renewable energy project, enabling a digital transaction, expanding access to banking or investing in our people, each step contributes to a larger purpose, which is to build a resilient institution that supports India's sustainable transformation.

I extend my heartfelt gratitude to all our stakeholders for their continued trust and partnership. Together, we will continue to shape a future where environmental responsibility is paramount and prosperity is shared by all.

With every initiative we undertake and every life we touch, we reaffirm our role as a trusted partner in powering India's sustainable future.

Yours sincerely,
Challa Sreenivasulu Setty

Messages from the Managing Directors



Ashwini Kumar Tewari

Managing Director
Corporate Banking and Subsidiaries

The financial landscape continues to evolve rapidly, shaped by emerging global challenges, shifting regulatory expectations and an increasing emphasis on sustainability and resilience. In this dynamic environment, the role of financial institutions has expanded beyond traditional intermediation to becoming enablers of sustainable and inclusive growth. At SBI, we are fully cognisant of the responsibility of supporting India's transition towards a low-carbon and climate-resilient future.

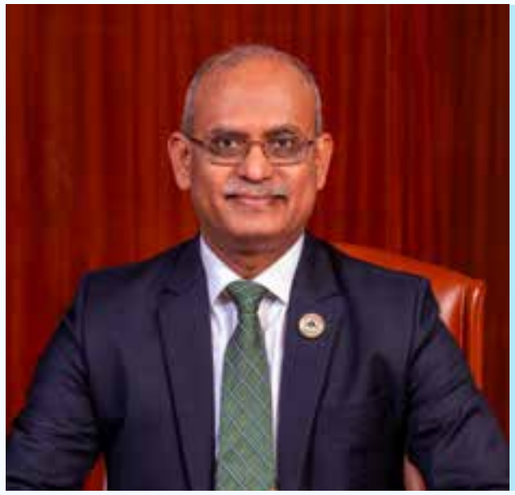
The year 2025-26 has been marked by strong performance in the Bank's Corporate-Banking segment, reflecting a growth of 14.83%, enhanced asset quality and deeper client engagement across key sectors of the economy.

The Bank has established CHAKRA, a Centre of Excellence (CoE) under Project Financing & Structuring SBU, to anchor its efforts in financing the green transition and Viksit Bharat 2047 ambitions. The CoE will focus on data-backed sectoral expertise, climate-aligned risk frameworks, and responsible use of AI across the financing lifecycle, embedding ESG and climate risk considerations into capital allocation.

Further, our corporate banking portfolio continues to align with sustainable development priorities by enabling finance for emerging sectors, including renewable energy, sustainable infrastructure, clean transportation and energy-efficient technologies through innovative financing solutions while minimising environmental impact. The Bank has embedded ESG considerations into its credit appraisal processes, particularly for large corporates, risk management framework and client engagement strategies.

The Bank's subsidiaries operating across diverse financial services are equally committed to advancing this agenda by integrating responsible practices within their operations and offerings. We remain committed to partnering with our clients in their transition journeys - facilitating access to capital and enabling the adoption of cleaner technologies. Advisory services, sectoral expertise and partnerships help corporate transition towards sustainable operations and comply with evolving regulatory and stakeholder expectations.

Sustainability for us is a responsibility and an opportunity as well to create enduring value for our stakeholders while contributing meaningfully to the nation's development journey.



Rana Ashutosh Kumar Singh

Managing Director
International Banking, Global Markets and Technology

As the global financial landscape evolves, sustainability has emerged as a cornerstone of resilient and future-ready banking. SBI is embedding ESG principles into strategic priorities, operations and client engagements across geographies and processes.

The Bank's International banking operations play a vital role in advancing sustainable cross-border finance. Our foreign offices support clients in their transition journeys by promoting green lending, climate finance and renewable energy investments. We are also strengthening our approach to align with global frameworks and climate commitments while facilitating funding through international offices. These efforts are complemented by our focus on mobilising capital in line with sustainable and responsible financing principles.

Technology remains a key enabler in this transformation. By leveraging advanced capabilities such as AI, machine learning, big data and next-generation digital infrastructure, we are enhancing risk management, improving operational efficiency and delivering innovative, customer-centric solutions in a sustainable way.

We recognise that sustainability is a shared responsibility that extends across geographies, markets and stakeholders. Through strengthened governance, collaborative partnerships and continuous innovation, we remain committed to supporting sustainable growth, advancing financial inclusion and contributing meaningfully to global climate and development goals.

Rama Mohan Rao Amara

Managing Director
Retail Business and Operations

With an unparalleled base of nearly 53+ crore customers, SBI stands as a cornerstone of trust, scale and inclusivity in India's financial ecosystem. This vast and diverse customer base reflects not only our deep reach across geographies but also our enduring commitment to serving individuals and communities across all segments of society. The Bank has been honoured with the prestigious World's Best Consumer Bank 2025 award from Global Finance Magazine, underscoring our leadership in customer-centric banking and digital innovation. The launch of new YONO marks a transformative milestone, empowering our diverse customers with seamless, AI-driven services and reinforcing our commitment to financial inclusion.

Deepening financial inclusion remains a core priority. Through our extensive branch network, ATMs, Business Correspondent ecosystem and digital platforms, we continue to extend access to formal banking services across urban and rural geographies.

By expanding access to affordable and sustainable financial solutions, we aim to empower individuals and communities while supporting broader socio-economic development. This is reflected in our commitment to financial inclusion, which is intrinsically linked with our approach to responsible banking.

The Bank's commitment to responsible banking is also reflected in our wide range of innovative and sustainable product offerings, including green home loans, green car loans and support for sustainable agriculture and climate adaptation initiatives.

These efforts are further complemented by increased digitalisation, including digital customer onboarding, paperless sanctions and streamlined documentation processes through Digital Document Execution (DDE), which contribute to greater operational efficiency, reduced turnaround times, strengthened transparency, reduced environmental impact and superior customer service. A major initiative in this direction is the launch of the Operations Process Re-engineering (OPR) project 'SARAL', a project aimed at reengineering the retail operational processes across the Bank.

By leveraging innovation, strengthening customer relationships and embedding sustainability into our operations, we aim to create enduring value for customers, communities and stakeholders while contributing to India's sustainable development.

Ravi Ranjan

Managing Director
Risk, Compliance & Stressed Assets Resolution Group

In an increasingly complex and evolving financial landscape, the role of risk management and compliance has expanded beyond traditional boundaries to become a cornerstone of sustainable banking. As we navigate emerging challenges, from climate-related risks to dynamic regulatory expectations, our approach is anchored in resilience, responsibility and forward-looking governance. Sustainability-related considerations are being integrated within our day-to-day operations, lending portfolio and overall decision-making.

With enhanced focus on climate risk management and sustainable finance, we are proactively aligning our policies and disclosures to meet these expectations.

The forthcoming green taxonomy framework in India will further enhance transparency and consistency in sustainable financing, and the Bank has taken necessary initiatives to align its systems and processes accordingly. The Bank has also developed a Climate Risk Scorecard (CRSC) to rate borrowers on Climate Risk aspects. The scorecard enables the Bank to evaluate the potential impact of climate-related factors on its portfolio by identifying climate-related vulnerabilities and ensuring appropriate mitigations are put in place.

Equally important is the strong risk culture across the organisation. Clear accountability, well-defined roles and responsibilities, continuous skill development and close collaboration between business, risk and compliance functions ensure that risk ownership is well structured at all levels with the three lines of defence firmly in place. As SBI continues to support India's growth aspirations, the Bank's unwavering focus on prudent risk management, effective stressed asset resolution and strong governance will remain central to sustainable growth, resilience and stakeholder confidence.

Message from the Chief Sustainability Officer

Ashok Kumar Sharma

Deputy Managing Director,
Chief Credit Officer & Chief
Sustainability Officer

Building a sustainable India demands more than financing the future; it requires reimagining it. At SBI, every decision is anchored in that responsibility

India is poised to become the world's third-largest economy, reaching a GDP of $5 trillion in the coming years and an estimated $7 trillion by 2030, driven by sustained reforms and structural transformation. Under the Government of India's "Amrut Kaal" Vision and the broader ambition of Viksit Bharat 2047, the nation aspires to emerge as the second-largest global economy with a projected GDP of $30 trillion.

The path to a developed and climate-resilient India is being shaped by a decisive shift towards sustainability-led growth. The transition to a green economy underscores the need for institutions that can effectively integrate financial strength with technological understanding and sound risk management practices. In this evolving landscape, banks have a critical role in facilitating sustainable development by fostering innovation in financing and aligning capital flows with emerging environmental and social priorities.

State Bank of India, being the largest public sector Bank, has consistently been a steadfast partner in the nation's growth story. Sustainability remains a core pillar of State Bank of India's long-term strategy, guiding our approach to responsible banking, prudent risk management and sustainable value creation for all stakeholders. The Bank continues to support India's transition towards a low-carbon and inclusive economy while deepening the integration of environmental, social and governance (ESG) considerations across its credit evaluation processes, portfolio monitoring, policy frameworks and operational practices.

During FY 2025-26, the Bank has significantly scaled up its exposure to Renewable Energy and Climate Infrastructure sectors, aligning capital flow with national development priorities and global climate commitments. The Bank has reaffirmed its commitment to powering India's sustainable future with the launch of CHAKRA (Centre of Excellence for Sunrise Sectors) on 31 January 2026, which shall act as a dedicated knowledge and financing platform designed to bridge the gap between high-potential emerging technologies and bankable investment models. Recent regulatory developments, including the Greenhouse Gases Emission Intensity Target Rules, 2025 and the Carbon Credit Trading Scheme, 2023 (CCTS), mark a significant step in accelerating decarbonisation across emission-intensive sectors. These frameworks present a strong opportunity to scale up green and transition finance, particularly in areas such as energy efficiency, renewable energy and low-carbon technologies. In line with this, the Bank is strengthening its transition finance initiatives to support clients in their journey towards decarbonisation, financing sectors such as solar and wind energy, battery storage, electric mobility, green hydrogen and sustainable manufacturing. The Bank is a market leader in solar project financing, under PM Surya Ghar Yojana, with a market share exceeding 67%.

The Bank has established a comprehensive suite of policies and frameworks aimed at effectively managing climate-related risks and leveraging opportunities. These include Climate Change Risk Management Policy, Renewable Energy Policy, Sustainability-Linked Loan framework and ESG financing framework. The Bank's sustainability agenda continues to be guided by our Business Responsibility and Sustainability Policy, ensuring alignment with both national priorities and global best practices.

The Bank's sustainability aspirations are reinforced by strong internal climate action. We are advancing our ambition to achieve carbon neutrality in internal operations by 2030 through accelerated adoption of renewable energy across the Bank's branches/offices, enhancement of energy efficient infrastructure and promotion of clean energy technologies. We are equally committed to transparent and high-quality sustainability disclosures in alignment with regulatory expectations while upholding strong governance standards.

SBI continues to strengthen its ESG risk management frameworks through enhanced climate-related disclosures, structured transition planning and portfolio level assessments. The integration of sustainability metrics into credit and operational decision-making remains a key priority. Anchored by our ESG and Climate Finance Unit, our approach is aligned with global standards and national priorities, underpinned by a prudent risk philosophy that balances growth with long term resilience.

The Bank's efforts have also been recognised through prestigious industry accolades, including the Excellence in Sustainable & Responsible Banking award at the 7th ETBFSI Exceller Awards 2025 and World Savings and Retail Banking Institute (WSBI)–European Savings and Retail Banking Group Sustainable Development Goals (ESBG SDG) Awards 2025, underscoring its sustained contribution to climate finance and responsible banking.

I extend my sincere gratitude to our customers, partners, regulators, investors and employees for their trust and collaboration. Together, we shall continue to build a greener, more resilient and inclusive future for India.

About the Bank and Manufactured Capital

VISION

Be the Bank of choice for a transforming India

MISSION

Committed to providing simple, responsive and innovative financial solutions

VALUES

- Service
- Transparency
- Ethics
- Politeness
- Sustainability

About State Bank of India

The Banker to Every Indian

State Bank of India stands as a cornerstone of India's financial ecosystem, with a legacy spanning over seven decades of trust, resilience, customer centricity and nation-building. Headquartered in Mumbai, the Bank combines its extensive physical network with a rapidly expanding digital ecosystem to serve a diverse customer base. The Bank is governed by the Banking Regulation Act, 1949 and the State Bank of India Act,1955, and is listed on the National Stock Exchange (NSE) and Bombay Stock Exchange (BSE). The Bank has a vast network of ATMs, branches, digital platforms, subsidiaries and joint ventures, and has been instrumental in driving business growth, catering to individuals, businesses of various scales, public entities, institutional and foreign clients. The Bank plays a significant role in shaping the nation's economic growth and driving sustainable development with a strong commitment to trust, transparency and customer-centric banking.

Key Performance Highlights

53+ crore Customer Base	**23,265** Branches	**64,245** ATMs/ ADWMs
2,45,131 Employees	**₹923.06 crore** Paid-Up Capital	**76,23,012 crore** Asset Base

SBI's Strategic Business Units (SBUs)

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

Comprehensive Banking Solutions: Services and Offerings

Personal Banking
Offering integrated Personal Banking services through a wide range of Loan Products, Savings Accounts, Current Accounts, Term Deposits Salary Packages, Digital Loan offerings, NRI Business and Wealth Management services, amongst others

Corporate Banking
Offering a diverse range of financial products and services to large and mid-size corporates of the country, including PSUs

SME Banking
Offering innovative financial solutions to the SME clientele, taking on the role of a leader in SME financing

Rural Banking
Addressing the needs of India's rural populace through financial inclusion, micro-credit and agricultural activities support

International Banking
Supporting businesses across the globe through Overseas Branches, Overseas Banking Subsidiaries, Joint Ventures and Associates

Government Banking
Undisputed market leader in government business, significantly contributing to support e-governance initiatives of Government of India, and playing a key role in developing e-solutions for both Central and State Governments

Manufactured Capital

Building Future-ready Infrastructure

Manufactured Capital comprises the physical and digital infrastructure that enables SBI to deliver secure, efficient and scalable banking services. As a Domestic Systemically Important Bank (D-SIB) with the country's largest customer base, SBI's infrastructure underpins operational resilience, expands service outreach and strengthens its contribution to sustainable and inclusive growth.

Amid rapid digitalisation, evolving customer expectations and rising systemic risks, SBI continues to strengthen a resilient, secure and scalable operating ecosystem. Its manufactured capital extends beyond physical assets and technology platforms to an integrated network that supports reliable service delivery across geographies, customer segments and economic cycles. The Bank's Digital-first approach is driven by seamless integration of robust physical infrastructure with advanced technologies. Strategic investments in Core Banking modernisation, cloud platforms, data analytics, artificial intelligence & machine learning, cybersecurity and enterprise-wide automation enhance efficiency, strengthen risk management and ensure consistent service quality at scale.

SBI's 'phygital' strategy combines digital innovation with an extensive physical network. Digital platforms such as YONO 2.0 enable omnichannel, personalised customer experiences and its widespread network of branches, ATMs and Business Correspondents ensure last-mile connectivity, relationship-based banking and financial access across rural and urban India.

Physical Infrastructure and Network

SBI operates one of the most extensive banking networks globally, providing last-mile connectivity and relationship-led banking across urban, semi-urban, rural and remote geographies. In the reporting period, the Bank's physical infrastructure comprises of:

23,265 Domestic Branches

245 International Branches/Offices

64,245 ATMs and Automated Deposit Cum Withdrawal Machines (ADWMs)

24 National and 38 Circle Business Correspondents (BCs)

79,134 Customer Service Points (CSPs)

106 Administrative Offices

57 Training Centres/Training Establishments

1,865 Processing Hubs

Pan-India footprint

Geographical Presence	Offices	Branches	ATMs and ADWMs
Rural	47	8,442	11,881
Semi-Urban	739	6,732	19,924
Metropolitan	639	3,940	14,425
Urban	1,336	4,151	18,015
Total	**2,761**	**23,265**	**64,245**

Annual Branch Expansion 2025-26

During the reporting year, the Bank has significantly scaled up its presence in the domestic market through the expansion of its branch network, Automated Teller Machines (ATMs) and Automated Deposit cum Withdrawal Machines (ADWMs). As part of the Annual Branch Expansion Plan (ABEP) 2025-26, the Bank opened 374 brick-and-mortar branches during the financial year. The expansion has been strategically aligned with the Bank's financial inclusion mandate and business growth objectives. The focus is on opening brick-and-mortar branches at Unbanked Rural Centres (URCs) allotted by the Department of Financial Services, Ministry of Finance, Government of India. During FY 2025-26, 47 branches were opened in identified URCs, further strengthening the Bank's outreach in underserved and rural regions and supporting inclusive economic development.

Population-wise Distribution of New Branches opened during FY 2025-26

Metro	Urban	Semi Urban	Rural	Total
46	68	103	157	**374**

Our Global Footprint

The Bank has successfully diversified businesses through its various subsidiaries i.e., SBI General Insurance, SBI Life Insurance, SBI Mutual Fund, SBI Card, etc. It has spread its presence globally and operates across all time zones through 245 offices in 29 foreign countries. The Bank's Strategic Business Unit, the International Banking Group (IBG), manages its overseas operations. SBI has been a "Window to India" for NRIs residing in different parts of the world through its specialised retail and remittances products.

SBI ranks in the international **Fortune Global 500** list of companies and in the **Most Valued Global Banks** list. The Bank continues to strengthen its domestic and global banking infrastructure with its strong network of branches and offices, domestic non-banking subsidiaries, overseas banking and non-banking subsidiaries, representative offices and Joint Ventures (JVs) spanning across **29 countries.** The Bank is strategically well-positioned with a presence across all time zones, which provides a competitive edge in an evolving global landscape.

Overseas Network covering all time zones

Category	FY 2025-26	FY 2024-25
Branches/Sub-offices/Other Offices	59	59
Representative Offices	5	5
Foreign Subsidiaries	178 points of presence for 8 subsidiaries	176 points of presence for 8 subsidiaries
Joint Ventures/ Investments	3	4
Total	**245**	**244**

Our Strong Digital Presence and Operational Performance

SBI has established a strong digital presence that underpins its leadership in the banking sector. The Bank's multichannel delivery model encompasses digital platforms, mobile, ATM, ADWMs, SWAYAMs (Barcode-based Passbook Printing Kiosks), Cheque Deposit Kiosks (CDKs), internet banking and social media, providing customers with diverse transaction options anytime, anywhere.

The network extends beyond urban centres to remote and geographically demanding locations, ensuring equitable access to essential banking services. Installations in high-altitude regions, island territories and difficult terrains reflect the Bank's commitment to inclusive growth. In addition, mobile ATMs are deployed during exigencies such as floods, cyclones and other disruptions to ensure continuity of essential banking services. These units are also positioned at high-demand institutional locations, enhancing outreach without the need for permanent physical infrastructure.

~30% share of ATM/ADWM installations among banks

~34% of total national cash dispensation handled through network

6 lakh+ daily deposit transactions through ADWMs

Net Acquirer status maintained since August 2025

~1 crore transactions processed daily

Overall uptime sustained at approximately **94%**

Network Modernisation and Energy Efficiency

During FY 2025-26, the Bank undertook large-scale replacement of legacy ATM machines with upgraded models designed for improved energy performance and operational reliability. A total of 38,247 machines were replaced with newer-generation units.

Energy optimisation measures include:

- ATM lobbies are equipped with Solar Power Systems to reduce reliance on conventional energy sources.
- Machines with very few transactions during night hours are powered down to save electricity.
- Deployment of upgraded battery and UPS systems for improved energy efficiency.

The Bank is also initiating deployment of Small Value Dispensing Machines (SVDMs) to support efficient circulation of lower denomination currency, thereby strengthening cash ecosystem sustainability.

Enabling Sustainable Customer Behaviour

SWAYAM Self-Service Kiosks

- 22,791 SWAYAM kiosks across 19,561 branches.
- Average monthly transaction volume of ~3 crore.
- 96% of passbook printing migrated from counters to kiosks.
- 1000 Auto-Flip-enabled kiosks deployed to enhance usability.

Customers are encouraged to adopt e-statements and digital passbook options through the Bank's mobile platform.

Cheque Deposit Kiosks (CDKs)

- 2,490 CDKs across 2,470 branches.
- Processing ~13 lakh cheques per month.

CDKs provide a secure, self-service alternative during the transition towards fully digital payment ecosystems.

Green Remit Card

Green Remit Card (GRC) is also available for hassle-free cash deposit facility.

Digital Enablement and Paper Reduction

A core sustainability focus during the year has been minimising paper dependency across the self-service network. Key initiatives include:

- Paper-based ATM transaction receipts for approximately one crore ATM transactions are replaced with SMS alerts
- Introduction of digital PIN generation ("Green PIN") to eliminate physical PIN mailers
- Expansion of cardless cash withdrawal through YONO and Interoperable Cardless Cash Withdrawal facility in all ATMs and ADWMs
- Deployment of digital display systems at select ATM locations to reduce printed promotional materials.

These measures collectively reduce paper usage, printing logistics and associated environmental impact.

Quality Standards and Process Governance

The Anytime Channels Department holds ISO 9001:2015 certification for quality management systems covering installation, maintenance and operations of ATMs, ADWMs, SWAYAM kiosks and CDKs. This reflects adherence to structured processes, continuous monitoring and standardised operational controls.

ATM Department demonstrates sustainability leadership alongside its strong compliance achievements, having maintained PCI DSS certification for seven consecutive years and becoming the first public sector commercial bank in India to comply with PCI DSS v4.0 while also completing PCI-PIN certification (v3.1). Serving 25.32 crore active debit card users and operating 64,245 ATMs/ADWMs that process around 1 crore+ transactions daily, the Department has advanced eco-friendly practices by issuing 26.69 lakh virtual cards, significantly reducing the use of plastic and EMV chips. Further, the issuance of 11.67 lakh prepaid card variants, 30.62 lakh transit and metro cards, 77.45 lakh active FASTags and 7.72 lakh Annual passes as on 31 March 2026 supports the rapid digitisation of micropayments, lowering dependence on physical instruments and fostering a greener, paperless and resource-efficient payments ecosystem.

Customer Protection and Risk Mitigation

Robust governance and fraud prevention frameworks remain central to sustainable banking operations. Security enhancements include:

- OTP-based validation for higher-value withdrawals
- EMV chip-based transaction processing
- Real-time monitoring of abnormal transaction patterns
- 24x7 electronic surveillance systems across ATM lobbies
- Transparent rationalisation of service charges for improved customer clarity.

These controls reinforce trust, protect customers and align with strong governance practices

Consolidation of Liability Central Processing Centres (LCPCs)

During the year, the Bank undertook a strategic initiative to consolidate its Liability Central Processing Centre (LCPC) network, merging 16 LCPCs into 4. Consolidated LCPCs will process Account Opening Forms (AOFs) in digital (soft) form only. Physical AOFs will be directly routed by branches to Hybrid Outsourced Document Archival Centres (ODACs) located within the respective Circles. This consolidation will reduce operational and infrastructure costs, streamline document handling and processing and enable redeployment of surplus staff to branches and other critical functions.

Through focused investments in branch expansion, digital communication systems, customer service infrastructure and operational optimisation, the Bank continues to strengthen service delivery, enhance operational efficiency and expand financial access across diverse customer segments. By continually strengthening its manufactured capital, SBI is not merely responding to technological change but is actively building resilient, inclusive and sustainable infrastructure that powers India's economic aspirations today and into the future.

Responsible Banking

From Purpose to Impact

Driving Sustainable & Responsible Finance

State Bank of India (SBI) views responsible banking not as a parallel obligation but as a core expression of its purpose as India's leading financial institution. As the country's largest bank by assets, deposits and customer reach, SBI holds a unique position to influence systemic change. This scale brings with it a heightened responsibility to drive transformative change, deploy capital with prudence, foresight and a clear focus on measurable long-term impact. Every financing decision undertaken by the Bank carries implications that extend beyond financial returns to shaping economic progress, environmental sustainability and social well-being. Anchored in this conviction, SBI ensures that sustainability considerations are integrated in its business model and decision-making processes.

Interlinkage with Material Topics

- Economic performance
- Customer Satisfaction
- Value Chain Management
- Product Innovation with ESG Impact
- Sustainable Business Strategy
- Sustainable and Responsible Finance

Contribution to SDGs

Interlinkage with BRSR

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

Key Performance Highlights

₹1,48,993 crore	USD 3,596 million	₹18,624 crore	59,208 MW
RE Projects Financed	Borrowings through Line of Credits	Other Sustainability Linked Projects Sanctioned	Capacity of RE Financed Portfolio

87.1 million tCO_2e | **Estimated Emissions Avoided Through Financing**

SBI's responsible banking framework spans the entire spectrum of financial intermediation. Upstream, the Bank mobilises long-tenor, concessional capital from multilateral and bilateral development institutions, issues green and social instruments in international markets, and allocates treasury investments to sovereign and municipal green bonds. Downstream, these commitments are translated into targeted, project-level interventions that support households, businesses and communities. By financing inclusive growth, advancing India's green transition and systematically integrating ESG considerations into credit appraisal and risk management frameworks, SBI ensures that sustainability is embedded not only in policy intent but also in capital allocation, portfolio quality and customer outcomes.

Commitment to Net-Zero

Carbon Neutrality in Internal Operations (Scope 1 & 2) by 2030

Net-Zero emissions target by 2055

SBI has a long-term vision to achieve Net-Zero emissions by 2055, the centenary year of its formation, with an interim target to attain Carbon Neutrality in its internal operation by 2030. The Bank continues to progress towards its long-term target through a clearly defined transition roadmap, measurable interim milestones, robust monitoring mechanisms and governance architecture, ensuring effective implementation and accountability across the Bank's operations.

The Bank's climate strategy rests on four mutually reinforcing commitments. These include:

- Progressive integration of Environmental, Social and Governance (ESG) considerations into credit risk assessment
- Supporting borrowers in their decarbonisation journey by offering suitable structured financing, technical guidance and capacity support
- The deepening of sustainable capital markets through the issuance of green, social and sustainability-linked instruments and investment in sovereign and municipal green bonds
- Continuous strengthening of climate risk identification, scenario analysis and disclosure frameworks in alignment with global best practices.

Governance Structure and Institutional Framework

The Bank's sustainability governance is anchored in a Board-approved Sustainability and Business Responsibility Policy, ESG Financing Framework, Sustainability-Linked Finance Policy Framework and Policy on Climate Finance and Management of Climate Change Risks, the last formulated in compliance with the Reserve Bank of India's Master Direction dated 28 November 2025. The Bank has also framed a dedicated Renewable Energy Policy to guide the appraisal and processing of renewable energy proposals.

At the Board level, the Risk Management Committee of the Board (RMCB) maintains effective oversight of the Bank's climate-related risks and ensures that these risks are taken into consideration while reviewing major business plans and guiding business strategies. Climate Change Risk Management Committee (CCRMC), headed by MD (Risk, Compliance & SARG) has been formed to provide strategic guidance and oversight to ensure that climate considerations are integrated into the Bank's risk management framework. Monitoring and reporting of the Bank's progress on sustainability and climate-related issues are put up to Risk Management Committee of the Board (RMCB) through CCRMC.

The Bank has established a dedicated ESG & Climate Finance Unit as a nodal department to facilitate Climate Finance activities of the Bank. For further details on the sustainability governance structure, please refer to the 'Approach to Governance and Risk Management' section. The Corporate Centre Sustainability Committee (CCSC), chaired by the Deputy Managing Director, Chief Credit Officer & Chief Sustainability Officer, provides enterprise-wide oversight, supported by Circle-level sustainability committees, headed by CGMs of the Circles. A Sustainable Finance Committee (SFC), chaired by CGM, ESG & CFU, has also been set up for evaluation and monitoring of Green, Social and Sustainable instruments issued under the ESG financing framework.

Upstream Strategy: Mobilising Sustainable Capital

The Bank's upstream responsible banking strategy is built on three complementary pillars:

- Strategic alliances with global Development Financial Institutions
- Issuance of ESG-aligned instruments in international capital markets
- Calibrated investments that deepen India's sustainable finance ecosystem.

Partnerships with Global Development Financial Institutions

SBI recognises the importance of access to affordable, long-tenor capital in scaling sustainable finance in India. The Bank actively collaborates with Multilateral Development Banks (MDBs) and bilateral Development Financial Institutions (DFIs) to mobilise funds for supporting renewable energy, sustainable infrastructure, clean transportation and inclusive finance initiatives. These strategic partnerships strengthen the availability of climate finance, accelerate the deployment of funds in emerging sectors and support effective management of risks associated with long-term transition.

During the reporting period, the Bank continued its engagement with global development partners, including the World Bank Group, KfW German Development Bank, French Development Agency (Agence Française de Développement) and the Asian Development Bank (ADB). The Bank utilises the Lines of Credit (LoCs) availed from these institutions to fund projects, which help to create a positive environmental and social impact. Till date, the Bank has availed LoCs aggregating to approx. USD 3,596 million with gross outstanding of USD 2,303 million. The Bank has also raised social loans of USD 1,500 million, Green Bonds USD 1,050 million and Bilateral Green Term loan of EURO 300 million in accordance with sustainable finance guidelines and principles, providing a stable pipeline of development capital to support and scale climate-aligned activities. Beyond capital, these partnerships reinforce environmental and social safeguards in project selection and strengthen the Bank's risk management capabilities for long-gestation and transition-phase investments.

Sustainable finance forms the foundation of long-term economic resilience. By prioritising 'green' initiatives, the Bank is mitigating climate-related financial risks while positioning itself at the forefront of a rapidly expanding green economy. The successful execution of these green financing arrangements reflect a deep and evolving understanding of the modern financial landscape – one where value creation is intrinsically linked with responsible value-driven banking.

Details of Lines of Credit availed as on 31 March 2026

Lender	Category	Amount in million
AFD French Development Agency (Agence Française de Développement)	Climate Finance	EUR 100.00
	Climate Mitigation & Adaptation	EUR 100.00
European Investment Bank (EIB)	Solar Projects	USD 118.15
		EUR 95.00
	MSME and Renewable Energy	EUR 200.00
KfW German Development Bank	Solar Projects (Phase 1)	USD 177.33
	Solar Projects (Phase 2)	EUR 150.00
	Energy Efficient Residential Housing	USD 277.00
	Affordable housing	USD 274.00
	Microfinance and Agri finance	USD 300.00
	Solar Projects (Phase 3)	EUR 70.00
	Climate Friendly Energy Gen- II	EUR 150.00
	CFEG-II Phase-2	EUR 150.00
World Bank	Grid Connected Rooftop Solar	USD 620*
	Residential Solar Roof Top Project	USD 165.00
Asian Development Bank (ADB)	Solar Rooftop	USD 90.50
	Tranche -4 for Residential Solar Rooftop	USD 175.00
Multilateral Investment Guarantee Agency (MIGA)	Grid Connected Rooftop Solar	USD 200.00*
	Grid Connected Rooftop Solar	USD 162.79*

**The World Bank limit of USD 620 has been split across MIGA lines . Thus, MIGA limit is not to be counted separately.*

New Lines of Credit Signed during the FY 2025-26

The execution of a fresh Line of Credit represents more than just a financial transaction. It reflects strong institutional confidence and underscores the Bank's strategic commitment to future-ready, sustainable growth aligned with global and national development priorities.

SBI-KfW Partnership - Climate Friendly Energy Generation Programme

State Bank of India has an enduring alliance with KfW. Giving further strength to this collaboration, the Bank has availed a fresh Line of Credit of EUR 150 million from KfW to give boost to its Climate Friendly Energy Generation programme.

Signing the Loan agreement of EUR 150 million with KfW under Climate Friendly Energy Generation program-II, Phase-2.

Mr. Bhagwat Rana (CEO, SBI Frankfurt), Carolin Gassner (Director, KfW), Mr. Dipak Panda (Dealer, SBI Frankfurt), Stephanie Rieger (Head of Division), Jördis Flöther (Sr. Portfolio Manager), Iris Oath (Contract Manager)

Signing the Loan agreement of EUR 100 million with AFD at SBI's Gift City branch.

Ms. Lise Breuil (Country Director-AFD Delhi) and Mr. Vikas Jagga (DGM & Branch Head- IFSC Gift City Branch, Gandhinagar)

State Bank of India- AFD Program on Climate Mitigation and Climate Adaptation

The Bank has also raised a EUR 100 million Line of Credit from Agence Française de Développement (AFD). The facility will support financing of projects focused on Climate Mitigation and Climate Adaptation across India.

Solar Rooftop Investment Program (SRIP)- USD 175 million Line of Credit between Asian Development Bank (ADB) and SBI

Disciplined execution and organised approach to capital management helped raising another Green Line of Credit amounting USD 175 million from Asian Development Bank (ADB) Solar Rooftop Investment Program (SRIP).

The Agreement was signed on 30 March 2026. The entire amount of USD 175 million will be utilised in financing of PM Surya Ghar Muft Bijli Yojana. There is a vast potential to augment the lending portfolio of solar rooftop installments across India. With Government of India's strong push to this sector, SBI has drawn up plans to expand its lending portfolio/investments in this area.

Signing Ceremony of Loan Agreements for USD 175 million between SBI & ADB on 30th March 2026 at Kartavya Bhawan, New Delhi.

Ms. Anjli Prakash (AGM, ESG&CFU, SBI), Ms. Sujata Gupta (Director, Asian Development Bank), Ms. Jaicy Paul (CGM, ESG & CFU, SBI), Ms. Mio Oka (Country Director, ADB), Mr. B. Purushartha (Joint Secretary, Department of Economic Affairs (DEA)), Mr. Saurabh Singh (Deputy Secretary, DEA), Mr. Dipak Sharma (Under Secretary, DEA)

These initiatives enhance SBI institutional capacity, strengthen market infrastructure for solar projects and support climate mitigation and clean energy transition and hereby incentivizing the cost of capital for borrowers and thereby accelerating projects that support in reduction of GHG emissions, by enabling improved access to sustainable finance, enhancing project bankability.

Green Rupee Term Deposits

The Bank has introduced Green Rupee Term Deposits in accordance with the RBI's Master Direction dated 28 November 2025.

SBI has raised an amount of ₹317.39 crore till March 2026 from Green Deposit products, with an outstanding of ~₹218 crore as on 31 March 2026. The amount of green deposit raised has been utilised for financing of Green Car (EV) Loan portfolio.

Policy on Climate Finance and Management of Climate Change Risks

The RBI has issued Master Direction (MD) for providing guidelines as well as guidance related to Climate Finance and Management of Climate Change Risks dated 28 November 2025 and has repealed the existing directions, instructions, guidelines relating to Framework for acceptance of Green Deposits, dated 11 April 2023. The Bank has framed a policy on Climate Finance and Management of Climate Change Risks in compliance with the above master direction of RBI. The Policy constitutes two parts—Policy on Green Deposits and Green Financing Framework. While the policy on Green Deposits is issued to lay down all aspects, in detail, for the issuance of green deposits by the Bank, the Green Financing Framework is put in place for effective allocation of the proceeds mobilised by the Bank under green deposit schemes.

As per the policy, the allocation of the proceeds raised from green deposits shall be based on the official Indian green taxonomy. Pending finalisation of the green taxonomy, as an interim measure and as per the RBI's latest Master Direction, the Bank shall allocate the proceeds raised through the green deposits towards the eligible green activities/ projects which-

- encourage energy efficiency in resource utilisation
- reduce carbon emissions and greenhouse gases
- promote climate resilience and/or adaptation
- value and improve natural ecosystems and biodiversity.

The Policy supports financing across renewable energy, energy efficiency, clean transportation, climate change adaptation, Sustainable Water and Waste Management, Pollution Prevention and Control, Green Buildings, Sustainable Management of Living Natural Resources and Land Use, Terrestrial and Aquatic Biodiversity Conservation.

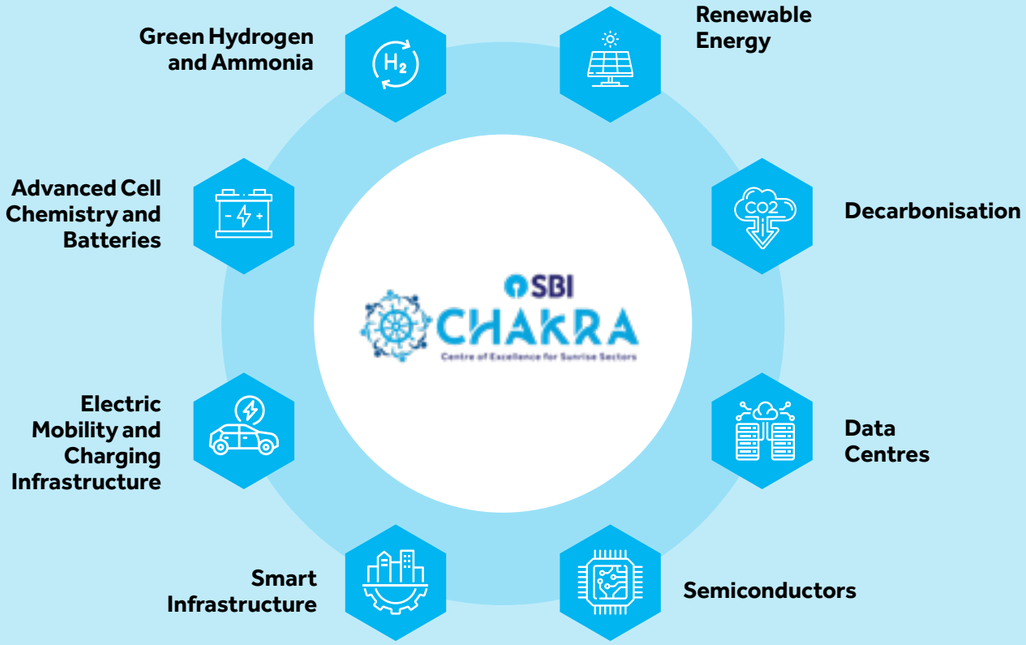
The Bank will annually assess the impact associated with the funds lent for or invested in green finance activities/projects during a financial year through an impact assessment to evaluate the environmental and sustainability outcomes, ensure alignment with sustainability objectives and enable informed decision-making.

CHAKRA – Centre of Excellence for Sunrise Sectors

India's journey towards becoming a developed economy, Viksit Bharat by 2047, will be powered by a new industrial era marked by sunrise sectors, which are capital-intensive, technology-driven and built on long gestation period, to drive energy transition such as advanced manufacturing, electric mobility, data centres and semiconductors. Recognising that financing these sunrise sectors requires more than conventional credit analysis, SBI has established CHAKRA – a Centre of Excellence (CoE) under the Project Financing & Structuring Strategic Business Unit. CHAKRA is conceived as a knowledge-intensive financing platform that brings together financial institutions, industry bodies, academic institutions and think tanks. The CoE emphasises data-backed sectoral expertise, climate-aligned risk frameworks and responsible use of technology across the financing lifecycle, embedding ESG and climate considerations into capital allocation.

CHAKRA focuses on eight sunrise sectors shaped by global megatrends in sustainability, digitalisation and advanced technologies.

Eight Sunrise Sectors - CHAKRA



Inauguration Ceremony of CHAKRA

These sunrise sectors are expected to attract significant investments over the coming years and form the backbone of India's emerging green and deep-technology ecosystem. Formally inaugurated on 31 January 2026 by Shri M Nagaraju, Secretary, Department of Financial Services, Ministry of Finance, Government of India, CHAKRA has since represented the Bank at key national and global forums, including the India AI Impact Summit 2026 and Mumbai Climate Week 2026, presenting the Bank's perspective on financing sustainable, technology-led growth. It will collaborate with policymakers and industry to develop scalable, bankable solutions that accelerate decarbonisation, strengthen resilience and support inclusive, sustainable growth.

The key mandates of SBI CHAKRA are:

Building deep sectoral expertise: To enable informed and consistent financing decisions in sunrise sectors and provide advisory services to ecosystem stakeholders.

Enhanced project risk management: Evaluation tools to improve objectivity in project appraisal that is prudent while enabling capital deployment.

Policy engagement: Actively engage with policymakers to shape an enabling regulatory and policy environment for emerging industries.

Thought leadership: Through conferences, publications and structured dialogue to influence sectoral discourse.

CHAKRA reinforces SBI's commitment to sustainability and ESG objectives, positioning the Bank as a key enabler of India's green and inclusive development journey. SBI Chakra is positioned to be a lighthouse for all financial institutions to finance sunrise sectors by sharing knowledge and innovative financing structure.

Sustainability-linked Finance Policy Framework

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

Disbursements under these instruments are governed by policy guidelines that emphasize well-defined Key Performance Indicators (KPIs), which are to be relevant, measurable, benchmarkable, and of strategic significance to the borrower's business. These KPIs are accompanied by Sustainability Performance Targets (SPTs) that are ambitious, go beyond business-as-usual practices and are aligned with sustainability goals, with performance measured against past trends and peer benchmarks.

ESG Financing Framework and Capital Market Instruments

During FY 2025-26, SBI reviewed and strengthened its ESG Financing Framework (2025) to ensure continued alignment with international best practices and evolving market standards. The Framework has been developed in alignment with the following sustainable finance principles and guidelines:

- With respect to bonds, bonds issued under this Framework shall be aligned with the International Capital Market Association ("ICMA") Green Bond Principles 2021 & Appendix 1 2022, Social Bond Principles 2023 and Sustainability Bond Guidelines 2021.
- With respect to loans, loans issued under this framework shall be aligned with the Loan Market Association ("LMA") Green Loan Principles 2023 and Social Loan Principles 2023.

The updated framework reinforces transparency in project selection, fund allocation, monitoring and impact reporting. Independent assurance mechanisms remain integral to the framework, strengthening stakeholder confidence by enhancing transparency and credibility of the use of proceeds. In compliance with its ESG Financing Framework Guidelines, SBI raises funds through green, social and sustainability-linked instruments to finance eligible projects with defined environmental and social benefits.

ESG Framework for rating borrowers on ESG criteria

SBI evaluates ESG considerations into its credit appraisal and monitoring processes as part of its broader risk management framework. The Bank has developed internal mechanisms to assess ESG risks for identified corporate borrowers, taking into account environmental compliance, social practices, governance standards and reputational considerations. These assessments support informed credit decision-making and ongoing

Environment

Under the E parameter, company's energy consumption, generation of toxic wastewater during production, reduction of effluent emission, release & reduction of toxic or non-biodegradable, solid waste, emission and reduction of greenhouse gases (GHGs) are considered.

Social

Under the Social parameter, the company's contribution towards occupational hazards, CSR, turnover rate of employee, number of complaints related to working conditions and health & safety, remuneration policy (wage gap), training given to employee on skill upgradation, inclusive growth and equitable development, privacy & data security aspects are taken into consideration.

Governance

Under the governance parameter, factors considered are composition of board of directors, related party transaction disclosure, presence of women director, exit of independent directors of the company in midterm, compliances with applicable guidelines, history of fraud, infringement of laws or short-changing of minority shareholders, history of default on repayment of borrowings

portfolio monitoring. This is applied to borrowers (existing/prospective) in India with existing/proposed total exposure with SBI of above ₹100 crore (for listed borrowers) and above ₹250 crore (for unlisted borrowers). Industries are classified into groups based on the E, S and G impact of the industry. The E, S and G scores are assigned based on the specific weightage of each major industry.

International Banking Group (IBG) initiatives for Responsible and Sustainable Growth

Sustainability is a core component of the International Banking Group's (IBG) strategy and planning.

Foreign Offices (FOs) are aligning with host country initiatives by emphasizing green lending, climate finance and renewable energy to grow the Bank's sustainable lending share. Sustainability policies are in place in all geographies where there is a regulatory requirement, as well as in key geographies where such frameworks are adopted voluntarily.

FOs have incorporated sustainability lending into their loan policies based on an IBG 'Approach paper,' local regulations, and international standards. These offices are working to reduce carbon footprints within their lending portfolios and are assisting Indian corporates in achieving Net Zero goals through Sustainability Finance in Foreign Currency.

The ECBs & Syndications department at IBG is continuously exploring opportunities for Green Loans to fund renewable energy infrastructure projects, specifically targeting the government's goal of 500 GW capacity by 2030 and large public sector investments in green hydrogen and ammonia.

Portfolio Snapshot: Till date, FOs have extended 93 ESG-related loans totalling

USD 2,556 million

Green & Social Loans:

22 loans (USD 413 million)

Sustainability-linked Pricing:

71 loans (USD 2,144 million)

Key Activities undertaken during FY 2025-26

- USD 500 million deal (with green shoe option) under the Syndicated Social Term Loan, dedicated to advancing women empowerment initiatives across India, is expected to be the largest gender-themed loan globally.
- EUR 150 million Green Loan raised via bilateral arrangement.
- Continuous efforts to expand ESG funding channels globally.

Social Impact Finance USD 500 million Gender-Themed Social Loan

SBI has launched USD 500 million syndicated social term loan facility, with a green shoe option, focused exclusively on women empowerment. The syndicated transaction, first of its kind by SBI, is aimed at supporting gender equality and inclusive economic growth and is expected to be the largest gender-themed loan globally. The transaction is a global ESG financing landscape for SBI and is focused on accelerating social impact and demonstrating SBI's commitment to reducing the gender gap. The financing contributes to UN SDG 5 (Achieving Gender Equality). This landmark social loan embodies the bank's dedication to ESG Principles with a sharp focus on creating opportunities for women.

Overseas Bank Subsidiaries

State Bank of India's overseas subsidiaries have integrated Environmental, Social and Governance (ESG) principles into their core operations through diverse initiatives ranging from green financing to community development.

Environmental Responsibility and Green Initiatives

Subsidiaries are actively reducing their carbon footprints through operational changes and sustainable financial products:

- **Green Architecture and Operations:** Nepal SBI Bank (NSBL) constructed a Corporate Building featuring rainwater harvesting and a 10 KVA solar power system. SBI UK and Bank SBI Indonesia have implemented energy-efficient office renovations and paperless digital platforms to reduce waste.
- **Sustainable Lending:** SBI Mauritius offers "Green Car Loans" for hybrid/electric vehicles and "Eco Home Loans" for energy-efficient housing. SBI Canada and SBI UK provide discounted mortgage pricing or incentives for properties using green energy or high EPC ratings.
- **Climate Risk Management:** SBI Mauritius and SBI UK have established formal policies for climate-related financial risk management, including scenario analysis and carbon emission assessments by third-party experts.

ESG Governance and Fair Practices

SBI subsidiaries ensure strong governance frameworks and uphold fair lending, transparency and customer protection standards across geographies.

- SBI Mauritius and Canada have incorporated climate risk assessment, scenario analysis and ESG disclosures. SBI UK has implemented climate risk governance aligned with regulatory frameworks, including carbon footprint assessment.
- All subsidiaries, including NSBL and SBI Canada, adhere to strict transparency, voluntary codes of conduct and regular governance reviews by dedicated committees.
- Strong grievance redressal and customer-centric frameworks.
- Subsidiaries in Mauritius, Moscow and the UK now include dedicated ESG disclosures in their Annual Reports to provide insights into their sustainability strategies.

Driving Green and Sustainable Finance

Demonstrating its commitment to sustainable finance, the Bank has taken an ambitious target to achieve a green portfolio constituting a minimum of 7.5% of gross domestic advances by 2030. The structured glidepath to the 2030 goal has been laid down and is monitored on a regular basis. The green growth budget is distributed to the operating units for effective implementation. The Bank continues to drive green and sustainable finance through structured roadmaps and measurable framework. Achievement of green budget is one of the KPIs for performance evaluation of the officials concerned. Under the roadmap, the Bank has set a target to achieve 2.51% of Domestic Gross Advances as Green Advances by 31 March 2026. The Bank surpassed this target with Green Advances reaching 2.83% of Domestic Gross Advances, rising from 1.56% on 31 March 2025.

SBI's Green Advances Portfolio as on 31 March 2026 was ₹1,18,723 crore (crossing ₹1 trillion), registering a year-on-year-growth of 112%, a landmark milestone reaffirming the Bank's leadership in sustainable finance.

The policy and regulatory environment continue to evolve in ways that will meaningfully expand green finance opportunities. The Government of India's Climate Taxonomy, upon finalisation, will provide sector-by-sector clarity on green classifications, including transition finance, significantly broadening the eligible asset universe. Further, the Greenhouse Gas Emission Intensity Target Rules 2025 and the Carbon Credit Trading Scheme (CCTS) 2023 have created structured obligations for carbon emission intensity reduction for 490 entities across eight high-emission sectors. This will further create opportunities to scale up green and transition finance, including lending for energy efficiency, renewable energy and low-carbon technologies.

Renewable energy projects financed as on 31 March 2026

Project Activity	Limits sanctioned (₹ crore) (fund-based)	Capacity (MW)
Solar Power (rooftop and ground mounted)	93,642	41,800
Small Hydro/Hydro Power	13,636	8,534
Wind Power, Biomass & Others	41,715	8,874
Total	**1,48,993**	**59,208**

Other Sustainable Projects financed as on 31 March 2026

Project Activity	Limits sanctioned (₹ crore)
Sustainable Transportation	9,739
Green Building	1,992
Energy Efficiency process, Waste management, Pollution Control and Others	6,893
Total	**18,624**

The data is of limits sanctioned up to the month (as on 31 March 2026) live accounts under various activities.

Green and Sustainable Products

SBI continues to strengthen its portfolio of green and sustainable products, with product suite aligned to the needs of customers across segments, enabling them to participate in India's transition towards a low-carbon and resource-efficient economy. The Bank provides targeted green financing solutions such as Green Car loan to promote adoption of electric vehicles, Surya Ghar loan for rooftop solar installations, enabling households to shift towards clean energy, water conservation and climate resilient infrastructure. The Bank's scheme for financing residential solar rooftop projects is designed to complement the capital subsidy provided under the scheme. With simplified documentation, competitive interest rates and flexible repayment tenures, SBI reduces upfront cost barriers for households, making solar adoption financially viable for a broader segment of society.

The Bank has a product for vendors installing solar systems (₹10 lakh to ₹5 crore). This scheme provides financing to existing SME Business enterprises engaged as Solar vendors/Channel Partners/Sub-Contractors registered with MNRE, handling the execution of Residential and Commercial Solar Power Projects.

Extending its support to energy security, SBI actively finances projects under the Government of India's PM-KUSUM (Pradhan Mantri Kisan Urja Suraksha evam Utthaan Mahabhiyaan) scheme. In addition, the Bank supports transition to cleaner fuels by extending finance to Biofuel projects and compressed Biogas (CBG) initiatives under the SATAT (Sustainable Alternative Towards Affordable Transportation) Scheme. These efforts align with national priorities on energy security, waste-to-wealth solutions and reduction in fossil fuel dependence while also supporting the development of a circular economy.

During FY 2025-26, the Bank enhanced two existing sustainable lending products to deepen market penetration and broaden eligibility.

A new variant of Surya Shakti Solar Finance was launched to finance Solar Power Projects under Group Captive, RESCO and Open Access structures, extending the product's reach into utility-scale and commercial solar segments. The Compressed Biogas product under the SATAT (Sustainable Alternative Towards Affordable Transportation) scheme has been similarly revised to improve commercial viability and market uptake.

The Bank's portfolio of green and social financial products is designed to lower the cost and complexity of adopting sustainable technologies through clean energy and clean mobility within the reach for households, farmers, businesses and communities alike.

Initiatives to Popularise Green Finance

- 10 bps concession is offered to all Renewable Energy projects across the board, in case offered at Card Rate.
- Concession in interest rate of 25 bps is given to builders for construction of Residential Housing projects, who implement integrated water management, waste management and solar photo voltaic as part of the building design under the sustainability initiative. Price concession of 5 bps is extended to home loan borrowers for energy efficient housing projects.
- Concession of 25 bps on applicable rate of interest and extended repayment period of 8 years for EV/ Strong Hybrid Cars.
- A dedicated 'Surya Shakti Cell has been created for processing Solar Energy proposals under the 'Surya Shakti Solar Finance' product.
  - A Concession of 10 bps in interest rates for Women Beneficiaries i.e., where the shareholding of women is minimum 51%, subject to minimum floor rate of EBLR/6M MCLR.
  - A concession of 10 bps in interest rates for Youth Beneficiaries (age between 18-35 years) i.e. where the shareholding of Youth is minimum 51%, subject to a minimum floor rate of EBLR/6M MCLR.
  - A concession of 15 bps in interest rates if the unit is eligible under both women and youth beneficiary categories, subject to a minimum floor rate of EBLR/6M MCLR.
  - Accounts that are covered under CGTMSE, the applicable rate of interest is EBLR/6M MCLR.
- Loan for residential solar rooftop named as 'SBI Surya Ghar' is extended to borrowers at concessional interest rates:
  - Loans up to ₹2 lakh: External Benchmark Lending Rate (EBLR) less 2.15% i.e. effective rate of 5.75%
  - Loans above ₹2 lakh – up to ₹6 lakh @EBLR i.e. 7.9%

SBI Surya Ghar Loan for Residential Solar Rooftop

SBI is a leading lender under the PM Surya Ghar Muft Bijli Yojana, holding a 67% market share in financing solar rooftop installations for individual households

SBI has established itself as a market leader in financing residential rooftop solar installations under the Government of India's PM Surya Ghar Muft Bijli Yojana, enabling widespread adoption of rooftop solar solutions across households. Till date, the Bank's portfolio under the SBI Surya Ghar: Solar Rooftop Scheme stood at ₹13,721 crore as on 31 March 2026 (sanctioned limit), crore, qualifying as priority sector lending and green finance.

Modifications Introduced under PM Surya Ghar: Solar rooftop scheme

To enhance accessibility and customer convenience, the modifications as under were introduced during the year:

- Modifications in the scheme features to make it more liberalised for sourcing, processing and sanctioning.
- Introducing Ground-mounted elevated installations that meet technical specifications. Customer must possess the rights to the ground/ land where the installation is proposed.
- Revised KYC Norms for Existing to Banks (ETB) Customers: To enhance customer convenience and eliminate redundant processes, the requirement of resubmission of KYC documents has been waived for existing, KYC-compliant accounts
- Digital Document Execution under the scheme improved to ~52% in this FY.
- Modifications and integration of new development on Jan Samarth portal into the banking system, including the Technical Feasibility Report, Site Feasibility Report, Vendor-consumer agreement-tagged Roof Photos (pre-installation) and Quotation (Work estimate Upload).
- To simplify the vendor's second tranche disbursement issue, the Bank is in the process of integrating new developments on Jan Samarth portal such as Discom's Net metering report and Site photographs (post-installation).

Initiatives towards popularisation of the scheme:

- **Workshop:** A one-day workshop in SBA Gurugram (02 August 2025) was conducted to impart knowledge and awareness about the government objective and how the Bank's scheme aligns with it.
- **Public Relations:** A nationwide awareness drive was executed through publication in national and regional newspapers.
- **Vendor Management:** A Country-wide coordination meeting was arranged between Bank officials and vendors to improve sourcing efficiency and streamline grievances resolutions.
- **Marketing and communications:** Videos and testimonials were published on social media platforms to showcase the Bank's market share and performance in the renewable energy sector.
- **Internal coordination:** Monthly teams meeting was held with circle Nodal officers and operating functionaries to impart knowledge and provide guidance on loan processing journey.
- **Collaborative strategic Synergy:** Active collaboration and coordination meetings were arranged and conducted with key market shareholders in the scheme to improve sourcing strategies and resolve operational issues.
- **Campaign Launch:** SBI HAR GHAR SOLAR Campaign was launched in July 2025 to boost sourcing and clear the pending loan applications.

New Product Developments

- The Bank is exploring to revise the existing features by incorporating Battery-enabled Storage System.
- New demands have been raised for pre/post-instalment such as site, technical feasibility, vendor-customer agreement, DISCOM report and geotagged picture for expediting the loan journey.

The Bank launched "Solar Sakhi: Maintain your own solar rooftop system" in partnership with the Asian Development Bank (ADB), a structured capacity-building programme equipping women beneficiaries of the PM Surya Ghar scheme with skills to maintain rooftop solar installations, advancing both clean energy adoption and women's economic empowerment. Three such workshops have been organised so far at Solapur, Lucknow and Jaipur where more than 350 women borrowers have been trained. The Bank will be conducting these programmes at different centres during FY 2026-27.

Green Car Loan: Financing the Mobility Transition

Through its Green Car Loan Scheme, the Bank is an active enabler of India's shift to low-emission personal transportation. The scheme provides 100% on-road financing for electric and hybrid cars with a 25-basis point concession on card rates and a repayment tenor extended to eight years materially improving affordability and encouraging a behavioural shift towards clean mobility. The Green Car loan complements national initiatives such as FAME India Scheme, which aims to promote electric mobility through incentives and infrastructure development. The Bank has offered attractive schemes and enablers throughout the year to push this eco-friendly product.

As of 31 March 2026, the green car loan portfolio stood at ₹3,587 crore. The Green Deposit proceeds have been channelled into this portfolio to create a coherent, end-to-end alignment between the Bank's liability mobilisation and asset deployment strategies.

Financing India's Climate-resilient Infrastructure

During FY 2025-26, the Bank has significantly scaled up its exposure to the Renewable Energy and Climate Infrastructure sectors, aligned with India's commitment to achieve 500 GW of non-fossil fuel capacity by 2030 and Net Zero emissions by 2070. The Bank's renewable financing approach is also aligned with flagship government initiatives such as PM-KUSUM and PM-Surya Ghar programmes aimed at decentralised solar adoption and agricultural sector decarbonisation.

The Bank's Project Finance and Structuring Business Unit (PFSBU) handles large infrastructure and non-infrastructure projects. The Bank has taken proactive steps in capacity building for emerging sectors, including Green Hydrogen, Battery Storage, Electric Mobility and BESS. These initiatives align with the Bank's broader sustainability goals and its commitment to financing projects that contribute to India's clean energy transition.

Further, the PFSBU regularly provides input and feedback on various sectors and industries to various Government Departments and Niti Ayog, contributing to shaping policy frameworks that promote sustainable financing. To ensure robust support, the Bank has signed Memorandums of Understanding (MoUs) with 29 key partners till date, including global institutions such as the World Bank, MUFG and SMBC, Indian PSBs as well as industry associations, think tanks and academic institutions like IITs/IISC, etc. The Unit has sanctioned Renewable Power Projects worth ₹25,082 crore, funded Solar Cell & Module Manufacturing Projects worth ₹10,244 crore and sanctioned Battery Energy Storage System (BESS) Projects worth ₹20,144 crore during this FY.

Delivering Impact through Responsible Investments

SBI's commitment to responsible banking is anchored in a robust framework for measuring, disclosing, and continuously enhancing the sustainability outcomes of its activities.

The Bank transparently reports the impact of its green deposits through structured impact reporting aligned with RBI's Master Direction November 2025. Further, the Bank discloses qualitative and quantitative impacts of Eligible Projects (re)financed through ESG instruments (Green or sustainable loans/bonds) issued under the ESG Financing Framework. In addition, across its various Lines of Credit, SBI systematically estimates, monitors and reports the environmental and social impact generated by its financing activities.

The Bank's annual reporting on the allocation of proceeds and impact of funded projects includes details such as amount allocated, eligible projects and unallocated proceeds. This disciplined, lifecycle-based approach for LoCs enables the Bank to assess and track delivered impact throughout the tenor of its loans, strengthening transparency, accountability, and outcome-oriented capital deployment.

The Bank is a signatory to the Partnership for Carbon Accounting Financials (PCAF), which ensures that its reporting continues to align with globally accepted standards, enhancing the credibility and acceptability of disclosures and reports. Adoption of PCAF's standardised approach enhances the credibility of reporting on GHG intensity of business activities and fosters greater transparency.

Responsible Investments in Broader Sustainability Ecosystem

The Bank's sustainability commitment extends beyond its credit portfolio into targeted investments that catalyse impact across environmental and social dimensions.

Responsible Investment

Investment	Focus Areas	Key Impact in FY 2025-26
Neev Fund	Renewable energy, agriculture supply chain, education, healthcare and waste management	• Jobs created and sustained ~ 22,750 • Capital Unlocked ~ ₹2,790 crore • People expected to receive food security benefits (IRIS+) - ~₹1.1 crore • People provided access to clean energy ~ 2,26,000
Neev Fund II	SME companies working in Climate, Environment and Sustainability space across sectors such as clean energy, electric vehicles, sustainable agriculture and circular economy	• Jobs created and sustained on full time equivalent basis (SDG 8) - ~8,700 • Capital Unlocked ~ ₹4,500 crore • People benefitted (IRIS+) ~67,00,000
TI Clean Mobility	Electric three-wheelers, tractors and medium/heavy commercial vehicles	• Supports low-emission freight and last-mile transportation transition
SWAMIH - I	Financing for completion of stalled residential housing projects across the country	• 61, 343 housing units completed across 112 projects
Sovereign Green Bonds	Government-led climate and environmental infrastructure	• ₹6,431.77 crore invested in Sovereign Green Bond in FY 2025–26
Municipal Green Bond (Indore MC)	Investment in Municipal Green Bonds	• ₹12.17 crore invested in India's first municipal green bond issuance of Indore Municipal Corporation

The Bank's Global Market Department is accredited with ISO 9001:2015 certification.

Building Institutional Capacity

To build institutional capability, regular workshops and knowledge sessions aimed at deepening employee expertise in climate finance and sustainable lending frameworks were held during the year, ensuring readiness to navigate the evolving sustainability landscape. In the current FY, in collaboration with Climate Bond Initiative & AuctusESG, two workshops on "Climate Finance and Financial Institutions' role on Transition to a Low Carbon Economy" were organised for Senior officials of various Business units. SBI actively collaborates with leading Development Financial Institutions (DFIs) and Multilateral Development Banks (MDBs) not only to scale its sustainable financing initiatives but also to deepen its impact through knowledge sharing and capacity building.

Senior officials of the Bank continue to regularly participate in forums , workshops, seminars, conferences hosted by PCAF, CBI, FICCI, CII, IGBC and multiple government bodies, fostering cross-institutional knowledge exchange and strengthening collaborative approaches towards policy implementation, sustainable development and sectoral growth.

Awards and Recognitions

The Bank's efforts have also been recognised not only in the impact we create but also through industry accolades. The Bank has been declared the Winner at the inaugural World Savings and Retail Banking Institute – European Savings and Retail Banks Group Sustainable Development Goals Awards 2025 in Washington, D.C., in recognition of its sustained contributions to climate finance and responsible banking.

The Bank has also been honoured with the Excellence in Sustainable & Responsible Banking Award at the 7th ETBFSI Exceller Awards 2025.

Strategy

Interlinkage with Material Topics

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

Contribution to SDGs

5 GENDER EQUALITY

8 DECENT WORK AND ECONOMIC GROWTH

Interlinkage with BRSR

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

Key Performance Highlights

SBI has secured top spot in EASE 8.0

SBI secured the 1st rank among all Public Sector Banks on the EASE Reforms Index for the 12th consecutive quarter in Quarter 3 of FY 2025-26.

As India accelerates its transition toward a resilient, low-carbon and inclusive economy, the State Bank of India stands at the forefront, powering the country's sustainable future through a purpose-driven and forward-looking agenda. The Bank's vision is propelled by a coherent set of strategic priorities defined for FY 2027 to FY 2031, which collectively serve as the cornerstone of its long-term direction and a guiding force for decisions and actions across the franchise.

The strategic priorities are divided into four interconnected pillars—Financial Performance, Channels and Customer Experience, Internal Organisation and Human Capital and Learning. They work in synergy: a clear financial ambition is delivered through customer-facing channels, enabled by a modern internal organisation, and executed by a future-ready workforce. Together, they address the issues that are material to our stakeholders while building human and institutional adaptability to a changing market.

SBI's Strategy Document FY 2027-31

The Strategy Document is a medium-term rolling document that articulates the Bank's strategy over the next five years and sets out the five-year outlook on the Bank's key performance indicators. The strategic endeavours and the rationale of the projections for the FY 2027-31 period are guided by:

- The outlook on the banking sector and the broader economy for the upcoming years.
- A bottom-up view from all Business Units and Departments concerned.
- The risk thresholds and risk appetite as reflected in the Risk Appetite Framework.

Review of Efficiency Parameters and Business Indicators

As a rolling five-year framework, the Strategy Document is reviewed and updated annually to ensure continued relevance and responsiveness to the evolving operating environment. A comparison of the actual vs projection for FY 2025-26 and also vis-à-vis the projections made in the Strategy Document FY 2026-30 (up to FY 2029-30) is given in addition to projections for FY 2030-31, thus enabling a comprehensive assessment of performance trends, strategic recalibration and forward-looking priorities.

Salient Features of the Strategy Document

The Strategy Document begins with an assessment of the global outlook and the prevailing economic landscape, providing context for the strategic priorities articulated for the next five years. It also includes a dedicated section detailing the progress and status of the key strategic initiatives outlined in the previous Strategy Document, ensuring continuity, transparency and accountability in strategic execution.

The strategies are organised into four pillars, each addressed in the below-mentioned table.

Pillar 1: Channels and Customer Experience

Financial ambition is delivered through a multi-channel architecture that combines an unmatched physical footprint with rapidly maturing digital, assisted and self-service channels, wrapped in a sharper customer-experience discipline.

Central Areas

Digital Channel

The Bank aims to deliver simple, intuitive and seamless digital journeys for its customers.

- Bank will build dynamic, data-driven personalisation capabilities that adapt products, journeys and content to each customer's behaviour, needs and financial goals.
- Customer interactions will be reimagined through an intelligent chatbot for everyday banking.
- The Bank will adopt enterprise-wide MarTech as the Bank's core digital engagement and campaign orchestration platform, ensuring faster go-to-market, unified engagement and better ROI tracking.
- The Bank will also build a performance-driven AdTech ecosystem to lower acquisition cost, improve lead quality and optimise marketing spends.

Other Alternate Channel

The Bank's strategic focus is to migrate all eligible branch transactions and service requests to self-service channels such as ATMs, ADWMs/Cash Recyclers, SWAYAM kiosks and digital platforms. To achieve this, the Bank will focus on network leadership, technology upgradation and undertaking customer delight initiatives.

Branch Channel

The Bank's extensive branch network plays a critical role in mobilising rural savings, supporting economic growth, advancing financial inclusion in underserved areas and improving credit availability across the country. The Bank will continue to leverage the branch network to bridge financial gaps and support inclusive development.

Banking Correspondent (BC) Channel

Banking Correspondent (BC) is a cost-effective delivery channel that helps in reducing the branch footfall and freeing manpower for productive purposes.

- The Bank intends to maintain its leadership position and aggressively expand its market share by March 2030 across the financial inclusion schemes.
- The Bank is targeting an increase in female representation among Customer Service Points (CSPs).

Doorstep Banking

The Bank is extending Doorstep Banking Services (DSB) to senior citizens above 70 years of age and differently abled persons at all branches. To promote Doorstep Banking, the Bank will strive to increase awareness among customers.

Contact Centre

The Bank will continue Contact Centre Service Expansion and Digital Enablement through agent-assisted migration to digital channels and the use of WhatsApp/Rich-SMS (RCS). The Bank will also increase Contact Centre monthly adoption through sustained Circle-level engagement and awareness initiatives.

Customer Experience Enhancement

The Bank will set up a new department, the Department on Accessibility Standards, to address the accessibility needs of persons with disabilities. The Bank will also begin systematically capturing the reasons behind poor and low ratings submitted through NPS, CSAT, CES and Feedback Submission Facility—turning customer voice into structured product and service improvement.

Capitals Impacted

Inter-linkage with Material Topics

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

Pillar 2: Financial Performance

Anchoring the strategy is a clear financial ambition: profitable, risk-calibrated growth across deposits, advances and fee streams, supported by disciplined asset-quality management.

Central Areas

Deposits

The Bank's focus going forward is to treat each district as a distinct growth unit with strategies tailored to local opportunities. The Bank is aspiring to increase its market share by 1% in each district across geographies.

Advances: Retail segment

The Bank's business projections for the coming period are supported by favourable market trends, emerging customer opportunities, and a strong internal focus on digitalization, process simplification, and sharper customer engagement. Across asset segments, the growth approach will be calibrated not merely to increase volumes, but to enhance customer experience, improve turnaround time, expand market share, and deliver sustainable, risk-adjusted profitability.

- **Agriculture**
  The Bank is progressively diversifying its Agri portfolio across products, customer segments, and geographies, while maintaining a strong KCC base. The strategic focus is shifting towards mid to high-ticket, risk-mitigated and capital-light products to enhance yield, reduce concentration risk, and build a well-balanced Agri portfolio across the value chain. The approach enables comprehensive coverage of the Agri ecosystem—from small and marginal farmers to progressive farmers, Agri enterprises, and Agro/Food processing units—while strengthening presence in higher-value segments. This is further supported by geographical diversification through the 101 District Strategy and a Cluster-based financing approach, focusing on crop and allied activity clusters across the Agri value chain.

- **MSME**
  Focus is on digital loans as well as cluster financing. 'Project Pratham 2.0' has been launched for the development of new risk models for MSME loans from ₹5 crore to ₹50 crore. Under the Cluster Finance Scheme, the Bank expects to book substantial business during FY 2027-31.

- **Corporate Credit and International Business**
  The Bank aims to reposition itself from being merely a Corporate Lender to becoming the preferred Corporate Banker for its clients, by offering comprehensive, relationship-led and value-added banking solutions.

Profitability

Increase profitability by utilising all avenues to grow fee income, rationalising the operating expenses and raising employee productivity. Some key initiatives include:

- **Customer Value Enhancement (CVE)**
  Onboarding of all Joint Ventures (JVs) and NPS products on the YONO 2.0 platform for enhanced customer experience and satisfaction. Increased focus on customer acquisition to improve penetration in all JVs Products.

- **Wealth Management**
  The focus will be on digital transformation, product innovation, strengthening human resource and expansion of wealth hubs.

- **Transaction Banking**
  Strengthen the Bank's leadership in debit card and Prepaid card businesses By driving higher adoption through issuer tokenisation, differentiated product variants, and end-to-end digital journeys.

- **Recovery in "Advances Under Collection Account**
  Over the next five years, the Bank shall be redefining its strategic vision in resolution of Stressed Asset by adopting efficiency gains through digital transformation, 2x budgeted resolution targets and developing agile and future proof operations.

Asset Quality

Some steps for strengthening the collection mechanism:

- Formation of Centralised Collections and Recovery Unit (CCRU): It will act as a think tank for retail collections and recovery modalities, strategies, action plan and processes, including digital and technology adoption across processes for all Agri, SME, REH and Retail Loan products.
- Integrate Loan Account Management System (LAMS) with the Feet on Street (FOS) application of State Bank Operations Support Subsidiary (SBOSS) to strengthen follow-up.

Capitals Impacted

Inter-linkage with Material Topics

- Financial Inclusion and Community Development
- Sustainable Business Strategy
- Sustainable and Responsible finance
- Economic Performance
- Digital Leadership

Pillar 3: Internal Organisation

Delivery of customer and financial ambitions rests on a modernised technology backbone, a clear sustainability pathway and a strengthened assurance architecture.

Central Areas

Using Technology as a Business Enabler

The Bank will continue to modernise, secure and scale technology in line with the Bank's growth ambitions and customer expectations.

- **Core modernisation**
  Undertaking modernisation of Core Technology Platforms and the transformation of digital channels and customer platforms.

- **Data architecture**
  Migrating legacy warehouses to a lakehouse, unifying ingestion, processing, storage and self-service analytics under a single governance layer.

- **Centres of Excellence (COE)**
  Expanding COE for AI/ML, intelligent RPA and user-experience design, supported by a tiered data-centre strategy.

Ensuring Sustainability

Creating a pathway for Net Zero across Scope 1, 2 and 3 emissions, facilitating green advances and promoting ethical culture across the organisation.

Strengthening the Assurance Functions

A robust risk framework with strong governance and management, a zero-tolerance compliance culture across the organisation, and re-engineered and improved audit functions.

Capitals Impacted

Inter-linkage with Material Topics

- Brand Image and Management
- Climate Change and Energy Management
- Data Security and Customer Privacy
- Product Innovation with ESG Impact
- Sustainable and Responsible Finance

Pillar 4: Human Capital and Learning

The strategy ultimately rests on the people who deliver it. The Bank is transforming its workforce ecosystem into one that is digitally integrated, future-ready and skill-driven.

Central Areas

The Bank is focused on transforming the organisation into digitally integrated, future-ready and skill-driven workforce ecosystem.

HR Transformation through HR Uday

Through HR Uday, the Bank's HR transformation programme, the HR strategy is being realigned for positive employee experience, enhanced engagement and improved productivity on a unified technology landscape.

Continuous Learning

Learning will be delivered through blended pedagogy, microlearning, AI-enabled personalised learning paths and SPARK learning.

Domain-specific Centres of Excellence

New domain-specific CoEs will be established at the State Bank Staff College (SBSC) and the State Bank Institute of Rural Development (SBIRD), Hyderabad.

Capitals Impacted

Inter-linkage with Material Topics

- Employee Engagement
- Training, Leadership and Succession Planning

Enhanced Access and Service Excellence (EASE) 8.0

The Government of India initiated the PSB Reforms Agenda in January 2018, aimed at Enhanced Access and Service Excellence (EASE). EASE 8.0, applicable for FY 2025-26 and known as EASERise, builds on the foundation laid by EASE 1.0 (FY 2018-19) through EASE 7.0 (FY 2024-25). It is structured around four themes—Risk & Resilience, Innovation, Socio-Economic Impact (for Viksit Bharat) and Excellence—sub-divided into 16 action points and metrics.

IBA released the ranking for Q3FY26 performance under the EASE 8.0 Index and SBI has been ranked first in Q3FY26 among all PSBs. This is the 12th consecutive quarter that SBI has been ranked 1st among all PSBs on the EASE reforms index.

EASE 8.0 Index Scorecard — Q3 FY26
State Bank of India

2nd Rank	Risk and Resilience
1st Rank	Innovation
2nd Rank	Socio-Economic Impact (Viksit Bharat)
1st Rank	Excellence

Enhanced Access and Service Excellence (EASE) 9.0

In FY 2026-27, the Bank is transitioning to EASE 9.0, which retains an over-arching structure of EASE 8.0 with refinements at the initiative and metric levels. The core themes—Risk & Resilience, Innovation, Socio-Economic Impact (for Viksit Bharat) and Excellence—remain unchanged, ensuring continuity.

1

Theme 1 — Risk and Resilience
- Financial/Credit Risk Resilience
- Operational Resilience
- Technology Modernisation and Renewal
- Data Quality and Privacy

2

Theme 2 — Innovation
- Artificial Intelligence
- New-age Channels
- Re-imagined Business Models
- Business Process Re-engineering

3

Theme 3 — Socio-Economic Impact (Viksit Bharat)
- Inclusive Banking
- Sustainability
- Empowering Emerging Segments

4

Theme 4 — Excellence
- Advances and Deposits Growth Transformation
- Cost Optimisation and Income Growth
- Customer Experience Transformation
- Talent and Leadership
- Capital Efficiency

SBI's Contribution to UN SDGs

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

SUSTAINABLE DEVELOPMENT GOALS

SME Digi Sugam
Cash flow-based OD facility for Existing-to-Bank (ETB) customers, where lending is done through YONO-B and the maximum limit under the product is ₹50 lakh

SBI Personal Loan Scheme (SBIPL): Loans to Agniveers
To provide financial support to Agniveers enrolled under Government of India's Agnipath Scheme during their four-year service

GeM-POF
To provide funding for sellers at GeM Portal based on the purchase order

Pre-Approved Small Business Loan (PAsBL)
To finance informal Micro Enterprises up to ₹10 lakh loan covered under CGTMSE

New Urban Poverty Alleviation Mission (NUPAM)
To provide financial support to individuals and groups from urban-poor households, with special emphasis on individuals engaged in vulnerable occupations

- Existing Products contributing to Social Pillars
- New Products launched in FY 2025-26
- Existing Products contributing to Environment Pillar

Svayam Siddha Saral & Nari Shakti
Extend finance to women entrepreneurs who are members of NRLM-sponsored SHGs and ease out the obstacles faced by financially illiterate members by waiving submission of project reports, quotations and IT returns

Retail loans: Financing of personal mobility vehicle for Divyangjan
For financing wheelchairs with/without motor powered clip-on automated feature

SBI Asmita - SME Loan for Women Entrepreneurs
To meet the financing needs of units operated by Women Entrepreneur

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

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

SBI Green Rupee Term Deposit
Scheme to attract Green Deposits for funding green projects and fostering development of green finance ecosystem

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

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

Stand Up India Scheme
Promotes entrepreneurship among Scheduled Caste/ Scheduled Tribe and women by providing collateral free loans

- Existing Products contributing to Social Pillars
- New Products launched in FY 2025-26
- Existing Products contributing to Environment Pillar

Insta Plus Savings Account
Video-based customer identification process for complete digitalisation and significant paper reduction

PM SVANidhi-Street Vendor Loan
Supports street vendors to improve their livelihoods after the COVID-19 pandemic by offering collateral-free working capital loans

Surya Shakti Solar Finance
Providing financing for solar loans to SME units with capacities up to 1 MW for captive consumption

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

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

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

Sanjivani - SME Loan for Healthcare Sector
Loan to meet the credit needs of units involved in the medical oxygen supply chain

Compressed Biogas (CBG) under SATAT Scheme
Providing loans for CBG plants under the Sustainable Alternative Towards Affordable Transportation (SATAT) scheme, promoting large-scale employment and sustainable industrialisation

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

Existing Products contributing to Social Pillars

New Products launched in FY 2025-26

Existing Products contributing to Environment Pillar

Skill Loan Scheme
Encouraging equal opportunities for everyone by assisting individuals in skill development and improving their livelihoods

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

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

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

E-Rickshaw Scheme
Encouraging use of cleaner fuels and enhancing environmentally friendly practices

Grid-Connected Rooftop Solar PV Projects
Financing rooftop solar PV projects and promoting RE in commercial and industrial buildings with limited roof space

Self Help Group (SHG) Financing
Providing funding to self-help groups (primarily women) to create sustainable livelihoods and promote gender equality

SBI e-Mudra
Offering digital term loans to microentrepreneurs meet business needs, thereby boosting employment opportunities

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

Existing Products contributing to Social Pillars

New Products launched in FY 2025-26

Existing Products contributing to Environment Pillar

Approach to Governance and Risk Management

Building Trust through Robust Governance

Strong governance is fundamental to building trust, ensuring accountability and enabling sustainable long-term value creation. It provides a robust framework for prudent decision-making, effective risk management and compliance within an increasingly complex operating environment. SBI upholds a well-structured governance architecture rooted in transparency, integrity and ethical conduct, led by its Central Board, which provides strategic direction and oversight to safeguard stakeholder interests. Supported by specialised committees overseeing risk, compliance and audit, the Bank ensures comprehensive supervision and informed decision-making. Its governance philosophy is further reinforced through well-defined codes of conduct, continuous capacity building and strong grievance redressal mechanisms, enabling adherence to regulatory requirements while driving excellence in performance and customer service.

Interlinkage with Material Topics

- Corporate Governance and Ethics
- Regulatory Compliance

Interlinkage with BRSR

Principle 1: Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent and accountable

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

Contribution to SDGs

Key Performance Highlights

12
Total Directors

1
Woman Director

7
Non-Executive Directors

5
Independent Director

3.23 years
Average Tenure of Board

Corporate Governance

Central Board

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

Composition of the Board

As of 31 March 2026, the Central Board comprises 12 Directors, of which five are Executive Directors, including the Chairman, with diverse educational backgrounds, experience levels, skill sets and competencies. The Central Board's collective expertise spans finance, technology, risk, cyber security, audit and corporate governance, with extensive experience in the banking and financial services industry. The Bank follows the governance framework laid down under the State Bank of India Act, 1955. Please refer to the Annual Report of FY 2025-26 for detailed profiles and skill matrix of the Board.

Board of Directors

Name of the Directors	Date of Appointment on the Board of the Bank
Shri Challa Sreenivasulu Setty Chairman (Chairman since 28.08.2024, Managing Director since 20.01.2020)	20-01-2020
Shri Ashwini Kumar Tewari Managing Director (Re-appointed on 28.01.2024 and 28.01.2026)	28-01-2021
Shri Rana Ashutosh Kumar Singh Managing Director	07-08-2024
Shri Rama Mohan Rao Amara Managing Director	18-12-2024
Shri Ravi Ranjan Managing Director	15-12-2025
Shri Ketan S. Vikamsey Non-Executive Director (Re-appointed on 26.06.2023)	26-06-2020
Shri Mrugank M. Paranjape Non-Executive Director (Re-appointed on 26.06.2023)	26-06-2020
Shri Rajesh Kumar Dubey Non-Executive Director	26-06-2023
Shri Dharmendra Singh Shekhawat Non-Executive Director	26-06-2023
Smt. Swati Gupta Non-Executive Director	08-05-2023
Shri Nagaraju Maddirala Non-Executive Director	30-08-2024
Shri Ajay Kumar Non-Executive Director	14-07-2023

The Central Board is headed by the Chairman, appointed under Section 19(a) of the SBI Act. Four Managing Directors are appointed as members of the Board under Section 19(b) of the SBI Act. The Chairman and Managing Directors are Whole Time Directors. As on 31 March 2026, there were seven Non-Executive Directors on the Board who are eminent professionals representing Banking, Finance, Economics, Technology, Accountancy, Academics, etc. The composition of the Central Board, as on 31 March 2026, is as under:

- Chairman appointed by the Central Government in consultation with the RBI under Section 19(a),
- Four Managing Directors (MDs), appointed by the Central Government in consultation with the RBI under Section 19(b),
- Four Directors, elected by the Shareholders under Section 19(c),
- One Director, nominated by the Central Government under Section 19(d),
- One Director, nominated by the Central Government under Section 19(e), and
- One Director, nominated by the Central Government on the recommendations of the RBI under Section 19(f).

The composition of the Board complies with provisions laid down in Regulation 17(1) of SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015, except where the provisions of these regulations are not in conformity with the SBI Act and SBI General Regulations, 1955 and the directives issued by RBI/GOI. There is no inter-se relationship between Directors.

Enhancing Board Governance and Performance Excellence

Performance Evaluation of the Board

With an objective to continuously improve corporate governance practices, the Bank has engaged an external consulting firm to support the Bank in laying down parameters for performance evaluation of the Chairman, individual Directors, Board-level Committees and the Central Board as a whole. This partnership has resulted in the development of comprehensive performance evaluation frameworks. The Nomination and Remuneration Committee of the Board (NRC) reviews and approves the evaluation framework and criteria. These criteria are meticulously aligned with the relevant SEBI regulations and guidelines, including the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and the SEBI Guidance Note on Board Evaluation, 2017. For FY 2025-26, performance evaluation of the Board has been conducted, reaffirming the Board's competence. The process also showcased strong synergy and collaboration between the Board of Directors and the top management.

Board-level Committees

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

Board Committees and Responsibilities

Committee Name	Key Responsibilities	Composition of Independent/Non-Executive Directors	ESG Oversight Role
Audit Committee of the Board	Oversee the Bank's audit functions, financial reporting, risk management, IS audit policies and accounting standards.	Executive - 0 Non-Executive-5 (Independence: 80%)	Ensuring ethical, transparent and accountable governance
Risk Management Committee of the Board	Supervises policies and strategies for managing credit, market and operational risks.	Executive - 2 Non-Executive -3 (Independence: 60%)	Systematic approach to risk management including climate-related risk
Stakeholders Relationship Committee cum Customer Service Committee of the Board	Addresses concerns of shareholders and investors, including share transfers, annual report distribution and dividend-related issues.	Executive - 2 Non-Executive – 4 (Independence: 66.67%)	Ensuring stakeholder engagement and satisfaction

Committee Name	Key Responsibilities	Composition of Independent/Non-Executive Directors	ESG Oversight Role
Special Committee of the Board for Monitoring and Follow-up of Cases of Frauds	Monitors and reviews significant fraud cases, identifies systemic deficiencies, oversees investigation progress and recommends preventive measures.	Executive - 2 Non-Executive – 4 (Independence: 66.67%)	Strengthening compliance, anti-corruption and anti-money laundering measures
IT Strategy Committee of the Board	Oversees strategic IT planning, budgeting, risk assessment and IT performance monitoring.	Executive - 2 Non-Executive – 3 (Independence: 60%)	Upholding customer data privacy and cybersecurity
Corporate Social Responsibility Committee of the Board	Evaluates and monitors the Bank's CSR initiatives in alignment with its Corporate Social Responsibility policy	Executive - 2 Non-Executive – 4 (Independence: 66.66%)	Promoting inclusive growth and equitable development
Nomination and Remuneration Committee of the Board	Conducts due diligence for the selection of Shareholder Directors, ensuring alignment with regulatory norms.	Executive - 0 Non-Executive - 5 (Independence: 100%)	Enhancing leadership effectiveness and governance
Board Committee to Monitor Recovery	Supervises loan recovery processes and ensures strategic interventions for non-performing assets	Executive – 5 Non-Executive – 5 (Independence: 40%)	Promoting sustainable and responsible financing
Board Review Committee for Identification of Wilful Defaulters	Reviews and assesses cases of wilful defaulters and non-cooperative borrowers to uphold financial discipline.	Executive – 1 Non-Executive – 3 (Independence: 75%)	Strengthening ethical credit practices and financial accountability

These Board-level committees help SBI in fostering value for its stakeholders and advancing a sustainable future. This commitment is reflected in its comprehensive sustainability strategy, which integrates social, environmental and economic considerations in alignment with the Bank's Vision, Mission and Values. The Annual Report of the Bank publishes details about the number of meetings conducted and the attendance of each director.

Sustainability Governance

The Bank is committed to creating value for its stakeholders and promoting a sustainable society and future. SBI has established a dedicated centralised horizontal business unit, the Environment, Social, Governance & Climate Finance Unit (ESG-CFU) headed by CGM (ESG & CFU), to drive this agenda. This Unit acts as a Nodal Unit to facilitate the achievement of Climate Finance goals of the Bank. The Unit reports to the Deputy Managing Director (Chief Credit Officer and Chief Sustainability Officer) of the Bank.

Corporate Centre Sustainability Committee (CCSC)

The Corporate Centre Sustainability Committee (CCSC), the highest governance body on Sustainability, is chaired by the DMD (CCO & CSO) of the Bank. The CCSC comprises members from some of the core functions and business units of the Bank, which have a critical role to play in the Bank's sustainability initiatives. The Committee conducts a quarterly review of the Bank's sustainability performance. The CCSC is entrusted with the responsibility of taking forward the Bank's sustainability agenda, with the help of the 17 Circle-level Sustainability committees. The Circle Sustainability Committee (CSC) is chaired by the CGM of the Circle. The CSC monitors the progress in achieving the sustainability targets allotted to Circles, implementation of the Bank's Carbon Neutrality Roadmap, reporting on the progress against the targets allotted to Circles for procurement of renewables and energy-efficient equipment along with other roles.

Vision

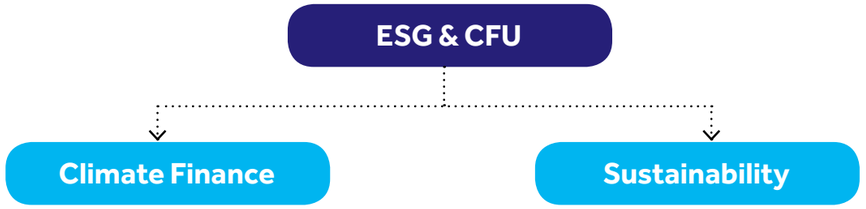
To Lead India and the World in Climate Finance with a Pathway to Net Zero (Scope 1, 2, 3) for the Bank by 2055, Centenary year of SBI Formation.

Mission

To achieve by 2030:

- Net Zero in Scope 1 & Scope 2 emission
- Facilitate at least 7.5% of domestic gross advances to be Green Advances
- 25% of these green advances to be funded by green Lines of Credit from Multilaterals & DFIs/green bond/sustainability-linked instruments/green loans/domestic green deposits etc.

Sustainability Governance Structure



ESG & CFU roles and responsibilities

- To act as Nodal Unit for facilitating achievement of climate finance goals of the Bank.
- To coordinate with various national & international agencies for continuously striving to improve ESG rating of the Bank.
- End-to-end oversight for green portfolio (liability/ asset) of the Bank.
- To collate and showcase ESG initiatives taken by the Bank to demonstrate the Bank's commitment towards ESG.
- To engage with various regulators and Govt. of India for matters related with climate finance and its reporting.
- To coordinate with different BUs for channelising new green/ climate focused products and building a strong pipeline to strengthen the Bank's green portfolio.
- ESG & CFU is perceived as a "Horizontal Business Unit", leveraging on the expertise of the various departments within the Bank, making it the first of its kind within the Bank.
- End-to-end oversight for Green Portfolio of the Bank.
- Preparation of one annual Sustainability Report and BRSR report as per guidelines.
- Coordinate with various international agencies for improving ESG ratings of the Bank.
- Organise training programmes, seminars, etc. for the Bank staff for capacity building in the area of climate risk and sustainable finance.

Ethical Conduct

The Bank is known for its strong commitment to ethical conduct and responsible banking, reflected in its pioneering initiative to establish an independent Ethics Department. The Bank continuously endeavours to integrate its ethical principles into the operational framework. Ethics empower employees to make the right decisions in alignment with organisational objectives and social and environmental values. In today's banking environment, challenges such as stressed assets, customer expectation and data privacy concerns are increasingly complex. These can be effectively addressed when individuals on the ground take timely and ethically sound decisions, which lies at the heart of ethical banking practices.

To facilitate greater empowerment and faster decision-making at all levels, the Bank has in place a 'Code of Ethics', woven around the Bank's values of STEPS (Service, Transparency, Ethics, Politeness, Sustainability). The Code sets forth minimum standards of conduct that the Bank expects from its staff. It intends to provide the staff with a moral compass in the collective journey towards the realisation of the Bank's vision. The Code of Ethics formulated by the Bank acts as a behavioural guideline for all staff members, aligning their conduct with the Vision, Mission and Values of the Bank.

The Bank also has in place a comprehensive Anti-Bribery & Anti-Corruption Policy, Conflict of Interest Policy, Garima Policy, Staff Accountability Policy, Gift Policy and Code of Conduct for employees for expressing views on social media. The policies are reviewed and updated periodically to ensure the continued

relevance amid evolving socio-economic landscapes and business conditions.

The Bank is committed towards nurturing an inclusive, secure and safe environment for its women employees to unleash their full potential. The Bank has a dedicated 'Garima' Policy for the implementation of Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal), Act 2013. Garima (POSH) covers the entire process on matters relating to gender sensitivity and sexual harassment. The Bank regularly conducts training on 'Ethics & Garima POSH' for employees at all levels to ingrain ethical conduct into their personality. The Bank also conducts workshops for Internal Committees to apprise them with the guidelines of the Bank's Garima Policy.

> The Bank regularly conducts 'Ethical Audit Survey' to assess employees' awareness of ethics-related policies, their perception of the organisational culture and their alignment with the Bank's Vision, Mission and Values.

In light of evolving workplace dynamics, shifting demographics and increasingly complex challenges, it has become essential to establish a clear framework guiding employee communication within the Bank. This framework will ensure that all interactions are aligned with the Bank's core values and ethical standards, fostering integrity, professionalism and consistency in both behaviour and actions. Ethical communication has a significant impact on the way employees interact within and outside the organisation. Therefore, understanding the importance of ethical communication and knowing its Do's and Don'ts becomes crucial for navigating both social and professional lives. The Bank, thus, formulated "Do's and Don'ts for Ethical Communication at Workplace".

> To spread awareness about the importance of imbibing ethical values across organisational culture, the Bank celebrates 'Ethics Day' on 15 October to further inculcate and reinforce its foundational values in alignment with the social values being followed globally.

The Bank, with ethics, transparency, accountability and social responsibility at its core, continues to fulfil stakeholder expectations. By embedding ethical principles into its operational framework, the Bank strengthens trust and contributes to a resilient and sustainable future. It remains committed to the highest ethical standards and best practices to create lasting values for customers, communities and the planet.

The Bank is committed to maintaining its impartiality and non-partisanship in political matters. It does not endorse political contributions or engage in sponsoring or funding political activities.

Compliance Framework

Commitment to Compliance

Compliance with laid down laws, rules and regulations form the core of any successful business entity. It ensures that the entity operates in a sustainable manner. The Bank is continuously working to develop and uphold a compliance culture, ensuring adherence to laws, rules and regulations. It gives utmost priority to meeting regulatory and statutory compliance and ascertains that compliance needs are communicated down the line to be at the core of every decision and activity undertaken. The Bank conducts exclusive programmes for officials across operational levels, including new recruits, regarding the Bank's internal systems and procedures. To enhance compliance within the Bank, a distinct team of compliance officials has been established at every level, including the LHO, Administrative Offices and Regional Business Offices.

Governance and Oversight

The Governance function of the Bank is strengthened by keeping the Central Board and the top management apprised of the regulatory events affecting the Bank. The Bank's Compliance Risk Management Committee, comprising Senior Executives from business verticals and support functions, oversee all compliance-related issues. The compliance status of the Bank is reviewed quarterly by the Central Board and its Audit Committee. The Bank's Compliance Function, including its AML-CFT Cell, is ISO 9001:2015 certified.

AML-CFT Framework

Commitment

The Bank remains firmly committed to safeguarding the integrity of the financial system and preventing misuse of the banking channel for Money Laundering (ML), Terrorist Financing (TF) and Proliferation Financing (PF). A strong Anti-Money Laundering and Counter-Financing of Terrorism (AML-CFT) framework is central to the Bank's governance philosophy and forms an integral pillar of its ESG strategy. The AML-CFT programme aligns with RBI Master Direction KYC 2025, Financial Action Task Force (FATF) recommendations, National Risk Assessment of India and global best practices.

Governance and Oversight

AML-CFT governance is driven through a three-lines-of-defence model, ensuring strong oversight and accountability. Board and senior management review AML-CFT risks periodically while a dedicated AML-CFT Cell undertakes policy formulation, monitoring and regulatory coordination. Independent audit provides assurance through periodic testing.

The transaction monitoring application, AMLOCK, processes an average of 27 crore transactions per day and generates approximately 1,10,000 AML cases. The Cell has implemented 250 red flag indicators for online transaction monitoring. These alerts are monitored for any suspicious activity by AML-CFT, Jaipur and Hyderabad. Apart from

online RFIs, 102 offline scenarios are in place for branches to monitor the transactions/activity.

Risk-based Approach

The Bank follows a Risk-Based Approach (RBA) across customers, geographies, products and delivery channels. Key measures include customer risk categorisation, enhanced due diligence for high-risk customers, ongoing transaction monitoring and periodic risk reviews. The framework incorporates emerging risks such as digital payment misuse, mule accounts, trade-based money laundering and cross-border risks.

AML Systems and Monitoring

Technology-Driven Surveillance

The Bank continues to invest in advanced analytics, including automated monitoring systems and AI/ML-driven alerts. AI/ML Engine has been deployed in AMLOCK that assigns risk score to alerts/cases, which helps a Case Analyst to prioritise an alert. The AI/ML model was recalibrated by the Analytics Department from October 2024 with attributes and characteristics of money mules. The model has been further revamped with additional attributes provided by the AML-CFT Cell and working since January 2026. Many of these features/attributes cater to the suspected transaction patterns of money mule/cyber-enabled frauds. The model is expected to increase the overall efficiency in detecting suspected transactions, alert management and reduction in unproductive alerts. Further, a functionality to provide counterparty details to FIU-IND has been developed and rolled out. The automation has helped to reduce the time lag in providing information to FIU-IND/LEAs.

Combating Money Mule and Digital Fraud

Focused initiatives are undertaken to monitor newly opened accounts, detect mule behaviour and conduct an awareness programme podcast for staff. The new emerging ML-TF risks observed by the AML-CFT Cell are shared by way of typology with FIU-IND. A shorter TAT for dealing with the alerts generated on RFIs related to Money Mule / Cyber Enabled Frauds have been implemented. Effective from June 2024, a formal mechanism has been established to share intelligence on Money Mules and emerging ML/TF patterns between PRMD and the AML-CFT Cell. Monthly structured meetings are conducted between AML/CFT, PRM department, Operations (KYC, IT-coordination) and IAD to share emerging ML-TF patterns on cyber and financial crimes.

Sanctions Compliance and Cooperation

The Bank maintains a robust sanctions compliance programme aligned with UN and domestic requirements, and actively liaisons with regulators and law enforcement agencies.

Capacity Building and Awareness

Enterprise-wide AML-CFT training, role-based sessions and awareness programmes are conducted to strengthen compliance culture and risk posed by money mule and cyber frauds. AML-CFT staff are continuously engaged in the sensitisation of operating functionaries online and onsite. AML-CFT awareness day is observed every year on 02 November. The AML-CFT awareness quiz was live on SBI times from 02 November 2025 to 02 December 2025. The awareness quiz concluded with a record participation of 96.69% of the employees, with a passing percentage of 65.96%. More than 2.10 lakh employees participated in the AML-CFT quiz.

Way Forward

1. Advanced version of AMLOCK: An improved version of the Transaction Monitoring Software with features such as Robotic Process Automation, AI Integration, etc.
2. AI/ML model for whitelisting of eligible accounts (such as Govt. and PSU accounts) in coordination with the Analytics Department to reduce false positive/unproductive alerts.
3. Revamp of Customer Risk Categorisation with AI driven model using calibrated CRC parameters and analytics for appropriate risk profiling of the customer.
4. System developments to report CTR for Joint Accounts, HUF and Minor's accounts.
5. Automation/Dynamic risk categorisation of PEP and Non-face-to-face customers.
6. Explore the feasibility of Agentic AI tools for Transaction monitoring.

Data Protection and Data Privacy

The implementation of the Digital Personal Data Protection Act (DPDPA), 2023, has been initiated with a detailed gap assessment exercise to evaluate current practices against regulatory requirements. In alignment with the Act, the Bank formulated a new Data Privacy Policy along with a Standard Data Processing Agreement (DPA). A data privacy-specific checklist has also been released with the Third-Party Risk Management (TPRM) department to strengthen vendor due diligence processes. To build internal awareness, e-lessons on the DPDP Act, 2023 are made mandatory for all employees. Data Privacy Day was celebrated on 28 January 2026 with roll out of Privacy Quiz and Broadcast Message, etc. to raise awareness. Necessary implementation actions are underway to ensure that the Bank is in compliance with the DPDP Act. In addition, the Compliance Department has successfully achieved re-certification under ISO 9001:2015, reaffirming its commitment to quality management standards.

Under the Digital Personal Data Protection (DPDP) agenda, the Bank will focus on finalising the Data Privacy Notice and Consent Framework, alongside development of an in-house Centralised Consent Management Solution (CCMS) to capture, manage and process data principals' consent in accordance with the Act. A Data Principal Rights Management (DPRM) solution will also be developed to enable fulfilment of rights exercised by data principals and a Data Privacy Impact Assessment (DPIA) exercise will be initiated.

Compliance and Risk

The Bank has achieved several key milestones across structure, governance, processes and culture within the Compliance & Risk (C&R) function. Roles, key responsibility areas (KRAs) and independent reporting lines are formally defined for officials posted in the C&R function, strengthening governance clarity and accountability. Compliance testing processes are standardised across branches and Centralised Processing Centres (CPCs), including uniform approaches to testing, report closure and awareness creation at the branch level. A robust monitoring and testing mechanism has been instituted, with annual structured testing at branches and CPCs, along with targeted testing of RBI guidelines at select branches.

Capacity building and a strong compliance culture has been reinforced through Compliance Awareness Meetings (CAMS), workshops and structured compliance and risk training programmes conducted at Apex Training Institutes (ATIs). To enhance alignment, structured interactions are established between the Compliance & Risk function and business and operations teams, fostering effective synergy. From a technology and process perspective, the Compliance & Risk Testing Portal (CRTP) has been developed to track compliance testing outcomes and create a centralised corporate memory. Additionally, a standardised Root Cause Analysis (RCA) process has been implemented to systematically identify people, process and system gaps, enabling focused and effective corrective actions.

Going forward, the Bank proposes the implementation of "C&R Version 2.0", a comprehensive framework aimed at enhancing the effectiveness of C&R officials and enabling structured measurement and demonstration of improvements in compliance across the Bank. A formal award and recognition mechanism will be introduced by collecting compliance-related improvement suggestions from C&R officials through a centralised channel, supported by a defined evaluation and incentivisation process. Key enablers for this initiative will include active participation of C&R officials at AO and RBO levels, committee oversight and development of an intranet-based portal for suggestion management. Additionally, structured feedback will be gathered from branches on the effectiveness of C&R officials' visits and awareness initiatives, with necessary enhancements planned in the Compliance & Risk Testing Portal (CRTP) to facilitate systematic feedback collection from Branch Managers across the Bank.

New Initiatives - Regulatory Coordination

- **COMPORT Portal: One View Dashboard**
  One View Dashboard in the Bank's In-house COMPORT Portal launched for oversight of Senior Management on Regulatory and Internal Compliance issues such as:
  - **Regulatory:** Regulatory Notifications, RBI Letters, Regulatory Returns, SSM - Indents, Incident (Show Cause/Penalty) reporting, C&R Visits, IRAR/NCRG/ RMP Status, Tranche III, Credit Risk Assessment (CRA), Quality Assurance Improvement Programme (QAIP)
  - **Internal:** Products, Policies, SOPs, DPDP Activities, FIU Returns, FO Reports, MSCR, BU Reporting & AML-CFT Activities.
  - Development of Incident reporting module under process for reporting of Penalties/SCNs/ Explanations and regulatory Actions/ Reputational Risk Events
  - Creation of Compliance Library for Corporate Memory.
- To foster a continuous compliance culture at grassroot level, a Bi-Monthly Compliance Newsletter titled 'Anuvartan' is published to keep operating units informed of the latest Regulatory Developments and penalties imposed by Regulators.

A new portal Centralised LEA Automated Response (C.L.E.A.R.) for end-to-end workflow system has been designed using Analytics for managing communications received from Law Enforcement Agencies (LEAs) such as the CBI, ED, Income Tax Department, Police, and other statutory or investigative authorities with a centralised Cyber Cell at Patna.

Internal Audit

Internal Audit Department (IAD) is an independent, objective assurance and advisory service, designed to add value and improve an organisation's operations. It helps an organisation accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of governance, risk management and control processes.

Aligned with global best practices and regulatory expectations, the Bank's IAD department operates as a risk-based audit function, conducting systematic and objective-based evaluations of the Bank's Risk Management, Internal Controls, Compliance and Governance Mechanisms. IAD works in close coordination with the Risk Management and Compliance functions to assess control effectiveness, ensure adherence to internal policies and external regulatory requirements and promote a culture of continuous improvement and accountability. The IAD, headed by the Deputy Managing Director, functions under the guidance, supervision of the Audit Committee of the Board (ACB).

Aligned with global best practices and regulatory expectations, IAD operates as a risk-based audit function, conducting systematic and objective-based evaluations of the Bank's Risk Management, Internal Controls, Compliance and Governance Mechanisms. Technological interventions, such as off-site audits, automation of audit processes, automated data monitoring and algorithm-driven audit selection have been progressively embedded to enhance audit quality, coverage and efficiency.

Key Sustainability Initiatives - IAD

- **Green Assets:** IAD has installed in its campus a compost machine, solar panels on IAD buildings, EV charging points for two and four wheelers in the parking area. The IAD campus also features extensive greenery with 120 mature trees and two fountains.
- **Sewage Treatment Plant:** Wastewater pipelines from IAD are being connected to the sewage treatment plant at AO, Cyberabad (adjacent compound).
- **Rainwater Harvesting Pits:** To enhance water conservation, three rainwater harvesting pits and a stormwater pipeline have been constructed.
- **Compost Machine:** A composting system is operational in IAD campus, effectively recycling food, vegetable and foliage waste.
- **Treated Fresh Air Circulators/Equipment have been installed in IAD buildings** to improve indoor air quality.
- **Paper Conservation:** The extensive adoption of Easy Approval (online) system has led to a significant reduction in printing and consumption of A4 paper.
- **Plastic-Free Initiative:** Plastic water bottles have been replaced with glasses and glass jars for drinking water within IAD.
- **Green Power Procurement:** Procurement of green energy has been implemented with effect from December 2024.
- **Paperless Reporting Process Initiated under Risk Focused Internal Audit (RFIA):** To support our commitment towards environmental sustainability and to ensure enhanced operational efficiency, easy traceability, audit trail & data security in reporting, the Bank initiated paperless reporting process under RFIA for all category of branches.

New Initiatives - IAD

Revised RFIA Framework: Comprehensive revision of the Risk Focused Internal Audit (RFIA) framework and the associated risk assessment methodology is underway to enable a more holistic, robust and forward-looking evaluation of risks.

Offsite Audit Capacity Enhancement: Strengthening audit capacity through digitisation/digitalisation of processes under "Stationary Auditors' Hub" Model at CAOs, 100% offsite FEMA Audit of Global Trade Finance Centres (GTFCs), among others.

Comprehensive Coverage of IT & Digital Risk: Holistic coverage of the Bank's IT and digital risk framework under a single umbrella through newly introduced audits (Digital Audit, RFIA & IT Audits) conducted by Integrated IT & Digital Audit Unit (IDAU).

Capability and Capacity Building: Enhancing professional competencies by augmenting skill sets through market-sourced IT Professionals and IS Auditors, structured training modules (internal and external), knowledge-sharing sessions with industry peers and external experts.

Technology and Analytics Enablement: Increased adoption of data analytics, automation and AI/ML-based tools for continuous monitoring, early identification of red flags, sharper insights, thereby enhancing both audit effectiveness and timeliness.

Conclaves, Seminars and Webinars in FY 2025-26

Knowledge sharing workshop with industry peers: A synergy meeting on best practices in internal audit was arranged by IAD (in coordination with IIA, India) in Mumbai on 17 December 2025. The best practices adopted, challenges and way forward were discussed in the meeting. The workshop was attended by the PNB, HDFC Bank, ICICI Bank, Kotak Mahindra Bank, Axis Bank and Federal Bank.

IAD Conclave 2026: The Conclave was conducted at State Bank Staff College (SBSC), Hyderabad on 14-15 March 2026. It brought together senior leadership, regulatory representatives and audit professionals to deliberate on evolving audit practices, regulatory expectations and strategic priorities. The theme of the Conclave was "सक्षम: सरल ऑडिट, सशक्त भविष्य", reflecting a focus on strengthening audit effectiveness and enabling a forward-looking audit framework.

One day workshop on **"Strategies for Better Governance, Strengthening Risk Management & Compliance Practices and Best Practices in Internal Audit"** for Chairman of SBI-sponsored RRBs was organised by IAD on 23 February 2026 at SBIRD, Hyderabad.

Structured and comprehensive training programmes for IS Auditors were arranged at SBIIT, Hyderabad (February and March 2026). IS Auditors have been deputed to attend external training programs conducted by NIBM Pune, IDRBT Hyderabad and ASCI Hyderabad.

Study Circle Meet of Audit Heads of Peer Banks at LHO, Mumbai Metro

Certifications

ISO Certifications to IAD & CAOs: IAD along with 16 CAOs, has been successfully awarded ISO Certification following the recent external audit conducted by the Certifying authority M/s SIS Certifications Private Limited during December 2025 and January 2026. This is valid till 14 March 2029, subject to annual review.

IGBC Certification: The IAD campus at Hyderabad is awarded the Indian Green Council Board (IGBC) Certification (under "Platinum" category) for its various energy efficiency, water conservation, waste management and reduced environmental impact initiatives.

Awards and Recognitions

IAD has been conferred with the following **five Excellence Awards** in Internal Audit by the Institute of Internal Auditors (IIA), India.

Dridha Award for Excellence in Internal Audit (in May 2025) for acknowledging internal audit functions in banking institutions that showcases steadfast integrity, process transformation and strategic insight)

Award for Digital Transformation & Innovation in Audit (in January 2026)

National Excellence Award 2026 under the category **"Future-Ready Audit Function"** meant to honour excellence for Future readiness of internal audit functions (in February 2026)

Agraj Dhridha Award for Excellence in Internal Audit by IIA Bombay Chapter in June 2025

IIA Award for **"Audit Quality & Innovation" –** January 2026

Commitment to Vigilance

The Bank remains deeply committed to upholding the highest standards of integrity, transparency and ethical conduct across all its operations. The Vigilance Department, a key pillar of this commitment, is led by the Chief Vigilance Officer (CVO) of Managing Director rank, appointed by the Government of India in consultation with the Central Vigilance Commission (CVC) and reporting directly to the Chairman. The CVO plays a pivotal role in formulating, implementing and periodically reviewing the Bank's vigilance policies. To strengthen oversight across Circles, Verticals and Subsidiaries, six Additional Chief Vigilance Officers (Addl. CVOs) have been deputed by the Government of India at strategic locations, ensuring robust supervision and timely interventions.

During the reporting year, the Bank observed Vigilance Awareness Week (VAW) from 27: October 2025 to 2 November 2025 under the theme "Vigilance: Our Shared Responsibility; सतर्कता: हमारी साझा जिम्मेदारी". A wide outreach campaign was executed through all Bank channels, including SBI Times, ATMs, CDMs, Internet Banking and social media platforms such as Facebook, Twitter, Instagram and LinkedIn, to reinforce vigilance awareness among employees and the public. Apart from the Bank's employees, mass awareness programmes were also conducted among various schools, colleges and general public. People from the rural areas were also covered during VAW by organising Gram Sabhas in their villages across India. In an effort to spread awareness among general public, our officials attended 800+ Gram Sabhas, conducted 500+ customer grievance redressal camps, 300+ workshops for Public & Staff and covered 400+ schools and colleges during the campaign period.

As part of fostering a culture of participative vigilance, the CVC rolled out a three month nation wide campaign ahead of Vigilance Awareness Week with a major focus on Capacity Building. As per CVC mandate, 650 officers were trained by Master Trainer on the specific subject matter of Investigation & Report, framing of chargesheet and conducting CTE-type Intensive Examination during the campaign period. CVC conducted a Master Training Programme at our State Bank Staff College, Hyderabad and State Bank of Institute of Leadership, Kolkata and State Bank Academy, Gurugram. 155 officials from various other Government Organisations along with SBI officials participated in these programmes. The capacity building programme was further extended to the Bank's BCs and CSPs.

In addition, the Bank facilitated a unique knowledge exchange initiative with the Central Bureau of Investigation (CBI) by organising specialised training on Banking Fraud Investigation at the State Bank Academy, Gurugram and the State Bank Institute of Learning & Development, Mumbai. Conducted in collaboration with the National Institute of Bank Management (NIBM), the programme equipped CBI officers with deeper insights into banking processes, lending systems and fraud risk indicators. The training at Gurugram was inaugurated and addressed by senior dignitaries, including the Secretary, Department of Financial Services (DFS), the Director, CBI and the Chairman of SBI.

The Vigilance Department continued to strengthen preventive vigilance across the Bank through 1,263 preventive vigilance programmes and 94 EO/PO/IA training sessions, collectively educating 29,232 officers. Suo moto investigations remained a key preventive mechanism, undertaken not only in complaint prone branches and branches flagged by RFIA auditors, but also in High-Risk and Very High-Risk branches identified through the Bank's AI/ML engine. During the year, suo moto investigations were conducted in 1,736 branches, significantly enhancing the Bank's early warning and risk mitigation capabilities.

The overall vigilance landscape reflected improved operational discipline, with the total number of cases referred to in the Vigilance Department, declining from 3,772 in the previous year to 2,995 during the reporting period. Of these, 750 cases were assessed and converted into vigilance cases, demonstrating the Bank's focus on continuous monitoring, targeted interventions and strengthening of ethical practices.

Policies and Frameworks

The Bank has a robust set of policies and frameworks that serve as the basis for its systems and procedures. These policies are regularly reviewed and updated to keep pace with changing best practices and regulatory requirements. They provide clear guidance to the staff, enabling them to make well-informed decisions that benefit the Bank and its stakeholders. The policies ensure the Bank's compliance with regulatory standards and its commitment to upholding the nine principles of NGRBC through proactive initiatives.

- Sustainability and Business Responsibility Policy
- Business Continuity and Operational Resilience Policy
- Corporate Social Responsibility Policy
- Code of Ethics
- Customer Rights, Grievance Redressal and Compensation Policy
- Information Security Policy & Standards
- Anti-Bribery & Anti-Corruption Policy
- Policy on KYC Standards, AML and CFT Measures
- Whistleblower Policy
- Equal Opportunity Policy for Persons with Disabilities
- Climate Change Risk Management Policy
- Sustainability-linked Finance Policy Framework
- Policy on Doorstep Banking for Retail Customers
- ESG Financing Framework
- Policy on Climate Finance and Management of Climate Change Risks
- Cyber Security Policy & Standards
- Fair Lending Practices Code
- Commitment to Customers (BCSBI Code)
- Garima Policy Sexual Harassment of Women at Workplace, (Prevention, Prohibition and Redressal) Policy
- Electronic Waste Management Policy
- Renewable Energy Policy
- Operational Risk Management Policy
- Microfinance Loan Policy

Risk Management

Risk Management Process

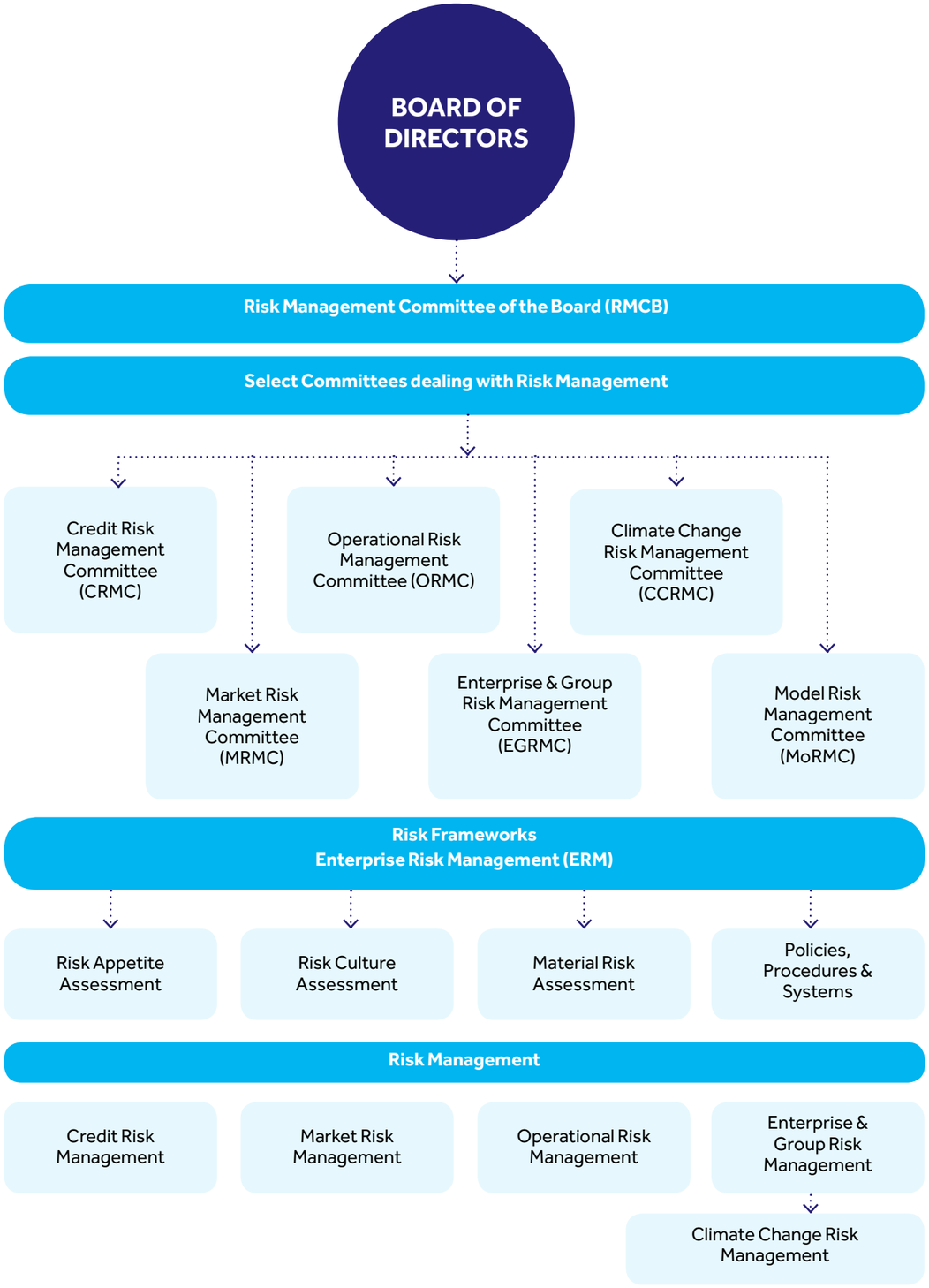
Independent risk measurement, monitoring and control functions are crucial aspects of ensuring the stability and soundness of a financial institution. The banking sector is exposed to several systemic risks, which have the potential to cause cascading impacts on the overall socioeconomic landscape. As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

Risk Governance

To effectively manage risk, the Bank has established a robust governance mechanism. The Risk Management Committee of the Board (RMCB), led by an Independent Director, plays a pivotal role in overseeing risk-related activities. Several executive-level committees are established to work on various thematic risks such as Credit Risk, Market Risk, Operational Risk, etc. Such robust governance mechanisms enable the Bank in its endeavour towards independent risk measurement, monitoring and control functions, along with its adherence to regulatory requirements and robust reporting structures. Furthermore, the Risk Management Department is certified by ISO 9001:2015.

Presentations on various Risk Management topics are being presented regularly, in addition to periodic risk reporting to the Board/Committees. The Internal Audit function undertakes a systematic periodic review of the Risk Management processes and policies to ensure their effectiveness and compliance.

Governance Framework for Risk Management



Three Lines of Defence (LOD)

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

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

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

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

SBI's Comprehensive Risk Management Framework

Risk	Policies	Focus Areas	Capitals Impacted
Market Risk Management	▸ Investment Policy ▸ Trading Policy ▸ Market Risk Management Policy ▸ Market Risk Limit Policy ▸ Hedging Policy	▸ Identification and measurement of risks, control measures, monitoring and reporting systems ▸ Simulating various market risk scenarios to measure stress losses and initiate remedial measures ▸ Monitoring risk in the Bank's trading portfolio ▸ Daily computation of stressed VaR for market risk and enterprise level VaR ▸ Risk-adjusted Performance Analysis of domestic and overseas portfolio ▸ Assessment, measurement, monitoring and mitigation of Model Risk ▸ Quarterly stress testing ▸ External validation of models used for market risk management are being performed every year	
Operational Risk Management	▸ Operational Risk Management Policy ▸ Business Continuity and Operational Resilience Policy ▸ Loss Data Management Policy ▸ IT Risk Management Policy	▸ Ensuring that the Bank's operations can continue without any disruptions, even in the face of natural calamities ▸ Moving towards becoming Operationally resilient over a much longer horizon, rather than just recovering from short spells of disruptions ▸ Boosting confidence of all stakeholders ▸ Shifting from Branch/Business Unit BCP to the Bank Level Resilience ▸ Quarterly KRIs are monitored to ensure that risk remains within accepted thresholds	
Credit Risk Management	▸ Credit Risk Management Policy ▸ Risk Rating Policy ▸ Country Risk Management Policy ▸ Policy on Stressed Sector Identification ▸ Stress Test Policy	▸ Development and periodical review of Credit Risk assessment Models and PD/LGD/EAD/ Macroeconomic Models ▸ Setting Permissible Global Exposure Limit (PGEL) on Country, State Govt., Foreign/ Domestic Banks, AIFIs & SFBs, Primary Dealers, QCCPs, Domestic Life Insurance Companies, etc. ▸ Biannual stress tests on credit portfolios in line with RBI guidelines and industry best practices ▸ Assessment of the customer-level Risk Adjusted Return on Capital (RAROC) and periodic risk-return analysis of critical portfolios ▸ For industry studies: an active coverage universe spanning 37 industries and over 100 sub-segments, covering 67% of the Bank's total advances (excluding retail and agriculture) ▸ Assessing borrowers on ESG criteria for identification of ESG risks associated with projects above a certain threshold ▸ Periodic exposure reviews in relation to internal and regulatory limits, industry risks, portfolio quality, etc.	

Risk	Policies	Focus Areas	Capitals Impacted
Enterprise and Group Risk Management/ Model Risk Management	▸ Enterprise Risk Management Policy ▸ Enterprise Model Risk Management Policy ▸ ICAAP Policy ▸ Policy on Bank's disclosures under Pillar 3 ▸ Group Risk Management Policy ▸ Group Liquidity Risk Management Policy	▸ Risk Appetite, Risk Culture Assessment, Reputational Risk, Strategic Risk, Material Risk Assessment and Integrated Stress Testing Frameworks ▸ Preparation and reporting of regulatory returns such as Group LCR, Group NSFR, FINCON, etc. ▸ Preparation and validation of annual ICAAP Document **Model Risk Management** ▸ Model Risk Management encompasses governance and control mechanisms such as Board and senior management oversight, policies and procedures, controls and compliance ▸ An independent Model Validation Team (MVT) and Model Risk Management Committee (MoRMC) has been incorporated to ensure objectivity and avoid conflict of interest ▸ Models are categorised based on risk such as High, Medium and Low, to prioritise validation and monitoring resources and efforts	
Climate Change Risk Management	▸ Climate Change Risk Management Policy	▸ Climate Change Risk Management Policy as a guidance for a transition towards low-carbon and climate-resilient operations and investments ▸ Identifying, assessing and managing the climate-related financial risks and devise mitigation plans ▸ Committed to integrating climate-related risks into the centralised enterprise risk management programme	

Manufactured Capital
Social and Relationship Capital
Financial Capital
Human Capital
Natural Capital
Intellectual Capital

Enterprise Risk Management Process

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

In line with the Bank's vision to integrate the role of risk into that of a strategic function, the Board has in place an ERM Policy. This policy encompasses the Risk Appetite Framework, which delineates limits for significant risks and includes corresponding monitoring parameters. To uphold the safety and stability of its operations, the Bank has devised strategies to methodically measure, evaluate, monitor and manage risks across its various portfolios. These frameworks are developed in accordance with international best practices.

Enterprise Risk Management Process

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

The Bank utilises various models to evaluate and mitigate risks, with model risk being addressed through adherence to industry best practices throughout each stage of the model lifecycle. Models are categorised based on their materiality into High, Medium and Low risk tiers to optimise process efficiency and resource utilisation .

Factoring-in Risk Assessment into ICAAP

The State Bank of India conducts a comprehensive Internal Capital Adequacy Assessment Process (ICAAP) on an annual basis to evaluate the adequacy of capital under both normal and stressed conditions at individual and group levels. The new and emerging risks are also identified and rigorously analysed in the ICAAP. The assessment encompasses material risks such as Credit Risk, Market Risk, Operational Risk, Liquidity Risk, Interest Rate Risk in the Banking Book (IRRBB), Credit Concentration Risk and other relevant risks. Based on the assessment, capital is allocated as necessary. The identification and discussion of new and emerging risks during the ICAAP reflect a proactive approach that ensures the bank is well-prepared to confront any potential challenges.

Building Risk Culture - Sensitising Employees on Risk Management

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

Business Continuity and Operational Resilience Policy

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

Integration of Climate Risks into the Risk Management Process

SBI is dedicated to enhancing its resilience in light of emerging climate risks. The Bank has instituted a high-level executive body known as the **Climate Change Risk Management Committee.** This Committee provides strategic guidance and oversight to ensure the integration of climate considerations within the Bank's risk management framework. Furthermore, the Bank has developed a Climate Change Risk Management Policy aimed at mitigating risks while capitalising on growth opportunities. The climate change risks encountered by the Bank can be classified into two primary categories:

- **Physical risks,** which arise from direct and observable alterations in the climate system, can lead to economic and financial losses. These risks are further categorised as acute risks, which are event-driven and stem from extreme weather phenomena such as floods, heatwaves, cyclones, or wildfires and chronic risks, which emerge from long-term changes in climate patterns, such as rising temperatures, alterations in precipitation and sea level rise.

- **Transition risks,** which emerge from changes in policies, technologies and market dynamics necessary to address climate change and facilitate the shift towards a low-carbon economy. This category encompasses policy and legal risks, technological risks, market risks and reputational risks.

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

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

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

Climate-related Risk Scenario Analysis

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

Our Value Creation Approach

EXTERNAL LANDSCAPE	MATERIAL ISSUES	STRATEGIC CAPITALS	INPUTS	OUTPUTS	OUTCOMES
India's economic transformation and inclusion agenda	Financial Inclusion and Community Development Economic Performance	Financial Capital	• Deposits: ₹59,75,643 crore • Net Advances: ₹48,77,895 crore • CRAR: 15.40%	• Net Profit: ₹80,032 crore • Net Interest Margin: 2.91% • Return on Assets: 1.12% • Return on Equity: 18.57% • Dividend per share value: ₹17.35 • Earnings per share: ₹87.59 • Cost to income ratio: 50.11% • Gross NPA: 1.49%	• Increased Market Capitalisation • Growth in Sustainable Finance • Increase in Net Profit • Improved Profitability and Shareholder Return
Digital financial ecosystem transformation	Customer Satisfaction and Experience Brand Image and Management	Manufactured Capital	• Total Domestic Branches: 23,265 • Total Domestic Offices: 2,761 • Total International Branches/Offices: 245 • ATMs and ADWMs: 64,245 • Business Correspondents: 24 National and 38 Circle BCs • Customer Service Points: 79,134 • 22,791 SWAYAM kiosks across 19,561 branches • Investment in Digital Infrastructure	• ~1 crore ATM transactions per day • New Branches in FY 2025-26: 374 • Total national cash dispensation handled through network: ~34% • ATMs with solar power backup: 5,478 • Passbook printing transactions migrated from counters to kiosks: 96% • Overseas offices: 245	• Highest customer touchpoints across India, including remote areas • Total Rural and Semi-Urban Branches: 15,174 • National coverage: 28 states and 8 Union Territories • Global coverage: 29 countries across six continents • Transactions through digital and alternate channels: 98.7% • Net Acquirer status in ATMs maintained since August 2025 • Market share of installed ATMs & ADWMs: 30%
Emerging data risks and customer data protection	Data Security and Customer Privacy Digital Leadership Product Innovation with ESG Impact Brand Image and Management	Intellectual Capital	• Brand value and trust through proprietary products e.g., YONO 2.0 • Responsible AI and AI/ML model governance framework • ESG issuances under the ESG Financing Framework • Digital advancement capabilities • Higher Investment in Technology and Innovation • Robust Information Security & Cyber Security Framework • Layered Cyber Security Controls • Strong ISD Department with 5 financial wings for IS & cyber security	• ISD is 27001:2022 certified • Suite of innovative digital offerings • Registered user base on YONO: 10 crore+ • 2 crore Registered users, with 93+ customer journeys covered, on WhatsApp • Overseas customers onboarded through YONO: 4.20 lakh+ • Contributing to ~27% of total UPI ecosystem volume. • Employees trained for IS and cybersecurity through e-lessons: 1.81 lakh	• In-house ESG rating model for borrower risk-review • Data Breaches: Zero • Large scale digital capability across workforce 29 Countries for UPI Global • Enhanced digital adoption • Increased digital financial inclusion • Improved cyber resilience • Digital advancement drives operational efficiency and personalised customer experience and strengthens financial inclusion
Increased stakeholder interest in mitigation of ESG risk	Customer Satisfaction Data Security and Customer Privacy Financial Inclusion and Community Value Chain Management	Social and Relationship Capital	• CSR Expenditure: ₹709.01 crore • CSR spend in aspirational districts: ₹17.26 crore • RSETIs: 164 • Support to government schemes: PMJJBY, PMSBY, APY, PMJDY • Loan portfolio of SME: ₹6.12 lakh crore • Mudra loan disbursed: ₹48,900 crore • Strengthening SMEs and startups • Supporting sustainable farming practice • Robust customer grievance redressal mechanism • Customer outreach programmes • Strengthening women-led enterprises & livelihoods	• CSR Beneficiaries: 58 lakh + • Number of Aspirational Districts covered: 84 • Total Number of Villages Covered Pan-India through CSR activities: 20,000+ • E-Mudra App for SME loan processing • Customers served: 53 crore+ • Women Customers: ~23 crore • NPS (Bank level): 90.18% • Market share in PMJJBY: 46.01% • Basic Savings Bank Deposit Accounts: 18.49 crore	• Increased financial inclusion in unserved and underserved areas • Increased financial literacy • Improved livelihood opportunities • Increased banking penetration • Enhanced stakeholder trust and customer satisfaction • SME growth portfolio: 21% YOY • Best Financial Inclusion Award under Private & Public Sector Bank in Large Bank Category in IBA 21st Annual Banking Technology Conference • World Best Consumer Bank 2025 from New York-based Global Finance
Imperatives around sustainable finance and responsible banking	Employee Engagement Training, Leadership Development, and Succession Planning	Human Capital	• Employee workforce (inclusive of employees posted in foreign offices): 2,45,131 • Spend on employee well-being: ₹1,169 crore • Spend on training per employee per year: ₹22,544 • Investment in accessible infrastructure • Inclusive HR Policies • Investment in Talent Management • Employee engagement and well-being measures • Focus on Diversity, Equity and Inclusion initiatives • Women empowerment programmes	• Women in total workforce (inclusive of employees in foreign offices): 28.54% • Differently abled employees in the workforce: 6,131 • New Hires: 25,633 • Employee health benefits coverage: 100% • Average Training Hours per Employee (inclusive of employees in foreign offices): 61.74 hours • Employee Engagement Survey (Abhyuday 2.0): 74% • Absentee Rate: 0.47% • Gender Pay Parity: 100% • >20% decline in the number of staff complaints in the last two years	• Turnover Rate: 4.60% • Retention Rate: 98.97% • Human Capital Return on Investment: 7.58 • Improved employee engagement and well-being • Strong leadership pipeline • Increased employee productivity • Inclusive and equitable workplace culture
Evolving regulatory landscape around climate change risks	Climate Action Natural Resource Management	Natural Capital	• Renewable Energy Consumption: 3,67,307 GJ • Carbon neutrality by 2030 • Establishment of the Corporate Centre Sustainability Committee (CCSC) to oversee sustainability-related matters and a dedicated ESG & Climate Finance Unit to facilitate Climate Finance activities of the Bank • Sustainability and Business Responsibility Policy • Climate Change Risk Management Policy • Driving green and sustainable finance • Investment in green infrastructure • ESG Financing Framework • ESG framework for rating borrowers on ESG criteria • Sustainable business strategy	• RE projects financed: ₹1,48,993 crore • Trees planted: 5,76,497 lakh • Pages saved through YONO: 394.13 lakh • Scope 1 and 2 Emissions: 6,90,156 $MTCO_2e$ • Green building certifications from IGBC/GRIHA: 117 • EV Charging Points: 173 • STPs installed: 32 • Rainwater harvesting systems installed: 620	• Capacity of RE financed portfolio: 59,208 MW • Total emissions avoided through RE: 72,441 $MTCO_2e$ • Improved climate resilience • Scope 1&2 emissions intensity reduced by 8.84%

VALUE DRIVERS AND PRIORITIES

Vision:
Be the Bank of Choice for a Transforming India

Mission:
Committed to Providing Simple, Responsive and Innovative Financial Solutions

Values

Transparency Politeness

S T E P S

Service Ethics Sustainability

Strategic Areas
- Channels and Customer Experience
- Financial Performance
- Internal Organisation Governance
- Human Capital and Learning

SBI's Strategic Business Units (SBUs)
- Retail Business and Operations (RB&O)
- Corporate Accounts Group (CAG)
- Project Finance and Structuring (PF&S)
- Government Business Services and Solutions Unit
- Commercial Clients Group (CCG)
- International Banking Group (IBG)
- Global Markets

Stakeholder Engagement and Materiality Assessment

Engaging Stakeholders, Shaping What Matters

Stakeholders are integral to SBI's journey, shaping the Bank's strategic direction, governance priorities and long-term value creation. In an incredibly complex and interconnected environment, proactive and purposeful stakeholder engagement is critical to understanding evolving expectations, identifying emerging risks and opportunities and strengthening institutional resilience.

At SBI, engagement goes beyond communication—it is a continuous, structured process grounded in transparency, inclusiveness and mutual trust. Meaningful dialogue with stakeholders provides diverse perspectives that inform robust and forward-looking decision making.

The Bank maintains a strong focus on systematic and ongoing engagement with both internal and external stakeholders. This approach is embedded within its Sustainability and Business Responsibility framework, ensuring that business strategies and operations remain aligned with stakeholder priorities and broader sustainability objectives. Under SBI's STEPS (Service, Transparency, Ethics, Politeness & Sustainability) values, stakeholder centricity is positioned as a key driver of sustainable and responsible growth. It also highlights SBI's initiatives to strengthen relationships, foster collaboration and build long-term, trust-based partnerships that support sustainable and inclusive growth.

Contribution to SDGs

Interlinkage with BRSR

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

Stakeholder Engagement Framework

Our four-pronged stakeholder engagement process includes the following:

Identification
The Corporate Centre Sustainability Committee holds discussions and deliberations to identify stakeholders of the Bank

→

Prioritisation
Stakeholders are prioritised on the basis of their activities, business relationships and impact

→

Engagement
The Bank connects with stakeholders through various channels for identification of material topics

→

Expectations
The Bank strengthens its relationship by addressing stakeholder concerns effectively

By fostering an environment of openness and cooperative interaction, SBI is better positioned to anticipate challenges and opportunities, paving the way for mutual success. The Bank's dedication to stakeholder engagement underscores its commitment to aligning business practices with stakeholder priorities, reinforcing transparency, trust and long-term sustainable value creation.

Effective Stakeholder Engagement

Stakeholder Group	Vulnerability	Channels of communication	Frequency of Engagement	Purpose and scope of engagement, including key topics and concerns raised during such engagement
Employees	Yes, the Employees with special abilities	▸ Regular meetings with management ▸ Performance Appraisal process ▸ Engagement surveys	Continuous	▸ Career progression, professional development and training ▸ Inclusive, safe workplace ▸ Effective grievance redressal mechanism ▸ Employee welfare ▸ Equal opportunities for specially-abled
Customers	Yes, especially the following group of customers: ▸ Pensioners ▸ Women ▸ Senior Citizens ▸ People with special abilities ▸ Beneficiaries of social security schemes	▸ Online and offline feedback mechanisms ▸ Customer satisfaction surveys ▸ One-on-one meeting with corporate customers ▸ Customer service calls and meetings ▸ Town hall meetings	Continuous	▸ Enhanced customer service and reduced turnaround time ▸ Effective grievance redressal mechanism with timely redressal of complaints ▸ Financial literacy and awareness of products ▸ Digital banking and innovative products ▸ Secure & reliable digital platforms & transactions ▸ Accessibility to banks in rural & unbanked areas ▸ Enhancing access of products and services for PWD/ senior citizens
Industry Associations	No	▸ Participation and interaction with the industry association ▸ Partnership for industry events ▸ Conferences and seminars	As and when required	▸ Collaboration on policy advocacy ▸ Peer learning ▸ Remain informed about market trends and industry developments
Investors and Shareholders	No	▸ Webcasts and Audio Calls ▸ Investor Conferences ▸ Annual General Meetings	Quarterly	▸ Declaration of dividend ▸ Claim-related concerns ▸ Operational performance and focused growth strategy ▸ Ethical practices ▸ Financial performance transparency
NGOs and Community Members	Yes	▸ Community consultations ▸ Welfare programs ▸ Project needs and impact assessments ▸ CSR activities ▸ Social media interactions ▸ Press releases	Monthly	▸ Promoting socioeconomic transformation through new areas of intervention ▸ Social upliftment through the Bank's CSR activities, which include health care, education, livelihood, sports, etc. ▸ Job creation ▸ Promotion of social inclusion ▸ Financial literacy and inclusion
Regulatory Bodies	No	▸ Meetings to discuss mandates or regulations ▸ Annual filings with regulators	As an when required	▸ Consultation and feedback for public policy development ▸ Regulatory compliance and disclosures ▸ Social schemes implementation
Suppliers and Vendors	Yes ▸ MSMEs ▸ Women-owned organisations	▸ Vendor meets ▸ Training and skill upgradation ▸ One-on-one meetings	Continuous/ Annual performance review	▸ Governance and ethical practices ▸ On-time payments ▸ Standardised procurement ▸ Grievance redressal ▸ Operational efficiency

Materiality Assessment

The Bank operates within a complex financial ecosystem shaped by a broad range of environmental, social and governance (ESG) factors. Through a robust materiality assessment process, the Bank systematically identifies and evaluates ESG factors that are most relevant to its stakeholders and critical to its business operations. On an ongoing basis, the Bank assesses impacts, risks and opportunities across its operations and value chain, prioritising the most significant ESG topics. This approach enables the Bank to focus its resources and actions on material issues that influence stakeholder decision-making and support the integration of sustainability considerations into its strategic and operational processes. The Bank's Materiality methodology encapsulates two pivotal dimensions: impact materiality and financial materiality.

Impact materiality considers the actual and potential positive and negative impacts of the Bank's activities, products and services on the environment, society and stakeholders. For SBI, this includes impacts arising from lending and investment activities, customer interactions, employee practices, community engagement and value-chain relationships. Topics assessed under impact materiality reflect areas where the Bank's operations and financing decisions may significantly influence social outcomes, environmental conditions or stakeholder well-being, either directly or through its portfolio.

Financial materiality evaluates sustainability-related risks and opportunities that could influence the Bank's financial performance, position or long-term value creation. For SBI, this includes risks and opportunities that may affect profitability, asset quality, capital adequacy, liquidity, reputation or regulatory compliance, arising from ESG factors such as climate risks, governance practices, digital transformation and evolving regulatory expectations.

A topic is considered material if it is significant from either an impact perspective, a financial perspective, or both.

The Bank's Approach to Materiality Assessment

The Bank carried out a comprehensive Materiality Assessment in FY 2022-23 and subsequently reviewed and validated the identified material topics. The assessment was conducted in accordance with the GRI 3: Material Topics 2021 Standards. A materiality assessment refresher exercise was conducted by the Bank in FY 2023-24 to capture any emerging requirements to the material topics. The exercise led to the addition of three new material topics, bringing the total to 15. In FY 2024-25, 15 ESG material topics were kept the same as in the previous year.

Further, in the reporting period FY 2025-26, the Bank undertook a detailed assessment, including the review of peer practices, ESG standards and frameworks and leadership discussions. In the context of emerging business risks and opportunities and consultations with leadership, the Bank identified three additional topics to the existing 15 topics in the reporting period. The three additional topics are **Sustainable and Responsible Finance, Risk Management and Employee Well-being & Safety.** The business implications, risks and opportunities were evaluated through leadership engagement. The Corporate Centre Sustainability Committee (CCSC) approved the addition of the three new material topics, given their criticality to the business. These 18 ESG topics have been identified as material to the Bank's business for FY 2025-26.

This annual evaluation ensures that material topics are consistently aligned with the dynamic ESG landscape and its factors affecting the Bank and vice versa. As part of this comprehensive assessment, the Bank extensively engages with internal and external key stakeholder groups.

The Bank's detailed approach to materiality assessment is provided below-

Identifying Material Topics

The Bank identified ESG material topics through an overview of the Bank's own activities, activities undertaken by business relationship partners, the type of products and services offered, peer review and stakeholder engagement. The topics were evaluated for impact on the Bank's business, its importance to stakeholders and impact of the Bank on environment and society.

Stakeholder Engagement

Appropriate stakeholder engagement methods were adopted to obtain feedback on potential material topics. The Bank engaged with both internal and external stakeholders through customised questionnaires designed to assess the likelihood, magnitude and impact of risks & opportunities associated with each material topic. Mitigation measures were suggested for identified potential negative impacts while positive impacts were identified for leveraging opportunities.

Significance of Identified Impacts

The Bank assessed the relative significance of identified impacts through qualitative and quantitative analysis to prioritise and take appropriate measures to address the impacts. The material topics were subsequently prioritised based on both the management and stakeholders' perspectives.

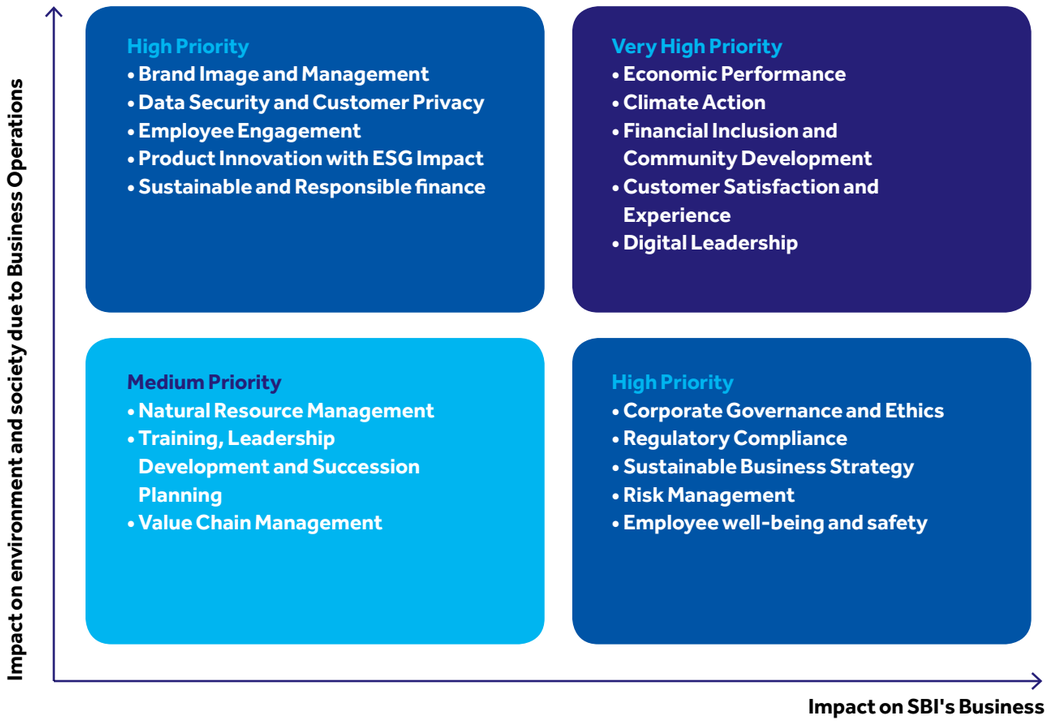
Prioritization of Topics

The significance of the identified impacts was evaluated through a threshold-based evaluation framework to classify material topics into very high, high and medium priority categories. The findings were subsequently reviewed by the Corporate Centre Sustainability Committee (CCSC), the Bank's apex governance body for sustainability.

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

Materiality Matrix

The materiality matrix serves as a critical tool for SBI in identifying and prioritising environmental, social and governance issues that are most relevant to its stakeholders and business operations. By systematically analysing these material topics, SBI integrates sustainability considerations into its strategic decision making processes, ensuring that key stakeholder concerns are addressed while fostering long term value creation and responsible business practices. The Bank has identified 18 material topics of strategic relevance to its operations, which are assessed across two dimensions - impact on SBI's business and importance to stakeholders and the external environment, enabling focused action on the most significant ESG priorities.



Interconnectedness of the Bank's Material Topics

Tenets of the Bank's Responsible Banking Strategy	Material Topics Alignment	Mapped Capitals	GRI Alignment
Powering Green Growth	▸ Climate Action ▸ Natural Resource Management	▸ Natural Capital	▸ GRI 201: Economic Performance 2016 ▸ GRI 302: Energy 2016 ▸ GRI 305: Emissions 2016 ▸ GRI 303: Water and Effluents 2018
Powering Inclusive Prosperity	▸ Financial Inclusion and Community Development ▸ Employee Engagement ▸ Training, Leadership Development and Succession Planning ▸ Employee Well-being and Safety	▸ Social and Relationship Capital ▸ Human Capital	▸ GRI 413: Local Communities 2016 ▸ GRI 404: Training and Education 2016 ▸ GRI 405: Diversity and Equal Opportunity 2016 ▸ GRI 401: Employment 2016 ▸ GRI 404: Training and Education 2016 ▸ GRI 405: Diversity and Equal Opportunity 2016 ▸ GRI 406: Non-discrimination 2016
Powering Responsible Banking	▸ Customer Satisfaction ▸ Value Chain Management ▸ Data Security and Customer Privacy ▸ Product Innovation with ESG Impact ▸ Sustainable Business Strategy ▸ Sustainable and Responsible Finance	▸ Social and Relationship Capital ▸ Manufactured Capital ▸ Intellectual Capital	▸ GRI 416: Customer Health and Safety 2016 ▸ GRI 418: Customer Privacy 2016 ▸ GRI 204: Procurement Practices 2016 ▸ GRI 308: Supplier Environmental Assessment 2016 ▸ GRI 414: Supplier Social Assessment 2016 ▸ GRI 410: Security Practices 2016 ▸ GRI 418: Customer Privacy 2016 ▸ GRI 2-12: Role of the Highest Governance Body in Overseeing the Management Impacts ▸ GRI 2-22: Statement on Sustainable Development Strategy
Powering a Future-Ready SBI	▸ Digital Leadership ▸ Economic Performance ▸ Brand Image and Management ▸ Corporate Governance and Ethics ▸ Regulatory Compliance ▸ Risk Management	▸ Financial Capital ▸ Manufactured Capital ▸ Intellectual Capital	▸ GRI 205: Anticorruption 2016 • GRI 206: Anticompetitive Behaviour 2016 ▸ GRI 405: Diversity and Equal Opportunity 2016 ▸ GRI 411: Rights of Indigenous People 2016 ▸ GRI 417: Marketing and Labeling 2016 ▸ GRI 2: General Disclosures 2021

Material Topics and Corresponding Risks & Opportunities

The Bank assesses the impact of each identified material topic to support sustainable business strategies and long term value creation. The matrix below outlines the nature of the identified material topics and their impact on the Bank's operations, incorporating insights derived from stakeholder engagement and the materiality assessment process. It presents the key material topics identified through a structured assessment process, along with the associated risks and opportunities, highlighting both actual and potential impacts. This approach enables SBI to clearly identify priority areas and strategically focus its efforts on initiatives that strengthen sustainable value creation across its operations and value chain.

Material Topics, Risks and Opportunities

Material Issues Identified	Rationale for Identifying as Risk/Opportunity	Risk/ Opportunity	Financial Implication/ Impact	Affected Stakeholders	Mitigation for Risk Commitment/Policies for Opportunity	Targets/Performance for FY 2025-26
Brand Image and Management	Brand management shapes the Bank's reputation and customers' trust. A strong brand attracts clients, fosters loyalty, enhances credibility and sustainable growth.	Opportunity	Potential Positive Impact	▸ Investors ▸ Customers	▸ Marketing & Communication Policy guides marketing and communication strategies to strengthen the brand image, keeping in view the Bank's vision, mission and customer centricity. ▸ The Bank collaborates to align brand and product messaging with design aesthetics for various stakeholder groups. ▸ The Bank invests in community development programmes to develop a positive brand image and trust among local communities. ▸ The Bank emphasizes effective and positive communication by leveraging media channels.	▸ Brand Value 2026- USD 8.1 billion, the strongest banking brand in India with AAA+ rating and 16th strongest banking brand globally, according to the Banking 500, 2026 journal by Brand Finance. ▸ World's Best Consumer Bank 2025 by Global Finance, New York. ▸ Best Bank in India 2025 by Global Finance, New York. ▸ Increased digital media engagement by 9.79%.
Climate Action	Climate change can pose disruptions caused by natural disasters and may interrupt the Bank's operations, resulting in losses. Climate change poses physical and transition risk for the Bank.	Risk	Potential Negative Impact	▸ Investors ▸ Customers ▸ Investee Companies	▸ The Risk Management Committee of the Board is responsible for effective oversight of the Bank's climate-related risks. ▸ Establishment of the Climate Change Risk Management Department under the Risk Management Framework. ▸ The Climate Change Risk Management Committee oversees climate change matters at the executive level. ▸ Comprehensive Business Continuity and Operational Resilience (BC & OR) Policy and Manual ensures continuity of the Bank's operations during disruptions, including natural calamities. ▸ The Climate Change Risk Management Policy serves as a guiding framework for transitioning towards low-carbon and climate-resilient operations and investments. ▸ The Sustainability and Business Responsibility Policy determine the Bank's efforts to adapt and operate efficiently in an environment filled with risks and opportunities. ▸ ESG & Climate Finance Unit acts as a nodal unit for climate finance and monitors the Bank's carbon footprint and development & implementation of a roadmap to achieve the Bank's Carbon neutrality (Scope 1 & 2) target by 2030. ▸ The Bank is in the process of measuring financed emissions with subsequent scenario-based assessments intended to create roadmaps for integrating climate sustainability into the portfolio. ▸ The Bank has developed a Climate Risk Scorecard to assess the potential impact of climate change risk on its portfolio, consisting of both quantitative and qualitative metrics. ▸ For further details on the Bank's approach to climate action, please refer to the 'Natural Capital' (Page 140-157) and 'Climate Risk' under the 'Approach to Governance and Risk Management' section in the Sustainability Report FY 2025-26 (Page 83).	**Targets** ▸ Target to achieve at least 7.5% of domestic gross advances to be Green by 2030. ▸ Target to be carbon neutral (Scope 1 and 2) by 2030. ▸ Implement 100% renewable energy usage across the Bank's corporate offices and ATMs by 2030. ▸ Net Zero by 2055 (Scope 1,2 & 3). **Performance** ▸ Green advances - 2.83% of gross domestic advances as on 31 March 2026. ▸ Roadmap in place for achieving Carbon Neutrality in internal operations (Scope 1 & 2) by 2030. ▸ 59,208 MW capacity of renewable energy financed. ▸ 87.1 million $MTCO_2e$ GHG emissions avoided due to financing of Renewable Energy projects.

Material Issues Identified	Rationale for Identifying as Risk/Opportunity	Risk/ Opportunity	Financial Implication/ Impact	Affected Stakeholders	Mitigation for Risk Commitment/Policies for Opportunity	Targets/Performance for FY 2025-26
Corporate Governance and Ethics	Lack of strong governance can result in regulatory penalties, legal issues, financial and reputational loss, and loss of investors/ stakeholder trust. It can also impact market position and may impact profitability.	Risk	Potential Negative	▸ Board and KMPs ▸ Investors ▸ Employees ▸ Customers	▸ A diverse Board with varied expertise and strong financial oversight ensures regulatory compliance and implementation of ethical practices. ▸ Comprehensive policies and procedures ensure accountability and transparency on compliance, ethical conduct, cyber security, data privacy, anti-bribery and anti-corruption, conflict of interest, money laundering, etc. ▸ Regular inspection and audits ensure compliance with all aspects. ▸ Nine board-level Committees for oversight on crucial areas. ▸ An Independent Ethics Department ensures that the highest standards of integrity and conduct are maintained. ▸ Code of Ethics in place, woven around the Bank's values of STEPS. ▸ For further details on the Bank's approach to corporate governance and ethics, please refer to the 'Approach to Governance and Risk Management' section in the Sustainability Report FY 2025-26 (Page 60-68).	**Performance** ▸ Performance evaluation of the Board was carried out in FY 2025-26 reaffirming the Board's confidence in the Bank's governance values. ▸ More than 1.81 lakh of employees trained on Code of Ethics through e-learning modules. ▸ 100% audit of auditable branches/offices completed. ▸ Regular conduct of Ethical Audit Survey.
Customer Satisfaction	Customer satisfaction directly impacts customer trust and loyalty. It leads to enhanced brand reputation, customer retention, business prospects and profitability.	Opportunity	Actual Positive	▸ Customers ▸ Employees ▸ Investors	▸ The Bank complies with Customer Rights, Grievance Redressal and Compensation Policy, mandated by RBI, ensuring protection of customer rights and improvement in overall Banking experience. ▸ Integrated CRM solution for enhanced customer engagement across all touchpoints. ▸ Round-the-clock (24x7x365) contact centre with IVR and toll-free numbers available in regional languages for easy customer complaint resolution. ▸ Continuous monitoring of customer satisfaction through metrics, including Customer Satisfaction Score (CSAT), Net Promoter Score (NPS) and Customer Effort Score (CES). ▸ Provision of Seva Sarathi at high footfall branches ▸ Setting up the Centre of Excellence for Refinement of User Experience (CRUX) to strengthen customer-centric approach. ▸ For further details on the Bank's approach to customer satisfaction, please refer to the 'Social and Relationship Capital' in the Sustainability Report FY 2025-26 (Page 199).	**Targets** ▸ Target to achieve NPS of 75%. **Performance**

	Branch Channel	Digital Channels	Bank Level
CSAT (Out of 4)	3.93	3.54	3.62
NPS (Out of 100%)	97.14%	83.24%	90.18%
CES (Out of 7)	6.92	6.57	6.74

Material Issues Identified	Rationale for Identifying as Risk/Opportunity	Risk/ Opportunity	Financial Implication/ Impact	Affected Stakeholders	Mitigation for Risk Commitment/Policies for Opportunity	Targets/Performance for FY 2025-26
Data Security and Customer Privacy	Cybersecurity may pose a risk due to regulatory non-compliance with data protection regulations. Data breaches may lead to customer distrust, impacting customer retention.	Risk	Potential Negative	▸ Customers ▸ Employees ▸ Investors ▸ Value chain partners	▸ The Bank has implemented policies and plans, including the Board-approved Cyber Security Policy & Standards, Information Security Policy and Standards, Group Cyber Security Policy, Cyber Crisis Management Plan, Data Governance Policy, Data Security Strategy, etc. ▸ The Bank has a robust cybersecurity framework to safeguard customer data. ▸ The Bank conducts periodic internal and third-party audits to ensure compliance with the Privacy Policy and uphold the highest standards of data protection. ▸ Formulation of a new Data Privacy Policy along with the Standard Data Processing Agreement (DPA). ▸ For further details on the Bank's approach to data security and customer privacy, please refer to the 'Intellectual Capital' (Page 129-132) and 'Driving Customer-Centric Banking and Service Excellence' under 'Social and Relationship Capital' in the Sustainability Report FY 2025-26 (Page 191).	**Targets** ▸ Ensuring zero instances of data breaches. **Performance** ▸ e-Learning module on the DPDP Act 2023 mandated for all employees. ▸ Nearly 1.81 lakh employees completed the e-learning module on Information Protection and cybersecurity. ▸ Robust security standards and certificates, including ISO 27001:2022, ISO 22301 and PCI DSS certifications. ▸ Zero instances of data breaches.
Digital Leadership	Digital Leadership can enhance customer acquisition, improve customer experience, enable data-driven decision-making and ensure agility & competitive advantage in digital era, resulting in increased market share.	Opportunity	Actual Positive	▸ Employees ▸ Customers ▸ Investors ▸ Regulators	▸ The Bank leverages cutting-edge technology and innovative solutions to deliver seamless and efficient banking experiences. ▸ The Bank leads digital banking space with constant technological innovations across digital, mobile and card services. ▸ The Bank's multi-channel model offers customers a wide array of operational convenience. ▸ The Bank also collaborates with fintech companies and financial institutions, enabling it to innovate and provide cutting-edge solutions to its customers. ▸ End-to-end digital product offerings along with the digitalisation of internal operations. ▸ Launch of the Bank's flagship app, YONO 2.0, offering a seamless, hyper-personalised, omnichannel experience across mobile, web and branch platforms. ▸ For further details on the Bank's approach to digital leadership, please refer to the 'Intellectual Capital' in the Sustainability Report FY 2025-26 (Page 114-139).	**Targets** ▸ Achieve 10% increase in YONO app registrations y-o-y. ▸ Increased savings accounts opening through YONO . ▸ Achieve more than 90% Digital adoption by customers (Includes Digital, ATM + CDM, BC Channel). **Performance** ▸ ~14 crore registered user base on Retail Internet Banking. ▸ ~10 crore+ registered user base on YONO. ▸ 1.02 crore of saving accounts opened through YONO in FY26. ▸ 98.7% of the Bank's transactions happen through digital and alternate channels. ▸ 4 crore+ YONO App users post YONO 2.0 launch.
Employee Engagement	Engaged employees remain motivated and committed to their work, leading to higher productivity and efficiency. A high level of employee engagement reduces the turnover rate, ensuring high employee retention.	Opportunity	Actual Positive	▸ Employees ▸ Customers ▸ Regulators	▸ The Bank conducts an annual employee survey to track employee metrics related to job satisfaction, stress levels, purpose and happiness. ▸ The Bank has implemented several health and wellness initiatives to support physical and mental well-being of employees, leading to higher productivity. ▸ The Bank ensures pay parity between female and male employees. ▸ The Bank provides several benefits for employees, including parental leave, medical care and post-retirement benefits. ▸ The Bank conducted Back-to-Back employee outreach initiatives such as 'Super SBI' and 'Super SBI 2.0'. ▸ Employee Happiness survey conducted since FY 2023-24 to assess overall employee satisfaction. ▸ For more details, refer to the 'Human Capital' in the Sustainability Report FY 2025-26 (Page 158-185).	**Performance** ▸ 28.54% of female employees in the total workforce. ▸ HR – Uday transformation project implemented to realign HR strategy and to boost employee value through positive employee experience and engagement . ▸ Executive health checkups for more than 1.66 lakh+ employees. ▸ CHETNA – the Emotional Well-being Assessment Survey 2025, under the theme "Caring Beyond Banking." ▸ 100% gender pay parity. ▸ Various women empowerment initiatives conducted. ▸ 61.74 average training hours provided.

Material Issues Identified	Rationale for Identifying as Risk/Opportunity	Risk/ Opportunity	Financial Implication/ Impact	Affected Stakeholders	Mitigation for Risk Commitment/Policies for Opportunity	Targets/Performance for FY 2025-26
Economic Performance	The Bank's strong economic performance and financial support plays a vital role in driving job creation and fostering the country's overall development. Sustained economic strength also promotes long-term stability, enabling resilience and adaptability in the face of economic fluctuations.	Opportunity	Actual Positive Impact	▸ Investors ▸ Customers ▸ Employees	▸ The Bank is prioritising diversification of its investment portfolio, strengthening risk management frameworks, strengthening MSMEs and entrepreneurship, expanding infrastructure and supply chain financing, advancing digital leadership and promoting innovation across financial products and services. ▸ The Bank is focusing on embedding AI/ML, automation and digital workflows into everyday decision-making and customer journeys. ▸ These measures are intended to enhance resilience to economic volatility, support sustainable growth and maximise stakeholder returns while minimising associated risks.	**Targets** ▸ Achieve Net Interest margin of 3.05% domestic and 3.35% whole Bank. ▸ Achieve 1.09% Return on Assets. ▸ Achieve 19.10% in Return on Equity. **Performance** ▸ Net interest margin Domestic: 3.03% and Whole Bank: 2.91%. ▸ Return on Assets: 1.12%. ▸ Return on Equity: 18.57%.
Financial Inclusion and Community Development	Empowering underserved communities and expanding financial reach stimulates growth, increases inclusivity, reduces poverty and enhances financial stability, fostering an increased customer base.	Opportunity	Actual positive impact	▸ Customers ▸ Local community ▸ Regulator	▸ Expanding affordable financial services and promoting financial inclusion through a range of financial products & services to underserved groups. ▸ The Bank reaches underserved populations through a large network of branches in rural and semi-urban areas, digital offerings and Business Correspondents (BCs) and Customer Service Points (CSPs). ▸ It offers affordable microinsurance (PMJJBY and PMSBY) and pension schemes (APY) for social security in the unorganised sector for the unbanked and low-income groups. ▸ The Bank provides non-financial support through 595 nationwide Centres for Financial Literacy (CFLs) and 357 Financial Literacy Centres (FLCs) nation-wide, offering free financial education, credit counselling and promoting electronic payments. ▸ Skill development and training through 164 Rural Self Employment Training Institutes (RSETIs) across 29 States & Union Territories. ▸ Social upliftment through the Bank's CSR activities, which include healthcare, education, livelihood, rural and slum development, etc. ▸ For further details on the Bank's approach to financial inclusion and community development, please refer to the 'Social and Relationship Capital' in the Sustainability Report FY 2025-26 (Page 204-214).	**Performance** ▸ Conducted 27,400 camps through FLCs with over 11.90 lakh participants. ▸ 2,18,500 camps conducted through CFLs for financial literacy wherein 72.93 lakh people participated. ▸ 18.49 crore accounts of Basic Saving Bank Deposits (BSBD) opened. ▸ 15,174 branches in rural and semi-urban areas. ▸ CSR Spent of ₹709.01 crore during FY 2025-26. ▸ 58 lakh+ CSR beneficiaries in FY 2025-26. ▸ 48.53 lakh PMJDY beneficiaries with cumulative deposit of ₹78,425 crore. ▸ 5,005 training programmes conducted through RSETIs with 1,47,396 candidates trained in FY 2025-26.

Material Issues Identified	Rationale for Identifying as Risk/Opportunity	Risk/ Opportunity	Financial Implication/ Impact	Affected Stakeholders	Mitigation for Risk Commitment/Policies for Opportunity	Targets/Performance for FY 2025-26
Natural Resource Management	Indiscriminate use of scarce natural resources can result in environmental degradation having long-term negative effects on the Bank's operations and ESG goals. This can also pose operational, regulatory and reputational risks for the Bank.	Risk	Potential negative	▸ Investors ▸ Customers ▸ Employees	▸ Sustainability and Business Responsibility policy outlines the Bank's commitment to adapt and operate efficiently and sustainably. ▸ Target to achieve carbon neutrality in Scope 1 and Scope 2 emissions by 2030 through a comprehensive approach involving increased usage of energy-efficient technologies and share of renewable energy in the Bank's internal operations. ▸ End-to-end digital product offerings along with digitalisation of internal operations. The Bank's flagship digital app, YONO 2.0, enhances business operations, enriches customer experience and substantially reduces paper usage.	**Performance** ▸ Savings of over 394.13 lakh pages through YONO journeys. ▸ 72,441 $MTCO_2e$ emissions avoided. ▸ Plantation of 5,76,497 lakh trees during FY 2025-26. ▸ Installed 620 rainwater harvesting systems to conserve water at major offices. ▸ 32 STPs installed for treatment of wastewater. ▸ Under Special Campaign, Circles have cleaned waste of 12,063 sites and 22,51,755 sq. ft. of space was freed. A revenue of ₹1,44,92,000 was generated from the disposal of waste during FY 2025-26.
Product Innovation with ESG Impact	Product innovation with ESG impact enhances competitiveness and customer appeal, enhances sustainability and risk management, contributing to long-term growth.	Opportunity	Actual positive	▸ Customers ▸ Investors ▸ Employees ▸ Regulators	▸ The Bank integrates innovation & technological advancements for improved digital products, processes & journeys, which not only improves customer experience but also enhances operational sustainability. ▸ Launch of YONO 2.0 supports the Bank's digital transformation and sustainable banking objectives, delivering a seamless hyper-personalised omnichannel experience across mobile, web and branch platforms. ▸ Green and sustainable products provide green financing solutions such as Green Car loans, PM Surya Ghar loans, PM KUSUM, etc. ▸ Please refer to 'Green and Sustainable Products' section under 'Responsible Banking' in the Sustainability Report FY 2025-26 (Page 40).	**Performance** ▸ 126 customer journeys in YONO. ▸ Development of innovative financial products that deliver measurable ESG impact. ▸ The Bank is a leading lender under the PM Surya Ghar Muft Bijli Yojana, holding 67% market share in financing solar rooftop installations for individual households.
Regulatory Compliance	A dynamic regulatory landscape can pose risks of noncompliance, which can in turn impact the Bank with higher costs, penalties and constraints, causing operational disruptions, affecting the Bank's reputation and stakeholders' confidence.	Risk	Potential negative impact	▸ Directors ▸ Employees ▸ Customers	▸ Policy on Know Your Customer (KYC) Standards and Anti Money Laundering (AML) / Combating of Financing of Terrorism Measures. ▸ The Compliance Risk Management Committee, comprising senior executives, oversees compliance matters. ▸ Independent Compliance & Risk (C&R) function with independent reporting lines. ▸ Comprehensive Risk Management Framework to ensure regulatory compliance. ▸ Capacity building and a strong compliance culture reinforced through compliance awareness meetings. ▸ Please refer to the 'Approach to Governance and Risk Management' in the Sustainability Report FY 2025-26 (Page 60-83).	**Performance** ▸ Meticulous compliance with regulatory guidelines. ▸ Record participation of 96.69% of employees participated in AML – CFT awareness quiz. ▸ Risk Management and Corporate Centre's Compliance Department, including AML CFT Department is certified with ISO 9001:2015.

Material Issues Identified	Rationale for Identifying as Risk/Opportunity	Risk/ Opportunity	Financial Implication/ Impact	Affected Stakeholders	Mitigation for Risk Commitment/Policies for Opportunity	Targets/Performance for FY 2025-26
Sustainable Business Strategy	Integrating sustainability in business operations ensures long-term growth and resilience, boosts reputation, attracts investors, mitigates risks, fosters profitability and aligns with regulatory expectations.	Opportunity	Potential positive	▸ Investors ▸ Customers ▸ Employees ▸ Regulators	▸ The Bank has a Sustainability and Business Responsibility Policy to direct SBI's sustainability strategy and integrate it with business strategy. ▸ A dedicated ESG-CFU department has been established to strengthen governance. ▸ ESG financing framework for the Bank's issuance of Green, social and sustainable instruments. ▸ CCSC committee to steer the Bank's sustainability vision. ▸ Policy on Climate Finance and Management of Climate Change Risks as per RBI Master direction dated 28 November 2025. ▸ Sustainability Linked Finance Policy Framework ▸ Green and sustainable products to provide green financing solutions.	**Targets** ▸ Facilitate at least 7.5% of domestic gross advances to be Green by 2030. ▸ Achieve Carbon Neutrality in Scope 1 & 2 by 2030. ▸ Net Zero in 2055 **Performance** ▸ As on 31 March 2026, Green Advances portfolio was 2.83% of the gross domestic advances of the Bank, an increase from 1.56% as on 31 March 2025. ▸ Green advances more than doubled to ₹1,18,723 crore during the FY 2025-26 .
Training, Leadership and Succession Planning	Training, leadership and succession planning ensure strategic development. Comprehensive and well-developed training infrastructure not only focuses on cultivating the right skills and attitudes but also plays a crucial role in achieving the Bank's overarching goals.	Opportunity	Actual positive	▸ Employees ▸ Customers	▸ The Bank's Employee Training Lifecycle ensures continuous learning from induction to retirement. Training includes institutional training, skill development, IS and cybersecurity, precision training and leadership training ethics, health & safety, human rights, ESG & climate finance, among others. ▸ Ongoing education encompasses e-lessons, webinar and classroom training and mandatory in-house and role-based certifications. Reimbursements are provided for external certifications. ▸ SBI is committed to empowering women leaders by providing targeted leadership training, mentorship and career advancement opportunities. ▸ Specialised Training Programme (STP) for Top Management officials. ▸ For further details, refer to 'Human Capital' in the Sustainability Report FY 2025-26 (Page 158-185).	**Performance** ▸ 324 webinars conducted on ESG, covering 8,154 participants. ▸ 61.74 average training hours in FY 2025-26. ▸ ₹22,544 amount spent on training and development per employee.
Value Chain Management	Complexity of value chains, especially those associated with the portfolio, poses credit and market risks to the Bank. Dependencies on external vendors and suppliers may pose the risk of delays, quality issues or financial instability.	Risk	Potential negative	▸ Investors ▸ Customers ▸ Suppliers	▸ The Bank collaborates with its value chain partners on ESG topics and conducts awareness programmes for outsourced vendors on responsible business conduct principles. ▸ The Bank has implemented Board approved Outsourcing policies providing guidance on hiring of outsourced activities and risk framework for monitoring and control purpose. ▸ The Bank's Code of Ethics for suppliers aims that suppliers and other third-party partners use environmentally friendly products and are compliant of regulatory guidelines. ▸ Please refer to the 'Building a Responsible and Resilient Value Chain' section in the 'Social and Relationship Capital' in the Sustainability Report FY 2025-26 (Page 188-191).	**Performance** ▸ 1,529 SSL executives were trained through training programmes on Home loan & related products. ▸ 3,205 participants of SBOSS (Feet on Street) were trained through classroom programmes. ▸ Outsourcing policies of the Bank lay down the responsibility of applicable labour laws, in particular, laws relating to several benefits such as pension, gratuity, provident fund or other benefits and laws on the service providers in service level agreements.

Material Issues Identified	Rationale for Identifying as Risk/Opportunity	Risk/ Opportunity	Financial Implication/ Impact	Affected Stakeholders	Mitigation for Risk Commitment/Policies for Opportunity	Targets/Performance for FY 2025-26
Sustainable and Responsible Finance	Growing demand for green loans, sustainable bonds, and ESG-linked products; enhanced brand reputation and access to global ESG capital pools.	Opportunity	Actual Positive	▸ Customers ▸ Investors	▸ Sustainability and Business Responsibility (BR) Policy. ▸ Environmental, Social and Governance (ESG) Financing Framework. ▸ Policy on Climate Finance and Management of Climate Change Risks. ▸ Policy on Issuance and Allocation of Green Deposits. ▸ Sustainability Linked Loans Financing Framework . ▸ Partnership with global Development Financial Institutions to mobilise the funds for supporting green and sustainable activities. ▸ Introduction of Green Rupee term deposits in accordance with RBI's Master direction dated 28 November 2025. ▸ Green and sustainability products aligned with customer needs. ▸ Please refer to the 'Responsible Banking' in the Sustainability Report FY 2025-26 (Page 28-47).	**Target** ▸ Ensure that minimum 7.5% of Bank's gross domestic advances by 2030 to be green by 2030. **Performance** ▸ Green advances portfolio reached 2.83% of Domestic Green Advances as on 31 March 2025. ▸ ₹1,48,993 crore of RE projects financed . ▸ ₹18,624 crore financed under other Sustainable Loans as on 31 March 2026. ▸ ₹317.39 crore has been raised under Green Term Deposits up to 31 March 2026. ▸ Green advances more than doubled to ₹1,18,723 crore during the FY 2025-26 . ▸ USD 3,596 million borrowings through Lines of Credit.
Risk Management	Ineffective risk frameworks can lead to credit, market, cyber, non-compliance and operational losses. Rising climate and ESG-related risks demand enhanced risk assessment systems.	Risk	Actual Positive	▸ Regulators ▸ Investors	▸ Risk Management Committee of the Board for effective risk oversight and select committees dealing with risk management. ▸ Several executive level committees work on various risks such as credit risk, market risk, operational risk etc. to ensure regulatory compliance. ▸ Instituted Risk Culture Assessment Framework. ▸ Material Risk Assessment Framework conducts periodic analysis of risk-related parameters pertaining to Credit Risk, Market Risk, Operational Risk and Liquidity Risk, among others. ▸ Business Continuity and Operational Resilience Policy, Operational Risk Management Policy, Lost Data Management Policy, IT Risk Management Policy and various policies for effective risk management. ▸ Strong governance policies, analytics, stress testing and oversight to ensure stability, resilience and regulatory compliance. ▸ For further details, please refer to 'Approach to Governance and Risk Management' section in the Sustainability Report FY 2025-26 (Page 60-83).	**Performance** ▸ Business continuity and operational resilience policy is ISO 22301:2012 compliant. ▸ Risk Management department is ISO 9001:2015 Certified.
Employee Well-being and Safety	Healthy workforce improves productivity, retention, service quality and reduces absenteeism. Poor safety/ well-being can lead to attrition, reputational issues, and compliance risks.	Risk and Opportunity	Actual Positive	▸ Employees	▸ Strong and sustained emphasis on employee well-being as a core element of human capital strategy. ▸ The Bank has undertaken many forward-looking initiatives for holistic health and wellness of employees. ▸ To strengthen the Bank's physical security framework, Security Gadget Monitoring System (SGMS), Annual Physical and Security Audit (APSA/OLSA) and Risk Assessment Matrix (RAM) have been introduced. ▸ Please refer to Human Capital' in the Sustainability Report FY 2025-26 (Page 158-185).	**Performance** ▸ Executive health check conducted for more than 1.66 Lakh employees. ▸ Comprehensive 100% medical reimbursement facility for all employees. ▸ Loss Time Injury Frequency Rate (LTIFR) (per one-million-person hours worked) – NIL for FY 2025-26. ▸ Attrition Rate below 1% ▸ Spend on employee well-being in FY 2025-26: ₹1,169 crore.

Financial Capital

Stewarding Financial Strength to Power India's Sustainable Future

As India progresses towards a resilient, inclusive and sustainable economy, the role of financial institutions extends well beyond balance sheet growth to as a key enabler of inclusive growth, financial resilience and national progress. As the nation progresses towards its vision of becoming Viksit Bharat by 2047, our scale, reach and credibility place upon us a unique responsibility to translate this national vision into tangible outcomes on the ground.

As India's largest banking institution, SBI continues to strengthen its financial resilience through prudent capital management, diversified revenue streams, responsible lending practices and a strong focus on risk governance. The Bank's financial capital encompasses equity, reserves, deposits, borrowings and retained earnings that enable the Bank to maintain financial stability, strengthen its balance sheet and meet the evolving needs of the economy. Through prudent capital allocation, robust risk management practices and a diversified funding base, the Bank continues to enhance its financial strength and operational resilience. The effective management of financial capital enables the Bank to sustain growth, support productive sectors, drive innovation and create enduring value for stakeholders while maintaining regulatory compliance and financial discipline.

Interlinkage with Material Topics

Economic Performance

Key Performance Highlights

₹3,86,690 crore
Economic value retained

₹80,032 crore
Net Profit

1.12%
Return of Assets

18.57%
Return on Equity

Contribution to SDGs

17 PARTNERSHIPS FOR THE GOALS

Interlinkage with BRSR

Principle 1: Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent and accountable

Economic Value Generated and Distributed

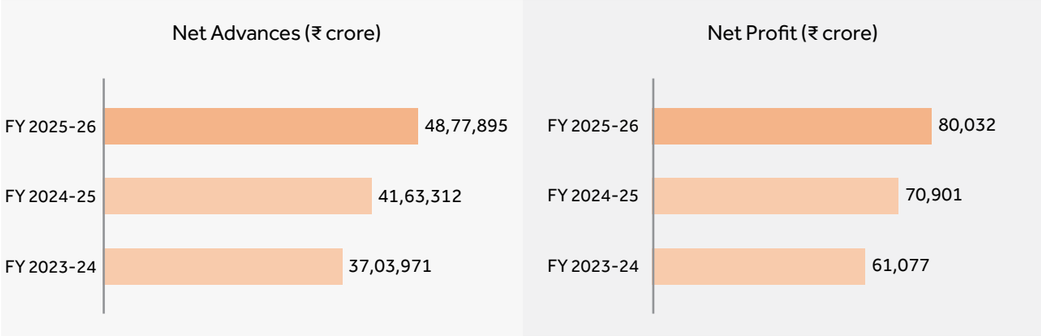
(₹ crore)

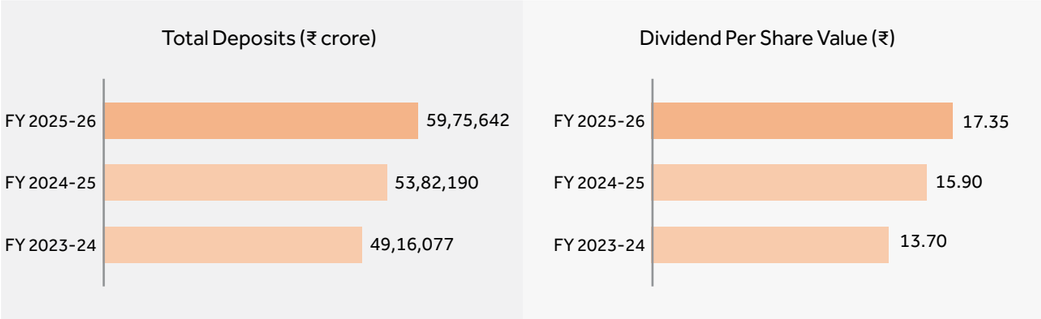
Performance	FY 2025-26	FY 2024-25	FY 2023-24
Economic value generated			
Total income	5,56,241	5,24,172	4,66,813
Economic value distributed			
Operating costs (other than employee wages and benefits)	57,825	53,717	46,524
Employee wages and benefits	65,724	64,352	71,237
Payments to capital providers	16,015	14,190	12,227
Payments to government (net cash outgo on amount of corporate income tax)	30,278	25,128	25,173
Community investment	709	611	502
Total economic value distributed	**1,70,551**	**1,57,998**	**1,55,663**
Economic value retained			
Total economic value retained	**3,86,690**	**3,66,174**	**3,11,150**

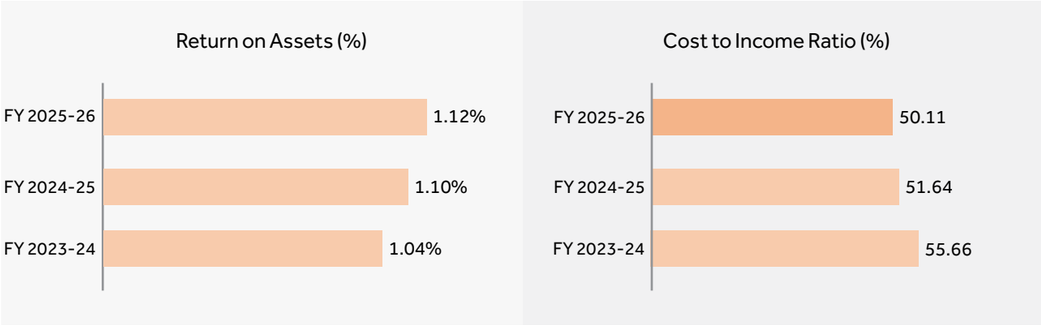
Financial Highlights

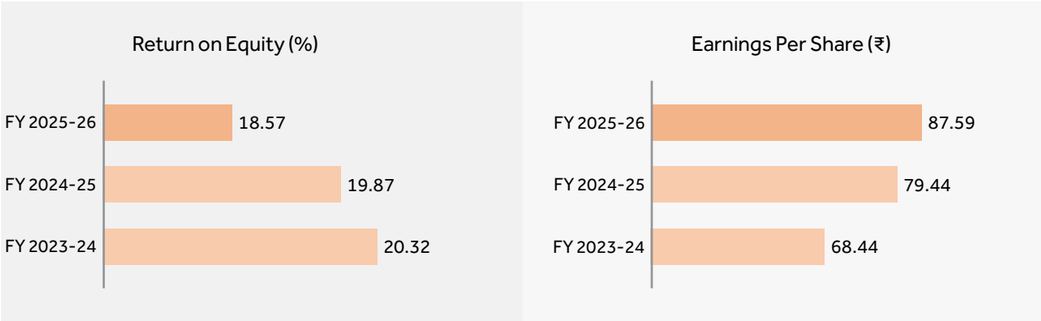
Particulars	Domestic offices (₹ crore)	YoY growth (%)	Foreign offices (₹ crore)	YoY growth (%)
Net Advances	41,35,435	16.64	7,42,460	20.15
Deposits	57,32,960	10.96	2,42,683	12.70

In FY 2025-26, SBI maintained a strong Capital Adequacy Ratio of 15.40%, up from 14.25% in FY 2024-25 demonstrating its financial resilience and regulatory compliance. In this reporting period, the Bank's revenue increased by ₹32,069 crore. In FY 2025-26, SBI's total deposits have crossed ₹59 trillion with more than 53 crore customers registering a growth of 11% YOY. SBI continues to report Return on Assets greater than 1% whereas its Return on Equity in FY 2025-26 was 18.57%.









Tax Contribution and Responsible Tax Practices

SBI recognises that taxes form an important component of its economic contribution to the jurisdictions in which it operates. The Bank follows a transparent and responsible approach to tax, with a strong emphasis on compliance with applicable tax laws and regulations.

During the reporting period, the Bank's effective tax rate remained aligned with the prevailing statutory framework. Taxes paid by SBI contribute directly to public finances and support national development priorities and social infrastructure.

The Bank is the process of development of a formal tax policy. SBI's tax practices are guided by clearly defined principles, a prudent risk appetite, and established governance and oversight mechanisms. The Bank does not engage in aggressive tax planning or artificial arrangements to shift value to low-tax or non-transparent jurisdictions. Tax decisions are based on economic substance, transparency, and adherence to applicable laws, consistent with the Bank's commitment to ethical conduct and accountability.

Tax Reporting Indicators

(₹ crore)

Tax Reporting	FY 2025-26
Revenue	5,56,241
Profit before tax	1,05,477
Income tax accrued	25,445
Income tax paid	32,686

Effective Tax Rate

(₹ crore)

Effective Tax Rate	FY 2025-26
Earnings Before Tax (EBT)	1,05,477
Reported Taxes	25,445
Cumulative acceptable adjustments	Nil
Effective tax rate (%)	24.12 %
Cash taxes paid	32,686
Cash tax rate (in %)	30.99%

Intellectual Capital

Driving Responsible Digital Transformation

As India advances towards a digitally empowered society and knowledge-driven economy under the Government of India's flagship Digital India programme, the role of resilient and future-ready financial institutions has become increasingly pivotal. In a rapidly evolving and digitally driven banking landscape, emerging technologies such as Artificial Intelligence (AI), Machine Learning (ML), advanced data analytics and secure digital platforms are fundamentally reshaping financial intermediation and economic activity.

In this context, intellectual capital has emerged as a cornerstone of sustainable value creation, enabling innovation, enhancing customer experience, strengthening risk management and driving long-term operational resilience. It encompasses not only technological capabilities but also institutional knowledge, governance frameworks and the ability to continuously adapt to a dynamic regulatory market environment.

Interlinkage with Material Topics

- Customer Satisfaction and Experience
- Digital Leadership
- Financial Inclusion and Community Development
- Data Security and Customer Privacy

Key Performance Highlights

98.7%
Transactions through Digital & Alternate Channels

~10 crore+
Registered YONO customers

~14 crore+
Registered user base on Retail Internet Banking

2 crore +
Registered users, with 93+ customer journeys covered, on Whatsapp

~40 crore+
Daily UPI Transactions

Zero
Data Breaches

Contribution to SDGs

Interlinkage with BRSR

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

Powering Responsible and Digital Banking

The Bank continues to deepen and futureproof its intellectual capital by strategically investing in next-generation technology platforms, AI and ML capabilities, automation, robust & secure digital infrastructure. Strong information security architecture and data governance frameworks safeguard critical information assets, ensuring integrity, confidentiality and regulatory compliance while reinforcing stakeholder trust. Furthermore, the Bank's focus on fostering a culture of continuous innovation and learning with responsible adoption of technology positions it to effectively navigate emerging risks and opportunities. These capabilities collectively support the Bank's digital transformation journey, enabling scalable, inclusive and sustainable financial solutions.

SBI's intellectual capital rests on three interconnected pillars generating quantifiable business value:

Digital infrastructure and Technology Transformation

YONO ecosystem (Retail & Agriculture, Business and Global Platform) and other transformative digital initiatives

Analytics & AI Capability

45+ data scientists, 140+ live ML models in production, in-house analytics

Secure and Trusted Digital Ecosystem

Board-approved Information and Cyber Security governance, policies and standards

Pillars of Intellectual Capital

Digital Infrastructure and Technology Transformation at SBI

This integrated ecosystem enhances customer experience and accessibility, catering effectively to diverse segments across urban, semi-urban and rural markets.

SBI's Intellectual Capital comprises a robust base of knowledge driven, technology enabled and process oriented intangible assets that underpins operational excellence and long term value creation. The Bank's advanced digital architecture, supported by cutting-edge technologies, resilient infrastructure and a strong information security framework, enables consistent service delivery across multiple channels while strengthening internal controls and risk management systems. This integrated ecosystem enhances customer experience and accessibility, catering effectively to diverse segments across urban, semi-urban and rural markets.

At the core of these capabilities is the Bank's Global IT Centre (GITC), which serves as a strategic in-house technology and innovation hub. GITC drives the design, development and deployment of scalable digital solutions, accelerates the adoption of emerging technologies and supports continuous modernisation of core banking systems.

Digital Performance and Impact: Outcomes, Adoption and Value Created

4 crore+
YONO App Users (Post YONO 2.0 launch)

4.20 lakh+
overseas customers onboarded through YONO

93+
WhatsApp Banking Services

1.34 crore+
Average daily logins to YONO app

133 million
non-financial UPI transactions processed daily

273 million
financial UPI transactions processed daily

29
Countries for UPI Global

YONO 2.0: Redefining India's Largest Banking Super-App

Launched on

15 December 2025, India's largest banking super-app reimagined on an API-first, microservices architecture

Scale

100% of existing YONO users migrated to the new platform, 4 crore+ users registered on app. 100% roll out completed within 30 days of market launch

Depth

126 customer journeys (100 existing and 26 new journeys spanning assets, liabilities, payments and lifestyle)

Peak Load

Achieved a peak per day login of over 2.7 crore and over **40,000 logins/min**

New YONO (YONO 2.0) represents a significant leap in the Bank's technology capabilities. It has been meticulously designed with distinctive market-first features that set us apart from the competition. The new YONO is a significant upgrade over its previous version, both architecturally and functionally. It offers a seamless, hyper-personalised omnichannel experience across mobile, web and branch platforms. Built on cloud-ready, microservices-based architecture, the platform enhances scalability, security and operational efficiency while promoting paperless, digital-first customer journeys. Leveraging advanced analytics and FinTech integrations, New YONO provides features such as Credit Score Simulator and Goal-Based Personal Financial Management. The new platform maintains over 100 parity journeys from the previous version and 26 new journeys while introducing several 'Digital First' innovations. With state-of-the-art journey designs and a robust tech architecture, customers can bank with confidence and enjoy a more seamless experience.

Key Enhanced Features

Security
- Enhanced protection through Biometric authentication, Face ID recognition and an e-Secure Lock for accounts

Financial Wellness
- Launch of new tools, including Credit Score Simulator

Sustainability
- Effectuating paperless transactions; 394.13 lakh pages saved avoiding 2,24,615 $MTCO_2e$ emissions*

Simplified Servicing
- Streamlined non-financial journeys such as Re-KYC

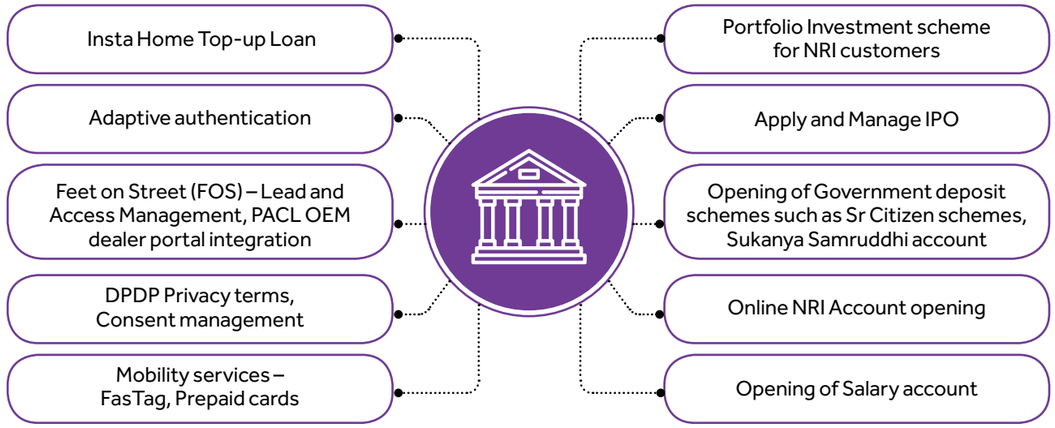
*Methodology: Calculations are based on an assumed weight of approximately 5 grams per A4 sheet (80 GSM) and the DEFRA 2025 emission factor of 1,345 kg CO_2e per tonne of paper. **Source : https://www.papersizes.org/weight-of-sheets.htm**

Features Of YONO 2.0

SBI views digital transformation as a continuous journey of evolution. Moving forward, the Bank is focused on making YONO even more intuitive, contextual and responsive by embedding deep analytical insights via MarTech, ensuring a 'Digital First, Customer First' ecosystem.

- On the new YONO, various customer journeys are created on Assets, Liabilities and JV side, encompassing both financial and non-financial transactions in both self-assist and assisted modes.
- The new YONO is intuitive with customer-centric journeys such as Savings Bank Account Opening for existing customers through e-KYC, making UPI functionalities available to all, NPS account opening, End-to-end digitised PPF account opening, etc.
- End-to-end digital loan journeys such as Loan against Mutual Funds, Pre-approved Personal Loan, ETB Personal Loan, OD against FD, etc.
- e-Secure Lock is an innovative feature aimed at enhancing user security. It allows users to place a temporary lock at account level on the YONO App/Net banking in a seamless and efficient manner.

Important customer journeys: proposed



By fulfilling a wide range of customer needs and requirements digitally, the new YONO is expected to play a key role in the Bank's sustainability agenda.

YONO 2.0 (Retail & Agri) Platform

New Developments and Journeys Launched in FY 2025-26

Sr. No.	Journey	Key Features and Benefits
1	**Separate Display of Single and Joint Accounts in YONO**	The customer can view single account and joint accounts in pre-login and post-login in YONO.
2	**RD product Har Ghar Lakhpati**	New RD product with a maturity amount of ₹1 lakh and above for a tenure of 3-7 years.
3	**SBI Fastag**	Recharge using UPI in YONO under the Mobility Section Live Date.
4	**Beneficiary Name Lookup for fund transfer**	Functionality has been enabled for remitters i.e., SBI customers to verify the name of the beneficiary account (Other bank as well as SBI) before initiating funds transfer.
5	**Enabled UPI Lite on YONO UPI**	UPI LITE is an on-device wallet designed for making low-value payments of up to ₹1000 per transaction, real-time, without engaging with the Remitter Bank's CBS and without using UPI PIN.
6	**Manage Loan**	The services available under Manage Loan are: • Repay overdue amount • Raise and track subsequent disbursement requests – Home Loan and Education loan • Loan (Personal, pension and other digital) can be closed and closure certificate can be generated • View and Download Statement for Active accounts and Closed accounts (closed up to 24 months) • View/Download Documents of digitally availed loans • Generate interest certificate (Provisional /Final) for Home loan and Education loan
7	**e-Secure Lock**	An innovative feature aimed at enhancing user security. This feature allows users to place a temporary lock at account level on the YONO App/Net banking.
8	**Accessibility Standards**	'Accessibility Conformance Certificate' has been issued by the Government-empanelled Accessibility Auditor for digital applications (BHIM SBI Pay, SBI WhatsApp Banking and SBI Quick (Android)). These applications are now fully compliant with accessibility standards. Other Digital channels (YONO, YONO Lite, Retail Internet Banking (RINB) are partially compliant with accessibility norms with features like Screen Reader (Text to Speech), Heading and Sub-heading, availability of regional languages, etc. The Bank is working on these applications to comply with accessibility norms in a time-bound manner.
9	**Credit Score Simulator**	The journey allows customers to check their credit (TU CIBIL) score/report. The journey engages customers with credit score simulator - a tool to understand how different financial transactions may impact their credit score. The gamification layer increases financial awareness for better credit behaviour.
10	**Multi-Lingual implementation**	YONO App and YONO Net Banking have been provided in multiple languages. User can select preferred language from available language list. (English, Hindi, Marathi, Bangla, Gujarati, Telugu and Kannada languages are live, other languages to follow).

YONO 2.0 Launch Event at Mumbai

Products under development (Upcoming)

Sr. No.	Journey	Key Features & and Benefits
1	**Sustainability Journey on YONO**	A customer-centric, digital initiative designed to encourage environmentally responsible behaviour through banking and lifestyle choices.

Sr. No.	Journey	Key Features & and Benefits
2	**UPI- App Widget and long-press options**	This journey will enable UPI features on YONO in the form of a widget on Android and iOS devices. The user can directly access the YONO UPI widget on the home screen without locating the app on the device.
3	**UPI-Silent mobile verification**	This journey will enable the user registration flow on the YONO Pay/ YONO UPI. As a part of the Device/SIM binding/UPI registration process, an API call will be sent to the telecom aggregator to verify the user's mobile number and complete the registration process. This process will overcome the challenges faced in Device/SIM binding/UPI registration through the existing SMS-based process.
4	**UPI e-Rupi and Mandate interoperability**	The feature will enable YONO UPI users to generate a P2P e-Rupi voucher, which they can gift to friends. The Person who will receive the gift in the form of 'e-Rupi voucher' will be able to view the vouchers gifted on his registered mobile number on YONO.
5	**Enabling UPI global (P2M) merchant transactions and remittances (P2P)**	Users can now make UPI QR scan and pay transactions at merchant outlets in 10 currencies across 29 countries. They will also be able to send outward remittances and receive inward remittances through YONO for select countries
6	**Apply & manage for an IPO**	Digital convenience for customers to apply and manage IPO
7	**Auto Pay mandate- UPI Mandate on YONO**	YONO UPI now offers a mandate service that allows both payer and payee to create mandates or standing instructions (SI)
8	**Convert account to salary account**	Convenience at the hands of the customer to convert his/her SB account to salary account
9	**Gamification**	To engage customers on YONO
10	**Joint A/C opening**	Customers will get the facility of opening joint accounts digitally
11	**Manage MF Account/ Portfolio Management**	To provide portfolio management services on YONO to customers
12	**NRE/NRO A/C Opening**	Provide e2e digital account opening facility to NRE customers
13	**NTB (New-to-Bank) FD/RD**	To provide a facility of digitally opening FD/RD for New-to-Bank customers
14	**Pre-Approved Car Loan (PACL)**	To provide customers the convenience of fulfilment of his/her car loan journey digitally without visiting branch.
15	**Pre-paid Card**	Providing option to customers to get the pre-paid card issuance and management service on YONO
16	**Re-imagined CA- NTB (New-to-Bank)**	Providing digital functionality to NTB customers for current account opening.
17	**Savings Account for Minor and Illiterate**	Providing facility of digital account opening to minor and illiterate customers.
18	**Safe Deposit Locker**	Providing the facility to manage and apply for a safe deposit locker digitally
19	**DL against FD**	To allow customers to avail a loan on their fixed deposits
20	**Adaptive Authentication**	The implementation of the Adaptive Authentication mechanism ensures additional checks beyond the minimum two-factor authentication by way of step-up authentication based on the perceived risk associated with the transaction such as transaction location, user behaviour patterns, device attributes, historical transaction profile, etc.

YONO Business — Platform-Led Business Banking

YONO Business, together with Corporate Internet Banking (CINB), forms a unified digital ecosystem that drives sustainability by reducing reliance on physical infrastructure and paper-heavy processes. The platform enables seamless onboarding, payments, trade finance, forex and supply chain solutions through integrated digital channels, minimising travel and resource consumption. FY 2025-26 revamp migrated 350+ journeys from legacy monolithic system to micro-services based YONO Business platform hosted on Meghdoot cloud infrastructure, enhancing efficiency.

Enhancements in FY 2025-26

- YONO Business was revamped in FY 2025-26, through progressive modernisation towards API-led microservices-based and scalable architecture
- **YONO Business Revamped Pre-Login Website -** Unified, mobile-friendly digital storefront for SBI's business products to improve discovery and engagement, reducing branch visits for Product information.
- **YONO Business Corporate Internet Banking – Revamped UI/ UX & Post-login Reimagination-** Phased migration of CINB journeys to YONO Business with simplified flows, modern UI/UX and integrated modules.
- **API & Connected Banking**
  - Integration with Coal Mines Provident Fund Organisation (Ministry of Coal): Secure API-based pension disbursement enabling real-time, transparent and fully digital payments, benefitting 3.3 lakhs pensioners
  - Custodial Services: API capability enabled for high-value account integration and automated reconciliation to strengthen cash and fund-flow management.
  - Tally Integration: Direct ERP-to-bank integration enabling transactions from Tally and supporting MSME acquisition.
  - Trade APIs: Comprehensive Trade and Payment APIs to enable ERP-integrated corporate banking.
  - Digital Lending – DigiSugam: Cash-flow based digital SME loans enabling faster, digitised credit access for loans up to ₹50 Lakh
- **YONO Business App and Desktop Enhancements -** Progressive expansion of mobile capabilities covering onboarding, payments and service journeys, YONO cash for Cardless withdrawal for Sole Proprietors, Beneficiary name look up (name verification for outward remittances to reduce errors and fraud), Reduction in cooling period (Rationalised beneficiary activation timelines balancing convenience and risk), Migration from Kony to Angular platform for better customer experience and scalability, Accessibility implementation.

Planned Developments

- **Chatbot and Rewards:** AI-based support and adoption-led incentive framework.
- **Pre-login Analytics on YONO Business:** Behavioural insights to improve digital journeys and outreach.
- **Digital Balance Confirmation:** Digitisation of balance confirmations through ecosystem integration.
- **Connected Finance (with NPCI Bharat Bill Pay Limited):** Digital linkage of invoices with SBI payment and financing channels.
- **Unified CRM-based Customer Support:** Single CRM-led support model across all digital channels

YONO Global — Serving Indians Globally

YONO Global platform enhances accessibility for NRIs by enabling remote onboarding and KYC updates, eliminating the need for travel and physical visits. The platform provides UPI integration with international mobile numbers, transparent and low-cost remittance services, empowering migrant workers to maximise financial support for their families back home.

Planned Developments

- UI/UX revamp exercise is underway for YONO Global Apps across FOs to align with the New YONO design standards, ensuring intuitive and consistent user experiences.
- OTP-less solution to move towards 'low-friction, secure authentication' by reducing dependency on OTP on SMS for repeat/low-risk journeys.
- End-to-end digital account opening, standardised digital onboarding across all foreign offices to enable remote acquisition and servicing without branch visits, improving convenience for NRIs and local customers.

Bank's Transformative Digital Initiatives

SBI's Private Cloud – Meghdoot

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

Unified Payment Interface (UPI)

The Unified Payments Interface (UPI) is a flagship application of State Bank of India, integrating multiple bank accounts into a single mobile platform with full interoperability for seamless fund transfers and merchant payments. Supporting the Government of India's Digital India initiative, UPI provides secure, interoperable and instant payment systems available 24x7. UPI also enables enhanced resilience through in-memory solutions using Aerospike and data stream solutions with Kafka for scalability and manageability. SBI customers can also initiate Foreign Outward UPI transactions at identified merchant locations in 29 countries, debiting their UPI-linked SBI accounts in INR. In FY 2025-26, SBI processed a peak of 30.8 crore financial and 17.7 crore non-financial UPI transactions per day, contributing approximately 27% of the total UPI ecosystem volume and supporting over 93.8 crore Virtual Payment Addresses (VPAs) across SBI and non-SBI accounts.

Key customer-centric initiatives during the year included enabling users to mark transactions as unauthorised to prevent misuse, raising the ICCW limit from ₹5,000 to ₹10,000, introducing bio-authentication for transactions up to ₹5,000 in place of MPIN, and implementing FASTag and NCMC card auto top-ups through the BHIM SBI Pay app to enhance convenience.

Key Initiatives

- **Merchant Integration with State Traffic Police, Ahmedabad:** UPI Dynamic QR can be generated by the Ahmedabad traffic police on their handheld devices for the collection of traffic fines.
- **UPI for Collection of Donations at Temples:** During the current year, UPI kiosks have been provided at Thakur Shri Bankey Bihariji Maharaj Trust, Shri Mata Sheetla Devi Shrine Board and Shri Kainchi Hanuman Mandir and Ashram.
- **Integration of UPI autopay with Bajaj Finance Limited**
- **Integration of Merchants on UPI Dynamic QR Codes:** Town Municipal Corporation of Guledagudda, Karnataka, has been enabled to collect electricity bill payments.
- IMC Limited, Solapur, has also been integrated with UPI, enabling the printing of dynamic UPI QR codes on CNG bills.

Central Bank Digital Currency (CBDC): The Future of Money

As part of the RBI's pan-India rollout, the Bank has integrated Central Bank Digital Currency (e₹) into its services to support a cashless and digitally enabled economy. The e₹ reduces the environmental and logistical impact associated with printing, transporting and handling physical currency, while enabling efficient P2P and P2M transactions through dedicated applications for retail users and merchants, thereby promoting sustainable and technology-driven financial ecosystems.

WhatsApp Banking

State Bank of India strengthened its WhatsApp Banking channel in FY 2025-26 to offer secure, convenient and multilingual conversational banking. The service saw strong adoption, with over 2 crore+ registered users and expanded to cover 93+ customer journeys. The Bank offers 93+ customer-centric services with a preferred-language option and with a focus on the target group of RUSU customers. Through WhatsApp banking, the Bank is facilitating easy access to non-financial services such as KYC up-dation on a self-declaration basis, Mini Statement, Branch ATM Locator, Pension slip, E-Statement, Interest Certificate, tracking of delivery of ATM Card, Manage Debit Card, Card Blocking, View nominee, etc. Currently, WhatsApp Banking is available in 8 languages – English, Hindi, Bengali, Tamil, Telugu, Gujarati, Punjabi and Marathi.

Cash Management Product (CMP)

The Bank's Cash Management Product (CMP), serving Corporates and Government customers, is not only a robust financial solution but also a driver of sustainability. By digitising Payables and Receivables through modules like Payments, Collection, Mandate, Dividend Warrant and Liquidity Management, CMP offers significant benefits to businesses by enabling efficient management of receivables, payables, liquidity and working capital.

Handling transactions worth ₹ 130 lakh crore, the platform generates fee and float income. The recently upgraded platform provides a unified solution offering a range of products like bulk transaction processing, bulk Cheque and DD printing, VAN-based collections, Agency services, Mandate management, etc. The platform, powered by the latest technologies like Cloud Container platform, Microservices architecture, DevOps pipelines, delivers a robust and reliable IT solution.

Retail Loan Management System (RLMS)

The Bank's in-house Retail Loan Management System (RLMS) supports digital transformation objectives by enabling end-to-end automation of the retail loan lifecycle—from sourcing and processing to sanction, disbursement, collection, recovery, maintenance, and closure, improving operational efficiency. Integrated platforms such as Retail Assets Acquisition System (RAAS), YONO, Online Customer Acquisition Solution (OCAS), Customer Relationship Management (CRM), Prime Minister Vidya Laxmi Portal (PMVLP), Jan Samarth and Original Equipment Manufacturer (OEM) channels enable seamless digital loan origination, while Loan Accounts Management System (LAMS) manages delinquent accounts and Online Project Approval System (OPAS) facilitates digital project approvals and monitoring. Recent enhancements, including real-time RLMS Insight dashboards, Customer Loan Assistance Portal (CLAP) for digital customer communication, internet-based loan journeys through RAAS, automated loan closure and document generation, end-to-end integration with SBI Life Insurance and PMVLP portal and DevSecOps implementation, further strengthen paperless operations, efficient resource utilisation and secure, sustainable technology practices.

Core Banking Solution (CBS)

The Core Banking Department implemented several customer centric and digital initiatives during the year to enhance transparency, efficiency and service quality. These included the auto conversion of term deposits for customers attaining Super Senior Citizen status (80 years), implementation of continuous clearing with SMS alerts upon account activation and inclusion of term loan details in monthly Consolidated Account Statements (CAS) and updated welcome letters for New-to-Bank customers. Systemic controls were introduced to mandatorily waive pre payment charges for Micro and Small Enterprise borrowers at loan closure, alongside the launch of the PM SVANidhi Credit Card with features such as an interest free credit period, structured billing and defined due dates. Additionally, provisional interest certificates for home and education loans are now issued digitally, improving turnaround time while reducing reliance on physical documentation.

Resilience Operation Centre (ROC)

The Bank has strengthened its technology resilience through capacity augmentation of core digital platforms, elimination of single points of failure, automated disaster recovery mechanisms and 24×7 centralised monitoring through the Resilience Operation Centre (ROC). The transition towards predictive monitoring under ROC 2.0 has further enhanced operational stability and efficiency. These initiatives have resulted in up to 74% reduction in unplanned downtime across critical applications, ensuring reliable digital services, optimised infrastructure utilisation and supporting the Bank's commitment to resilient and sustainable technology operations.

Customer Relationship Management

- Revamping of existing complaint resolution portal CRCF to Complaint Resolution Hub (CRH), integrating digital channels with one stop solution for Query, Request, Complaint and Feedback
- Portal to claim unclaimed fund lying in the Depositor Education and Awareness Fund (DEAF) by the claimant
- In-App Complaint Tracking through WhatsApp Banking and YONO net banking channel
- Deceased Claim Settlement for sole proprietor through Complaint Resolution Hub (CRH) portal.

Trade Finance Revamp

- The Trade Finance Revamp Project has centralised processing of trade transactions in a paperless manner at GTFCs, reducing duplication and resource wastage. Further, one-time critical document upload, automation of CAA/OAA process reduces turnaround time and lowering carbon footprint through digital workflows.
- API-driven integrations (courier, opinion reports) minimise paper usage and manual intervention, supporting environmental goals.
- TReDS platform integration strengthens liquidity for MSMEs, advancing financial inclusion and social sustainability.
- Seamless integration with YONO Business empowers corporate customers digitally, aligning with ESG-linked innovation and responsible banking.

Analytics

- The Analytics Department has a portfolio of leads for ESG-related areas, including models for grid-connected solar rooftop installations for MSMEs and Home Loan customers.
- End-to-End digital lending under PAPL, PABL and IHTL significantly reduces paperwork and commute, conserving the environment. This has been further enhanced by end-to-end digital lending for Pre-Approved Small Business Loans, bringing lower ticket size loans into the digital era.
- Leads in emerging sectors are provided for SME and Corporate Banking, including critical green sectors like green hydrogen. Further, for Project CHAKRA, a knowledge assistant has been created to significantly improve firm/industry analysis depth and speed. This will allow the Bank to better profile and onboard customers in sunrise sectors, including green sectors.
- As part of the project SARAL:
  - Cheque Processing Automation has been introduced, which leads to a significant reduction in manual work.
  - Channel Migration study and dashboard have been created to accelerate the adoption of alternate channels, reducing footfall and thereby branch emissions through digitisation.

Leveraging digital marketing for customer outreach

Shift to Digital-Only Marketing
All customer outreach and promotional activities are being executed through digital channels such as SMS, Email, WhatsApp, in-app notifications and digital media platforms, significantly reducing reliance on print-based communication.

Hyper-Local Digital Discovery
SEO and Google My Business (GMB) optimisation for branches and ATMs enables customers to obtain information digitally, reducing avoidable branch visits and associated carbon footprint.

Financial Inclusion through Digital Nudges
Digital campaigns are designed to encourage adoption of digital banking platforms among under-penetrated segments, including rural, senior citizen and regional-language users.

Multilingual & Accessible Communication
Expansion of multilingual digital content and WhatsApp-based interactions enhances inclusivity and ease of access to banking services.

Centralised Digital Marketing Governance
All digital campaigns are routed through a centrally governed framework under the Digital Marketing Department, ensuring compliance with regulatory requirements.

AI-led Hyper-Personalisation
Transition towards AI/ML-driven, highly targeted campaigns to reduce communication redundancies and improve efficiency of outreach.

Customer Data Platform (CDP)-Enabled Unified Customer View
Leveraging integrated customer data for precise, need-based engagement, minimising irrelevant messaging and optimising resource utilisation.

Advanced AdTech and Media Optimisation
Adoption of data-driven media planning and performance measurement to reduce wastage and enhance ROI on digital spends.

Interactive and Dynamic Content Adoption
Increased use of personalised and interactive digital creatives, reducing dependence on static and print-based communication.

Artificial Intelligence and Analytics

Artificial Intelligence plays an increasingly critical role and is a key differentiator for the Bank to be future-ready. The Bank has been investing in strengthening its technology backbone to enhance its ability to harness data and deploy AI at scale. With an increasing availability of data, analytics can help in identifying customer needs, strengthening credit underwriting and detecting early signs of stress or fraud, helping the Bank to move towards data-driven, faster and predictive decision-making across business functions. The Bank is working towards a transformative initiative to expand the role of AI to build an AI-driven Bank of the future.

SBI's in-house analytics function represents a significant and differentiating component of its intellectual capital. Comprising 67 laterally recruited data scientists, the function operates over 140 AI and ML models that are live in production, spanning credit risk scoring, fraud detection, customer segmentation, cross-sell propensity and operational efficiency optimisation. Unlike outsourced analytics, the in-house model embeds institutional knowledge of SBI's data environment and customer base directly into the models, creating a proprietary intelligence capability that compounds over time.

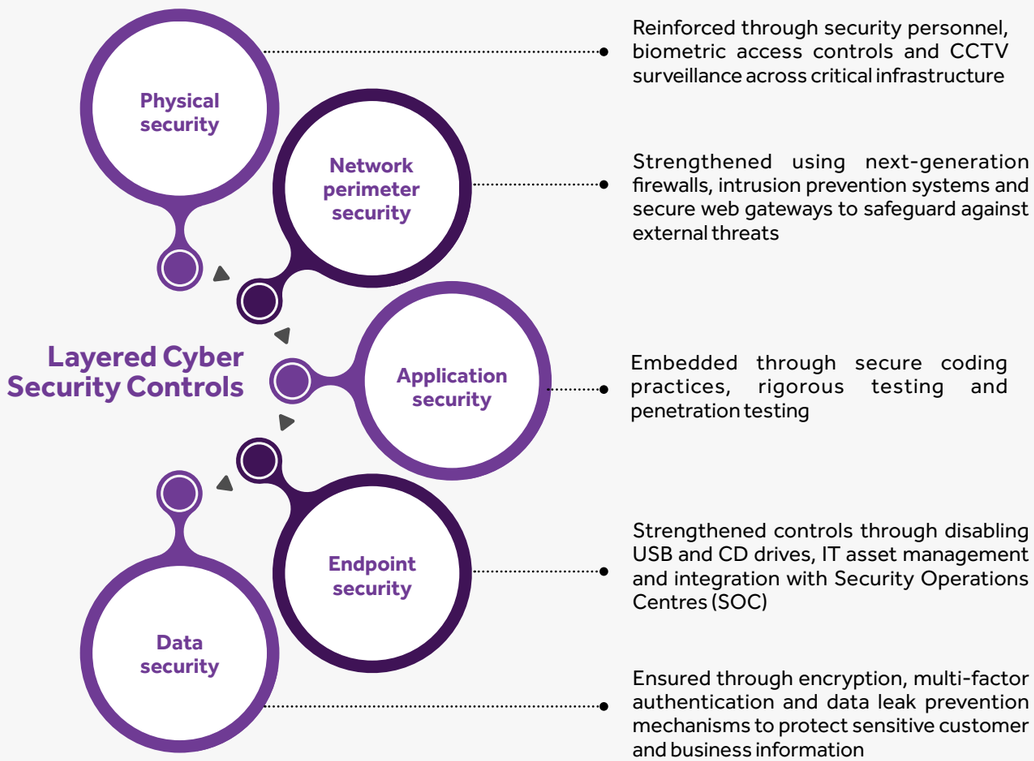
In FY 2025-26, the Analytics function generated significant incremental business value, demonstrating measurable return on this IC investment. The planned MarTech integration within YONO will further deepen this capability, enabling real-time contextual engagement at the moment of customer interaction within the digital banking journey.

Building Trust through Information Security and Data Privacy

SBI remains firmly committed to delivering secure, seamless and trusted digital banking services, underpinned by robust information security and data privacy safeguards. As digital adoption accelerates, the Bank continues to strengthen its security posture through a comprehensive and resilient Information Security (IS) framework aligned with its business strategy and organisational objectives.

The Bank's Information Security framework is supported by policies and standards, including the Information Security Policy & Standards and the Cyber Security Policy & Standards. These policies are reviewed periodically to ensure continued relevance in an evolving threat landscape.

SBI follows a defence in depth approach to cybersecurity, deploying layered technological controls across physical, network, application, endpoint and data security domains.



General IT controls are reinforced through robust access management solutions, automated security review tools and the increasing adoption of AI/ML based security solutions for early detection of anomalies and emerging threats. These capabilities enhance real-time visibility, reduce response times and strengthen resilience against sophisticated cyber risks.

Information Systems Audit completed for **427 IT systems**	IT Outsourced Activities Audit covered **695 activities**	Cyber Security Internal Audits for **176 IT applications/ infrastructure**	Cyber Security External Audits for **151 IT applications/ infrastructure**

Robust Information Security and Cyber Security Framework

Information Security Policy and Standards	The Policy is designed to set guiding principles for establishing Information Security strategies to achieve 'Confidentiality, Integrity and Availability' of the information and information systems. The policy defines the minimum-security controls that are appropriate for securing IT resources/Information assets of the Bank.
Information Security Strategy	The Strategy defines the strategic business and IT capabilities required over a five year horizon to strengthen the Bank's security posture and maturity level. The strategy emphasizes the integration of cybersecurity at every stage of digital and business transformation. The Strategy is anchored on three core principles: Align with Organisation by aligning information security with business and IT goals; Detect and Protect through proactive deployment of strategic security technologies; and Adapt and Evolve by continuously identifying and responding to the evolving threat landscape.
Cyber Security Policy and Standards	The Cyber Security Policy and Standards set guiding principles, controls and practices for protecting the Bank's cyberspace and responding to cyber threats. The Policy complements the Information Security Policy and focuses on cyber specific risks, enabling governance, identification, prevention, detection, response, recovery and learning from cyber-attacks to preserve data confidentiality, integrity and availability of data at SBI.
Group Cyber Security Policy	The Policy establishes a uniform cybersecurity framework for Group Entities to implement effective controls, enhance resilience and ensure timely response to cyber threats. It standardises governance through clearly defined roles and responsibilities and mandates the formal development, documentation, review and approval of cybersecurity policies, standards and guidelines to safeguard information and information assets.

Cyber Security Procedures and Guidelines	The Policy defines the Bank's approach to anticipate, withstand, contain, respond to and recover from cyber attacks. The Bank undertakes regular risk assessments to identify, quantify and prioritise risks associated with its cyber security and subsequently develop controls to mitigate such risks. The Bank provides role based security training for employees and third parties and customer awareness initiatives to prevent fraud.
Cyber Crisis Management Plan	The Plan establishes a formal response structure with representation from key stakeholders to assist the bank in identifying, responding and recovering from cyber crises affecting business continuity. CERT SBI serves as the central first responder for cyber incidents, responsible for monitoring threats, identifying vulnerabilities and coordinating corrective actions, supported by a crisis resolution team. The plan involves a combination of preventive, detective and reactive processes to deal with security crisis, which includes Preparation, Identification, Prioritisation, Containment, Recovery, Lessons learnt and Cyber insurance.
Data Governance Policy	The Policy sets the framework for secure, high quality and well structured data management across the data lifecycle. It clearly defines data ownership and accountability, integrates governance into all data management practices and ensures protection, assurance and continuous monitoring through documented policies, procedures and ongoing communication, awareness and monitoring.
Data Security Strategy	The Policy provides for regular and role based training on data privacy and security, equipping employees to safeguard sensitive information, follow secure data handling practices, recognise phishing and cyber risks and promptly identify and report security incidents or data breaches. The strategy provides a structured direction to safeguard sensitive data assets while enabling business efficiency and ensuring transparency, integrity and security of data in all stages of the data lifecycle.

Bank's Security Standards and Certification Framework

ISO 27001:2022	ISO 22301	PCI DSS	RBI Cyber Security Framework
Information Security Management System (ISMS) certification — globally recognised framework for managing information security risks.	Business Continuity Management System (BCMS) certification — ensures operational resilience and structured recovery during disruptions.	Payment Card Industry Data Security Standard compliance for all card information processing units.	Full alignment with the Reserve Bank of India's Cyber Security Framework for regulated financial institutions.

Governance: Technology and Information Security Oversight Framework

SBI's intellectual capital is governed through an integrated framework comprising of Board-level oversight, executive accountability and institutionalised security processes. This governance structure ensures that technology investment decisions are aligned with the Bank's strategic objectives, while information security risks are systematically identified, assessed and mitigated across all levels. It also fosters a strong culture of digital and cyber awareness throughout the organisation.

Board-Level Oversight: IT Strategy Committee (ITSC)

The Board-level IT Strategy Committee (ITSC) provides comprehensive strategic oversight of all technology and information security matters across the Bank. The Committee is responsible for approving IT strategies and policy frameworks, evaluating the effectiveness of IT risk monitoring, reviewing aggregate IT funding at the Bank level and assessing whether technology initiatives are delivering their intended business value.

Board Level Oversight Process

Meeting Frequency
Bimonthly — with the Deputy Managing Director (IT) as a permanent invitee to ensure strategic alignment between IT and business objectives.

Policy Approval
Approves the Information Security Policy, Cyber Security Policy and all associated standards, ensuring periodic review in line with the evolving threat landscape.

Performance Review
Reviews IT performance metrics to ensure that technology initiatives deliver on their intended value.

Risk Oversight
Evaluates management's IT risk monitoring practices and oversees the balance between risk exposure and returns on IT investment.

Executive-Level Oversight: Information Security Department (ISD)

The Information Security Department (ISD) is led by the Group Chief Information Security Officer (Group CISO), who reports to the Head of Risk (Deputy Managing Director & Chief Risk Officer). The ISD is the operational custodian of the CIA triad — Confidentiality, Integrity and Availability — of SBI's information systems and is responsible for implementing and maintaining organisation-wide information security policies, standards, guidelines and procedures across all business groups.

A significant structural enhancement to the Bank's information security apparatus was the constitution of two new functional wings within the Information Security Department:

- **Infrastructure Security & Special Projects (IS&SP) Wing,** focused on optimising deployed security solutions and improving the security posture of Branches, Foreign Offices and Regional Rural Banks
- **Incident Response Wing** responsible for forensic investigation, threat hunting, activities, mock drills, training and regulatory reporting of planned/unplanned downtime as per criteria. These additions complete the five-wing ISD architecture, covering the full lifecycle from prevention to detection, response and recovery.

Wing	Mandate	Key Activities
Information Security (IS) Wing	Safeguards the Bank's assets against external threats and vulnerabilities. ISO 27001:2022 certified.	• Conducting initial and periodic Security Review of Applications • According In-Principal Approval to all the new applications/ modification in existing applications. • Agile Method of Security Review • Conducting a Security Review of Applications at every major Change • Periodic Comprehensive Security Review (CSR) of existing Applications as per their criticality. • Deviation/Exception Procedure • Evaluation and review of Firewall rules
Global Cyber Security Operations Centre (GCSOC)	Provides continuous monitoring and response capability for internal and external cyber threats and unauthorised intrusions. GCSOC is a nerve centre of enterprise information security. It has centralised function to continuously monitor, assess and defend critical information assets of our Bank.	• Detect threats and incidents of intrusions, breaches and unauthorised access. • Inform the relevant stakeholders of the findings of detection/ monitoring. The relevant stakeholders then accordingly prepare for remediation, containment and response measures. • Learn from security incidents in coordination with the IR Team to reinforce the system and share the learnings among IT Departments • The first-generation SOC was set up based on RBI provided guidelines on Information Security, Electronic Banking, Technology Risk Management and Cyber Frauds (G. Gopalakrishna Committee) dated 29.04.2011. It was upgraded to Next Generation Global Cyber SOC in the year 2020 in compliance with the RBI Cyber Security Framework dated 02.06.2016. • GCSOC has developed the ability to know who did what, when, how and preserve the evidence of Cyber Incidents. SOC is updated on the latest emerging cyber threats for enabling continuous surveillance • The existing GCSOC is transitioning into a world-class Cyber Defence Centre (CDC), significantly augmenting organisational resilience through advanced automation, Agentic AI-centred, and cognitive security capabilities
Cyber Security Wing	Managing Cyber Security Posture of the Bank's internet exposed digital assets (websites, IP addresses etc.). The Bank's in-house Internal Ethical Hacking team (IEHRT) performs the ethical hacking activities	**Public-facing assets** • Cyber Web Reconnaissance & Foot-Printing • Internal Ethical & Hacking Red Team (IEHRT) to perform Ethical Hacking testing of Internet-facing applications and Mobile Apps • Perform Scanning of Internet-facing IPs of the Bank for vulnerable web services and Ports • Automatic Scanning of Network IP addresses, Internet Applications • Static Analysis of Bank's External Mobile Applications

Wing	Mandate	Key Activities
	as an outsider/ hacker perspective in production environments so that vulnerabilities/ weakness (if any) are observed before they are exploited by the hackers.	• To ensure smooth conduct of Vulnerability Assessment & Penetration Testing (VA & PT) of internet-facing Bank/Foreign web/mobile Applications, external IP addresses to look for vulnerabilities impacting SBI infrastructure by the External Team (Independent Information Security Experts). **Internal Network assets** • Internal Network Ethical Hacking Testing of Intranet systems, Applications, Databases, Network devices i.e., Vulnerability Exploitation & Lateral movement testing. • These assets are manually scanned and enumerated for identifying the high-impact vulnerabilities, including SQL Injection, Privilege Escalation, Open share drives with critical information, etc. • Domain password spray activity is performed monthly to identify the employees using easily guessable passwords for all the AD users of the bank. • Management of Vulnerability Assessment (VA) i.e., to conduct periodic Vulnerability Assessment using VA tool for assessing the vulnerabilities across the entire Bank's IT assets such as Servers, ATM terminals, Swayam, Kiosk machines, Desktops, Network devices and foreign offices, IT assets, etc. • To conduct/perform Red Team assessments/reviews by the Bank's internal team and external team (Independent Information Security Experts) to identify security vulnerabilities and assess the efficacy of the defences/ controls, by simulating the objectives and actions of an attacker in the Bank's infrastructure (intranet IP addresses/ Wi-Fi/CDKs/Kiosks).
Infrastructure Security & Special Projects (IS&SP) Wing	Ensures deployed security solutions perform optimally and drives maturity improvement across the institution.	• Ensure that security solutions are working optimally from a safety standpoint. The Team also undertakes thematic reviews of IT security solutions deployed to identify gaps and opportunities of improvements. • Developed Branch, Foreign Office and RRB Maturity Model to enhance the security posture of the Bank. • Conducted Annual Group CISO Strategy Meet, Quarterly and Monthly Group CISO meetings.
Incident Response Wing	Leads forensic investigation, threat hunting and regulatory reporting for confirmed and suspected cyber incidents.	• Forensic analysis of the incidents to identify the root cause. • Tabletop exercise for FOs, GEs and RRBs. Tabletop Exercises conducted for all the FOs, Group Entities and RRBs of State Bank of India. • Conducting mock drills and training to technical SPOCs for Applications as part of Cyber Security Incident Response Team (CSIRT) activities. • Implementation and operations of Deception technology solutions. • Threat Hunting activities conducted to find the presence of Threat Actors in the Bank infrastructure by developing hypotheses.

Wing	Mandate	Key Activities
		• Threat Advisories prepared and disseminated to all Application Owners. • Review of incidents closed by the SOC. • Reporting to the regulators (RBI, NCIIIPC, CERT-In) regarding any unplanned/planned downtime as per the criteria mentioned by Regulators. • Tracking of Indicators of Compromise (IOC)s from emails received from regulatory bodies, being done manually, is automated by Incident Response and Security Operations Centre teams. • Regular monitoring and taking appropriate response on phishing incidents, alerts, detections (includes phishing, brand abuse, social media pages, vishing, rogue mobile apps), incidents on hold via portal or mail. • Proactively hunting for phishing/ brand abuse URLs on the internet and reporting for appropriate action such as takedown, brand abuse monitoring, contacting the owners of the abusive content for removal of information using our brand and logo.

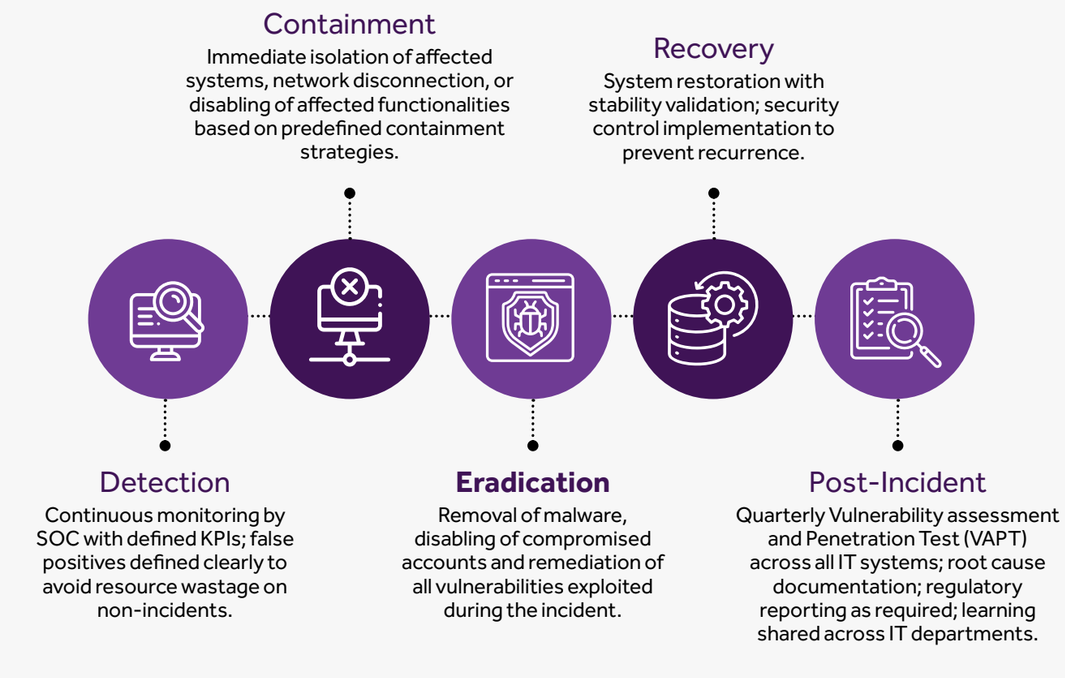
New Initiatives: ISD Department

- ISD has been undertaking multiple security initiatives to enhance the security posture of the Bank. Initiatives range from technology to process-level interventions.
- The Bank is in the process of setting up a Cyber Security Centre of Excellence, which would focus on enhancing the Cyber Security Posture of the Bank and also the overall BFSI sector.
- The Bank is also currently transforming the existing Next Generation SOC into a world-class centralised Integrated Cyber Defence Centre, further strengthening its cyber resilience and automation capabilities. The new Cyber Defence Centre (CDC) will be proactive, predictive and autonomous, using integrated advanced threat detection, Machine Learning-driven security operations, improved incident response capabilities by unifying Security Operations (SOC), Incident Response (IR) and Cyber Security (CS) functions. It is expected to be operational within the FY 2026-27.

Incident Management Lifecycle

SBI operates a structured, end-to-end incident management lifecycle that governs the full cycle from detection to recovery. Application/Asset Owners (AOs) are identified for every system, priority levels are defined by incident nature and severity, and escalation matrices ensure timely engagement of appropriate authority levels. The Computer Security Incident Response Team (CSIRT) leads on-ground handling, working with affected Application Owners, while the Incident Response Team (IRT), comprising threat hunters, threat intelligence officers and internal forensics experts will lead the investigation.

Lifecycle of Incident Management



Building a Cyber-Aware Workforce

People remain both - the most critical assets and the most vulnerable element of any security architecture. SBI addresses this through comprehensive awareness programmes that includes through regular tabletop exercises, cyber drills, phishing awareness campaigns and specialised technical training across all organisational levels. These initiatives strengthen employees capabilities to effectively respond to evolving digital threats and mitigate online fraud risks in the banking sector.

To create awareness on the different online frauds relevant to the banking industry, our ATI (Apex Training Institute), State Bank Institute of Innovation & Technology (SBIIT), Hyderabad, conducts functional training programmes & and webinars on digital banking and IS & cyber security for operating functionaries at branches on a regular basis. These programmes cover various aspects of online frauds, cyber security and data governance in a detailed manner. In FY 2025-26, 2,079 training programmes were conducted, benefiting 39,961 employees across the Bank. These programmes align the team on the Bank's vision for cyber security, ideate and strategise on building/strengthening cyber security capabilities & compliance posture, encourage knowledge sharing, team building, collaboration and sharing of ideas across verticals.

Additionally, SBIIT curated micro-capsules in the form of short educational videos on Cyber Awareness on a fortnightly basis to facilitate on-the-go learning for employees. A total of 24 videos were created during the year.

To further enhance awareness of increasing fraud risks, an exclusive session on KYC–AML, Money Mules, and Cyber Security has been introduced as a "zero session" in all classroom training programs at ATIs and SBILDs.

An in-house developed e-Learning module on IS & Cyber Security was mandatory for all employees in FY 2025-26. Nearly 1.81 lakh employees have completed the e-Learning module and cleared the associated assessment as on 31 March 2026.

Training on Digital Enablement

- ISD conducted a strategic off-site training for ISD employees and also convened a quarterly SBI Group CISO workshop along with monthly Group CISO knowledge sharing sessions. Further, ISD staff are nominated for various domestic and global trainings for enhancing their knowledge and skills sets.

- A Synergy Conclave was held for the Digital Banking and Transaction (DB&T)-Business Vertical, bringing together the Analytics, CRM, Digital marketing, YONO Business, YONO Global and Trade Finance Revamp teams.

- Digital enablement programs were conducted for RMs and branch staff to promote YONO Business adoption throughout the year through in-Person engagement and online meets. Monthly digital newsletters and video guides were distributed to enhance customer engagement with YONO Business. Cue Cards (step-by- step guide from Login to Final Submit) were also made available for all Digital Journeys.

- One-day workshops were conducted at various Learning Institutes with active participation from officials of stakeholder verticals. These sessions focused on key strategic areas including the Trade Finance Revamp, latest updates on YONO Business and the use of Analytics for customer engagement and business growth

- As part of the Bank's ongoing engagement with customers, the YONO Business team also showcased Digital Capabilities in a series of CAG customer meets focused on direct interaction with customers, gathering on-ground feedback and understanding emerging business and digital requirements across Delhi, Chennai and Mumbai.

Awards and Recognitions

- Digital Transformation and Technological Innovation award October 2025 in WSBI-ESBG SDG Awards, organised by WSBI-ESBG (World Savings and Retail Banking Institute – European Savings and Retail Banking Group)

- The Bank won the "Best AI solution showcase/ Technology" award from the CII "National AI Awards 2025" on for its solution, which uses external (Ministry of Corporate Affairs) data to identify new firms engaged in high-potential areas like Electric Vehicles, Green Hydrogen, Multi-modal Logistics, etc.

- Award for Excellence in Management Science & Analytics Practice by IIM-Ahmedabad & CDSA-ORSI for an AI-Based End-to-End digital loan product for the non-Salary Package segment

- IBA Special Mention Award for Best AI & ML Adoption IBA 2026

- ETBFSI Exceller award for the Generative AI Chatbot AskSBI, which was developed in-house across 14,000 documents and most business functions. It is accessible to all staff.

- Global Digital Bank Award 2025 by Global Finance Magazine for best Trade Finance services in India and Asia Pacific.

Natural Capital

Driving Resilience and Sustainable Growth

Natural capital, which includes ecosystems, water resources, biodiversity and atmospheric stability, forms the foundational base that underpins economic activity and long-term value creation. For SBI, with its extensive presence across sectors of the economy, preserving this natural foundation is not only an environmental responsibility but also a material business priority that directly influences risk management, resilience and sustainable growth.

Key Performance Highlights

6,90,156
GHG Emissions Scope 1 & 2

72,441
Emissions avoided due to RE usage

>49 MWp
Captive RE capacity

>59GW
Capacity of RE financed portfolio

Interlinkage with Material Topics

- Climate Action
- Natural Resource Management

Contribution to SDGs

Interlinkage with BRSR

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

Approach to Natural Capital Management

The Bank recognises that climate change, water stress, biodiversity loss and resource depletion are interconnected challenges that pose systemic risks to its lending portfolio, investment decisions and operations. At the same time, the transition to a low-carbon, climate-resilient and nature-positive economy presents a significant opportunity to expand sustainable finance and support India's development aspirations.

This approach includes scaling up green finance, supporting renewable energy and sustainable infrastructure and promoting responsible business practices across the value chain.

The sections that follow outline SBI's initiatives, performance and forward-looking commitments in managing natural capital.

SBI's approach to managing natural capital is anchored in three strategic pillars:

- Reducing the environmental footprint of its own operations
- Integrating environmental risks and opportunities into financing and investment decisions
- Enabling the broader transition to a resource-efficient and low-carbon economy

This chapter focuses on the Bank's efforts to reduce the environmental footprint of its own operations while the remaining two pillars are detailed in the Responsible Banking chapter (refer to page number X).

Aligning Sustainability with Business Strategy

A sustainability-aligned business strategy begins with clearly defined priorities that are linked to the Bank's overall vision and growth objectives. This includes integrating climate risk into credit appraisal processes and prioritising financing towards sustainable sectors. Sustainability is operationalised through robust governance frameworks, clearly defined policies and measurable targets that are embedded across business verticals.

Digital innovation, data analytics and responsible business practices further support the integration of sustainability into day-to-day operations and customer offerings. The Bank takes various steps to create awareness and build employee capability on sustainability.

To advance its environmental stewardship and climate resilience, the Bank is undertaking a comprehensive assessment of its portfolio emissions while strengthening its climate risk assessment and scenario analysis capabilities. These efforts support a more forward-looking and resilient approach to managing environmental and climate-related risks across lending and operational activities.

The commitment is further embedded through the Bank's policies, procedures and responsible banking frameworks with detailed disclosures on its environmental footprint and sustainability.

Net Zero by 2055
(Scope 1, 2 &3)

Carbon Neutral by 2030
(Scope 1 & 2)

7.5% Green Portfolio
Minimum 7.5% of Bank's domestic gross advances to be green by 2030

Commitment to Environmental Sustainability

SBI remains steadfast in its commitment to environmental sustainability by aligning its strategy with natural and global climate priorities. The Bank continues to expand its support for renewable energy, green infrastructure and adoption of green practices while promoting climate-resilient and resource-efficient business models across sectors.

On the operational front, the Bank is focused on reducing its environmental footprint by improving energy efficiency, increasing adoption of renewable energy in internal operations and promoting responsible water management and waste reduction initiatives. Digitisation further supports this transition by minimising paper usage and improving efficiency.

Reporting Frameworks and Assurance

The Bank places strong emphasis on transparency and accountability through comprehensive ESG disclosures aligned with leading frameworks and regulatory requirements, SEBI guidelines on Business Responsibility and Sustainability Reporting (BRSR), International Financial Reporting Standards (IFRS S2) and the Global Reporting Initiative Standards (GRI). These disclosures are subject to independent assurance, ensuring accuracy, reliability, credibility and stakeholder confidence. The commitments are further reinforced through adherence to the National Guidelines for Responsible Business Conduct (NGBRC), particularly principles 2 and 6 that emphasize on sustainable resource management and environmental protection to support sustainable economic growth and societal well-being.

The Bank has obtained reasonable assurance for BRSR Core KPIs, along with limited assurance of select non-core BRSR and GRI parameters, underscoring its commitment to transparency and high-quality reporting.

The Bank has also framed the Sustainability and Business Responsibility Policy that directs SBI's sustainability strategy and integrates it with its business strategy. The policy seeks to ensure that internationally accepted standards and best practices are adopted in identifying, assessing and monitoring ESG factors associated with the Bank's business and operations.

Additionally, the Bank is in the process of developing a BRSR portal to streamline data collection and improve consistency and overall quality of disclosures.

Carbon Neutrality Roadmap (Scope 1 and 2)

The Bank has established a clear roadmap to achieve carbon neutrality across its internal operations. This roadmap is anchored in a comprehensive three-pillar strategy focused on enhancing energy efficiency, increasing the share of renewable energy and neutralising residual emissions through the use of carbon offsets.

The approach is structured and time-bound, with annual targets defined for all branches and offices for the adoption of energy-efficient measures and the procurement of renewable energy. Implemented over a five-year period with FY 2022–23 as the base year, the roadmap enables a pragmatic and data-driven transition supported by detailed planning mechanisms.

Carbon Neutrality Committee

An executive-level Carbon Neutrality Committee has been constituted to monitor the progress on the implementation implementation of strategy and interventions under the carbon neutrality roadmap to ensure year-wise emission reduction targets. The Committee consists of various stakeholder departments involved in the implementation and monitoring of the progress. Periodical Committee meetings are conducted with operating entities for effective execution of the roadmap. A Carbon Neutrality portal is also under development to monitor and track all initiatives, targets and activities under Carbon Neutrality.

Energy Efficiency Measures

The Bank is strengthening energy efficiency practices by deploying advanced technologies, upgrading equipment, optimising operational processes and implementing energy management systems. These initiatives are designed to reduce energy consumption and associated emissions across operations. Under the carbon neutrality roadmap, the Bank plans to implement six key energy-efficiency interventions by 2030, selected based on their potential to avoid emissions. These include the replacement of conventional fans with BLDC fans, energy-efficient lighting, upgrading air conditioners older than five years to 5-star rated models and upgrading the HVAC Systems, replacing legacy chillers with oil-free magnetic chillers, installing Building Energy Management Systems (BEMS) at branches with annual consumption exceeding 5 lakh kWh and implementing energy optimisation measures at the GITC data centre, contributing to reduced carbon footprint. Collectively, these actions are expected to reduce operational energy demand while improving overall system performance.

Renewable Energy Procurement and Green Buildings

In alignment with its commitment to carbon-neutral internal operations, the Bank is prioritising the transition to green power and aims to achieve 100% renewable energy usage across its internal operations by 2030. The renewable energy procurement strategy focuses on maximising the use of rooftop spaces for on-site solar installations, adopting open-access procurement where feasible, prioritising the purchase of green power from DISCOMs and procuring renewable energy certificates to meet any remaining requirements.

The Bank has committed to achieving carbon neutrality in its internal operations by 2030 and has adopted a phased approach with defined year-wise targets to progressively reduce its operational footprint by transitioning to renewable energy for internal operations. The Bank aims to shift to 100% renewable energy in its internal operations by 2030.

Initiatives during the year

- The Bank has been leveraging State-favourable green tariff policies to replace regular grid power with green energy. Green power procurement has been implemented through the Green Tariff Mechanism from respective Distribution Companies (DISCOMs) in accordance with the applicable State Electricity Regulatory Commission (SERC) policies. 361 Major branches/offices across the country have shifted to green power through green tariff mechanism as on 31 March 2026.

  Approximately 4.41 crore units of conventional grid electricity are being offset annually through green power procurement, equivalent to around 36.0 MWp of solar capacity, resulting in estimated savings of 26,851 $MTCO_2e$ emissions.

Further, all eligible branches of Maharashtra State under Mumbai Metro and Maharashtra Circle have been identified to shift to green power under the green tariff mechanism from MSEDCL.

Out of which 340 branches of both the Circles with consumption of 657.4 MWh have already shifted to green power with effect from March 2026 (bills generated in March and paid in April 2026). Further 1,283 eligible branches of Maharashtra State will be shifted to Green power from MSEDCL from April 2026 billing cycle.

- 5,478 Bank buildings (branches/offices/ATMs) are equipped with rooftop solar installations with an aggregate capacity exceeding 34.68 MWp. out of which Rooftop solar panels have been installed in 831 owned buildings with a cumulative capacity of 23.44 MWp. Solar electricity consumption during FY 2025–26 amounted to 5,77,38 MWh, resulting in avoidance of 41,976 $MTCO_2e$ emissions.
- Till date, the Bank has obtained 117 Green building certifications from IGBC/GRIHA up to 31 March 2026, of which 53 buildings were certified during this FY 2025-26.
- IGBC Net Zero Energy Certification has been obtained for the State Bank Bhavan, Corporate Centre Building in Mumbai.
- Energy-saving devices have been installed in fixed-speed type air conditioning units of 9,800 TR capacity in 130 branches to save electrical energy

IGBC certified buildings in FY 2025-26

Platinum Certified Buildings	11
Gold Certified Buildings	22
Silver Certified Buildings	8
Certified Level Buildings	6
Net Zero Buildings	2
NestPLUS Silver Building	2
GRIHA 5-Star Rated Building	1
Griha 4-Star Rated Building	1
Total	**53**

- 173 Electric Vehicle (EV) charging points have been installed across the Bank's owned premises towards the development of green infrastructure initiatives.
- Diesel generator sets at RUSU branches have been

replaced with remote-monitoring solar power systems across 307 locations, with a cumulative installed capacity of around 2 MW.

- A joint venture has been set up between SBI and Tata Power Renewable Energy Limited (TPREL) to switch electricity demand of State Bank Bhavan, the Bank's Corporate Centre building at Nariman Point, Mumbai to renewable source of energy (solar power) through captive solar power plant.

  Under the proposed arrangement, power will be procured from Tata Power Renewable Energy Limited (TREPL) through a Group Captive Open Access solar power model. The power involves a 2.5 MW solar power capacity, supplying 100% green energy to State Bank Bhavan, Corporate Centre building. The initiative is expected to result in annual cost savings of approximately ₹2.0 crore.

Data Centres

The Bank recognises that data centres are critical to its digital infrastructure and a significant contributor to its operational energy consumption. SBI's data centre energy efficiency strategy aligns with the green data centre approach, focusing on combining efficient design, smart cooling, renewable energy adoption and performance monitoring. These initiatives not only reduce operational costs but also strengthen the Bank's position as a leader in sustainable digital infrastructure.

Initiatives of Global IT Centres (GITCs)

Gachibowli DC, Hyderabad, has achieved 'IGBC Platinum (Global Leadership Standard)'- Green Data Centre Rating certification.

To achieve this, several factors must be met. These are designed to ensure that DCs are built and operated with enhanced resource efficiency and sustainability. Some of the key parameters are operational excellence, usage of real-time energy management system, rainwater harvesting system, indoor environmental quality checks, segregation of wastes, management of e-waste and non-hazardous wastes. This signifies that the Bank is committed to sustainability and resource efficiency. This certification reflects exceptional dedication to green Data Centre practices and positions the Bank as a model for sustainable technology infrastructure nationwide.

Gachibowli DC, Hyderabad, has received the Pollution Control certificate for 10 years from Telangana State Pollution Control Board TSPCB underscores the Bank's commitment to environmental stewardship and sustainable operations. The certification from TSPCB is a testament to its adherence to stringent environmental standards and regulations. It ensures that its DC complies with all relevant statutes, judicial directives and legislative pronouncements aimed at protecting the environment. This achievement highlights the Bank's dedication to implementing best practices in environmental management and pollution control. This certification is a significant milestone in SBI's sustainability journey, reflecting its unwavering commitment to environmental protection and sustainable development.

Mahape DC, Navi Mumbai

The Bank has recently entered a strategic partnership with colocation provider CtrlS for the New DC with a rack hosting capacity of 1000 racks at Navi Mumbai, securing a blended electricity supply agreement that includes 30% from renewable energy sources, reinforcing our commitment to sustainable energy practices.

Rabale DC, Navi Mumbai

The Bank is operating its IT infrastructure from Rabale Data Centre in Navi Mumbai, hosted on Sify's colocation facility with a 1,081 rack capacity. This DC leverages a blended electricity supply that includes 55% from renewable energy sources, underscoring our strong commitment to sustainable energy practices and environmental responsibility.

GITC DC, Navi Mumbai

As part of its ongoing commitment to sustainability, the Bank has replaced 26 units of Precision Air Conditioning (PAC) units at our DC. These PACs currently use R-22 refrigerant, known for its harmful effects on the ozone layer. They are replaced with more environmentally friendly models that utilise R410A refrigerant, which have significantly lower environmental impact. This initiative enhances the Bank's operational efficiency and reduces its ecological footprint, thereby promoting sustainable practices.

Rear Door Heat Exchanger (RDHx) Technology: Rabale DC, Navi Mumbai and Gachibowli DC, Hyderabad

The Bank has initiated RDHx projects at our Rabale Data Centre (DC) in Navi Mumbai and Gachibowli DC in Hyderabad. This innovative cooling technology represents a significant step forward in its efforts to enhance energy efficiency and reduce its carbon footprint by directly cooling server racks, minimising energy waste and allowing higher rack densities with vertically scalable provision.

SBI Residential Colony, Nerul: Certified Platinum Rating

As a step towards fostering a green and eco-friendly environment, SBI Residential Colony at Nerul stands as a state-of-the-art residential complex, equipped with a waste management plant with a capacity of 200 kg of organic waste per day and powered by a 60 kWp Solar PV system.

The Bank received a 'Platinum Rating Certificate' from IGBC, which signifies that the residential colony meets the standards set by the Indian Green Building Council.

The continuous goal is to reduce the environmental impact from buildings and infrastructure by adhering to energy efficiency, water conservation, waste management, the use of sustainable materials and improved indoor environmental quality.

GITC Main Building: Certified Gold Rating Green Standard

The Bank has adopted an energy-efficient Centralised Air-Conditioning Chiller Plant of 740 Tonnage Capacity to keep room temperature at 26° C. Water Management in the Complete AC System for Water Circulation in Condenser, Chillers & Cooling Towers. Solar PV Panels of 32 KWp capacity have been installed to generate an average of 100 units per day and cater to an existing Electrical Load at the GITC Building.

Capacity Building and Knowledge Sharing Initiatives

A three-day Engineers' Workshop was organised from 29 January 2026 to 31 January 2026 at the State Bank Academy, Gurugram. The workshop was attended by Civil and Electrical Engineers from all Circles, including GITC, along with AGMs (P&E). The programme covered various aspects of the Bank's green initiatives. Circles, demonstrating active participation in the implementation of green initiatives, were felicitated. External experts in building retrofits, HVAC systems and green-building certification shared insights on building maintenance practices, energy-efficient equipment and green-building certification processes. The workshop also included a session on Carbon Neutrality initiatives and BRSR for capacity building and creating awareness. Further, several meetings were held through digital mode to create awareness among operating units on carbon neutrality initiatives for effective implementation.

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

Energy Consumption (in GJ)

Parameters	FY 2025-26	FY 2024-25	FY 2023-24
From renewable sources			
Total electricity consumption (Windmill, Solar Rooftop, Green Tariff) (A)	3,67,307	3,04,044	2,68,462
Total fuel consumption (B)	0	-	-
Total Energy consumption from renewable sources (A+B) = E	**3,67,307**	**3,04,044**	**2,68,462**
From non-renewable sources			
Total electricity consumption (C) (purchased electricity from grid)	27,22,431	29,11,585	28,88,100
Total fuel consumption (Owned Cars and DG Sets) (D)	2,71,824	10,10,160	8,08,655
Energy consumption from non-renewable sources (C+D) = F	**29,94,255**	**39,21,745**	**36,96,755**
Total energy consumption (E+F)	**33,61,562**	**42,25,789**	**39,65,217**

Energy Intensity

Parameter	Unit	FY 2025-26	FY 2024-25	FY 2023-24
Energy intensity per rupee of turnover	GJ/Revenue from Domestic Operations in ₹ crore	6.53	8.78	9.28
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	GJ/Revenue in USD million from Domestic Operations adjusted for PPP	13.29	18.14	17.35
Energy intensity per Full-time employees (FTE)*	GJ/FTE	13.74	17.92	17.10

*FTE has been taken for domestic operations only

1,31,675 GJ
Green Power through DISCOM

2,07,857 GJ
Solar Electricity Consumption

27,776 GJ
Wind Electricity Consumption

72,441 $MTCO_2e$
Emissions Avoided due to Renewable Energy Usage

GHG Emissions Management

Greenhouse gas (GHG) emissions are categorised into Scope 1, Scope 2 and Scope 3 emissions. Scope 1 emissions refer to direct emissions from sources owned or controlled by the Bank, such as fuel consumption in diesel generators and Bank-owned vehicles. Scope 2 emissions represent indirect emissions arising from the consumption of purchased electricity across the Bank's branches, offices and other operational facilities. Scope 3 emissions refer to indirect emissions that occur throughout the Bank's value chain. These include sources such as business travel, employee commuting, and waste management activities.

The Bank measures and discloses its Scope 1 and Scope 2 emissions on a regular basis and also reports select categories of Scope 3 emissions, currently including business travel and operational waste, as part of its broader decarbonisation and climate-risk management efforts. The Bank is also in the process of calculating financed emissions as per globally accepted protocols.

GHG Emissions: Breakup

Breakdown of Scope 1 and 2 Emissions by Sources

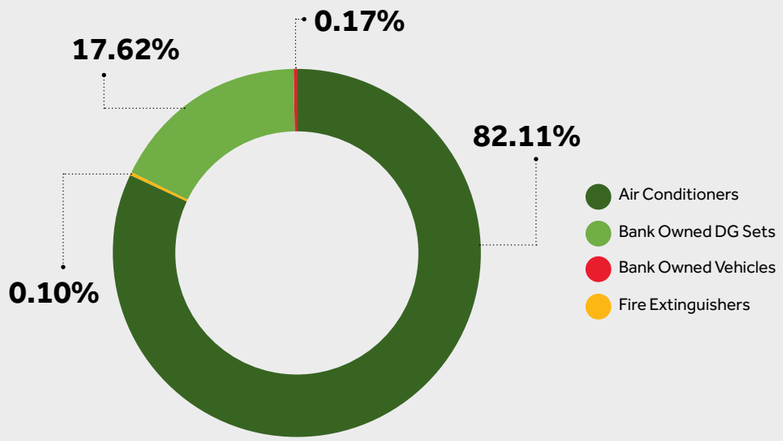
Scope (GHG Protocol)	Emission Source
Scope 1 Emissions	Diesel Consumption in Bank-owned gensets
	Bank-owned vehicles
	Air-Conditioners
	Fire Extinguishers
Scope 2 Emissions	Diesel Consumption in Leased/Third-party Gensets
	Electricity purchased from grid
Scope 3 Emissions	Category 5: Waste Generated in Operations
	Category 6: Business Travel

GHG Emissions ($MTCO_2e$)

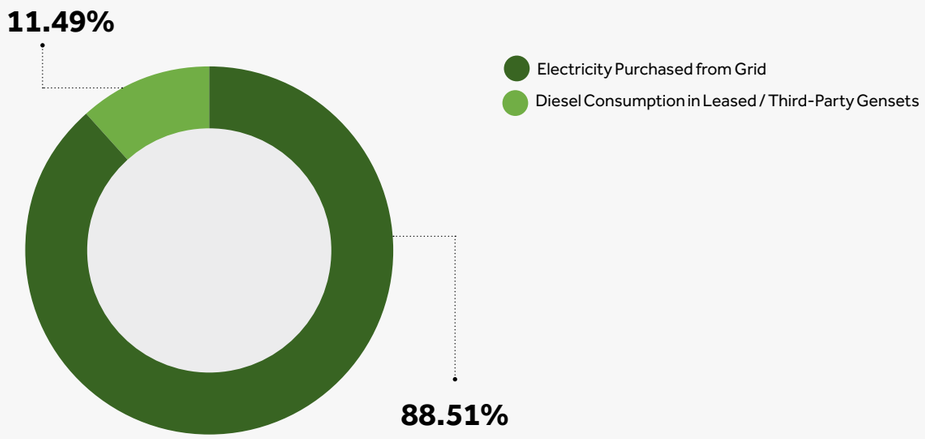
	FY 2025-26	FY 2024-25	FY 2023-24
Scope 1 Emissions	**1,12,866**	**49,583**	**1,47,241**
Bank-owned DG Sets	19,889	6,086	11,624
Bank-owned Vehicles	194	226	253
Air Conditioners	92,670	43,233	1,35,258
Fire Extinguishers	113	38	106
Scope 2 Emissions*	**5,77,290**	**6,56,819**	**6,22,670**
Diesel Consumption in Leased / Third Party Gensets	66,335	68,841	48,259
Electricity Purchased from Grid	5,10,955	5,87,978	5,74,411
Total Scope 1&2 Emissions	**6,90,156**	**7,06,402**	**7,69,911**
Scope 3 Emissions	**54,542**	**48,494**	**41,500**
Category 6: Business Travel	52,735	45,673	37,781
Category 5: Waste Generated in Operations	1,807	2,821	3,719

**As part of its carbon neutrality strategy, SBI procures renewable electricity through the green tariff mechanism from State DISCOMS. The Bank currently sources green power for 361 key locations, primarily bigger offices such as Corporate Centre Mumbai, Local Head offices, Administrative offices, Regional offices, Main Branches, etc. Consequently, the Bank's Scope 2 location-based emissions are 5,36,924 $MTCO_2e$, while market-based emissions, reflecting renewable electricity procurement have been reduced to 5,10,955 $MTCO_2e$ (as detailed above)*

Scope 1 Emissions Breakup



Scope 2 Emissions Breakup



Scope 1 and 2: Emissions Intensity

Parameter	Unit	FY 2025-26	FY 2024-25	FY 2023-24
Total Scope 1 and 2 Emissions intensity per rupee of turnover	$MTCO_2e$/Revenue from Domestic Operations in ₹ crore	1.34	1.47	1.80
Total Scope 1 and 2 Emissions intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	$MTCO_2e$/Revenue in USD million from Domestic Operations adjusted for PPP	2.73	3.03	3.37
Total Scope 1 and 2 Emissions intensity per Full-time employees (FTE)*	$MTCO_2e$/FTE	2.82	3.00	3.32

*FTE has been taken for domestic operations only

Scope 3: Emissions Intensity

Parameter	Unit	FY 2025-26	FY 2024-25	FY 2023-24
Scope 3 Emissions intensity per rupee of turnover	$MTCO_2e$/Revenue from Domestic Operations in ₹ crore	0.11	0.10	0.09
Scope 3 Emissions intensity per Full-time employees (FTE)*	$MTCO_2e$/FTE	0.22	0.21	0.18

**FTE has been taken for domestic operations only*

GHG Emissions Methodology

As part of its commitment to achieving carbon neutrality, the Bank is undertaking a range of initiatives to reduce its greenhouse gas (GHG) emissions. These efforts include the systematic capture of emissions data and the ongoing monitoring and disclosure of its carbon footprint.

The Bank measures and reports GHG emissions in alignment with internationally recognised standards, primarily the GHG protocol and relevant national guidelines. SBI adopts an operational control approach to define its organisational boundary, emissions from all its domestic branches, offices and data centres under its control. Activity data is sourced through an internal reporting system, and emission factors are applied based on credible sources such as the Intergovernmental Panel on Climate Change (IPCC) and India-specific grid emission factors published by the Central Electricity Authority (CEA). The disclosures are further supported by independent assurance to strengthen reliability and stakeholder confidence.

The methodology of GHG emissions calculation for FY 2025-26 is the same as FY 2024-25. To compile emissions data, the Bank employs a sampling based approach for certain parameters across its domestic branch and office network. The sample covers all major facilities, including the Corporate Office, Data Centres, Local Head Offices, Administrative Offices, RBOs, Training Centres/Main Branches and ATMs. Processing centres and branches are sampled based on geographic distribution and operational characteristics. A statistically representative sample is selected, and the resulting data is extrapolated to estimate emissions for the entire network for certain categories of emission source.

For all remaining parameters, emissions are measured and reported based on actual consumption data.

Scope	Emission Source	Activity Data	Emission Factor Source	GHGs
Scope 1	Generator Sets (Bank-Owned DG)	Diesel consumed (litres)	IPCC	CO_2, CH_4, N_2O
	Bank-Owned Vehicles	Diesel/Petrol (litres); CNG (kg)	IPCC	CO_2, CH_4, N_2O
	Refrigerant Leaks (AC / HVAC)	Refrigerant refills (kg)	IPCC AR6 GWP	HFCs
	Fire Extinguisher CO_2 Releases	CO_2 refills (kg)	IPCC / GHG Protocol	CO_2
Scope 2	Grid Purchased Electricity	Electricity consumed (kWh)	CEA Grid EF	CO_2, CH_4, N_2O
	Leased DG Sets (Vendor - Operated)	Diesel Consumed (litres) or Distance (km)	IPCC / Supplier	CO_2, CH_4, N_2O
Scope 3	Business Travel - Air	Passenger km (pKm) by class	Distance based: India GHG Program Fuel based: IPCC	CO_2, CH_4, N_2O
	Business Travel - Rail	Passenger km (pKm)	Distance based: India GHG Program Fuel based: IPCC	CO_2, CH_4, N_2O
	Business Travel - Road	Distance (km)	Distance based: India GHG Program Fuel based: IPCC	CO_2, CH_4, N_2O
	Waste – E-Waste	Quantity (kg) by disposal method	IPCC / DEFRA	CO_2, CH_4, N_2O
	Waste - Battery Waste	Quantity (kg) by disposal method	IPCC / DEFRA	CO_2, CH_4, N_2O
	Waste - Plastic Waste	Quantity (kg); recycled vs landfill	IPCC / USEPA	CO_2, CH_4, N_2O
	Waste – Paper Waste	Quantity (kg); recycled vs landfill	IPCC / USEPA	CO_2, CH_4, N_2O
	Waste – Food Waste	Quantity (kg); recycled vs landfill	IPCC / USEPA	CO_2, CH_4, N_2O

Water Conservation

As part of its broader environmental sustainability initiatives, SBI has undertaken multiple actions to promote efficient water use across its operations. Owing to the nature of the Bank's business activities, overall water consumption is limited and largely restricted to drinking water and basic municipal requirements. As a result, the Bank's operations do not pose any material adverse impact on local communities in terms of water extraction or discharge.

The Bank primarily sources its water requirements from municipal supply systems and third-party providers. To reduce dependence on external water sources and reinforce its commitment to responsible water stewardship, SBI has implemented rainwater harvesting systems at 620 locations to save and use rainwater. The Bank has installed 32 Sewage Treatment Plants (STPs) across India in owned premises under green initiatives measures to manage the wastewater generated in its large establishments.

Water Withdrawal, Dishcarge, Consumption (in KL)

Sources	FY 2025-26	FY 2024-25	FY 2023-24
Groundwater	Nil	Nil	1,62,324
Third-party Water	29,28,999	28,22,203	26,33,835
Total Water Withdrawal	**29,28,999**	**28,22,203**	**27,96,159**
Water Discharge	**13,01,777**	**12,54,312**	**12,42,737**
Total Water Consumption	**16,27,222**	**15,67,890**	**27,96,159**

Water Intensity

Parameter	Unit	FY 2025-26	FY 2024-25	FY 2023-24
Water intensity per rupee of turnover	KL/Revenue from Domestic Operations in ₹ crore	3.16	3.26	6.55
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	$MTCO_2e$/Revenue in USD million from Domestic Operations adjusted for PPP	6.43	6.73	12.24
Water intensity per Full-time employees (FTE)*	$MTCO_2e$/FTE	6.65	6.65	12.06

Waste Management

During FY 2025-26, a revenue of **₹31,10,000** was generated from e-waste disposal, contributing to environmental protection and reduction of pollution caused by toxic gases and greenhouse gas emissions.

SBI follows the Reduce, Reuse and Recycle (3R) principle as an integral part of its waste management framework, ensuring that waste generated from its operations is managed and disposed of in a responsible manner. Given the nature of its business activities, the Bank generates limited categories of waste, with paper waste and electronic waste (e waste) constituting the primary waste streams.

The Bank places strong emphasis on minimising paper consumption by promoting environmentally responsible practices through extensive digitalisation of internal processes and customer facing products. This includes the adoption of Green Banking initiatives and the gradual transition towards paperless banking solutions.

SBI has established a dedicated 'e-waste Management Policy' to dispose of e-waste through authorised vendors to ensure the safe handling, proper disposal, systematic recording and transparent reporting of e waste generated across its operations.

In addition, the Bank regularly undertakes awareness programmes and clean up drives to sensitise employees and the broader community on sustainable waste management practices, thereby reinforcing its overarching sustainability objectives. Battery waste is also given to vendors through the vendor buyback programme.

Under **Special Campaign 5.0,** during the year, waste was cleared from **12,063 sites,** resulting in the release of **22,51,755 sq. ft.** of space. A revenue of **₹1,44,92,000** was generated from waste disposal during FY 2025-26.

Waste Generated (in MT)

	FY 2025-26	FY 2024-25	FY 2023-24
Plastic waste	532	683	594
Paper Waste	964	1,657	3,043
E-waste	449	216	198
Battery waste	830	880	704
Food Waste	1,052	1,491	2,180
Total Waste Generated	**3,827**	**4,927**	**6,719**

Waste Diverted from Disposal (in MT)

	FY 2025-26	FY 2024-25	FY 2023-24
Plastic waste	108	84	153
Paper Waste	216	487	675
E-waste	211	10	36
Battery waste	2	0	520
Food Waste	306	263	870
Total Diverted from Disposal	**843**	**844**	**2,254**

Waste Directed to Disposal (in MT)

	FY 2025-26	FY 2024-25	FY 2023-24
Plastic waste	424	599	441
Paper Waste	749	1,170	2,368
E-waste	199	206	162
Battery waste	828	880	184
Food Waste	746	1,228	1,310
Total Directed to Disposal	**2,946**	**4,083**	**4,465**

Resource Efficiency Initiatives

Sr. No.	Initiatives	Details of Initiatives	Outcomes of Initiatives
1	Paper saving through YONO	The Bank's flagship application has been a key driver in digital journey contributing significantly to resource conservation and operational sustainability.	Through the digitisation of existing processes and the development of new digital products, SBI has achieved paper saving of approximately 394.13 lakh pages avoiding 2,24,615 MTCO2e emissions
2	Green power through Green Tariff	The Bank procures green power through DISCOMs across 361 buildings, supporting the transition to cleaner energy sources.	25,969 $MTCO_2e$ emissions avoided
3	Power through Wind	The Bank owns 10 windmills with an installed capacity of 15 MW, generating renewable energy through wind power	5,478 $MTCO_2e$ of emissions avoided through procurement of wind power via open access
4	Sewage Treatment Plant (STP)	The Bank's STPs across India manage waste generated by large establishments	32 STPs installed across India recycling 96,158 KL of water during FY 2025-26
5	Rainwater harvesting	The Bank has installed rainwater harvesting measures at 620 locations	The initiative has led to water efficiency and use of recycled water for internal use
6	Onsite composting	Purchasing of compost machine to manage vegetable waste & food waste generated at canteens.	Led to inhouse recycling of vegetable waste and food waste generated at canteen
7	Waste reduction	Plastic Waste crushers installed at various offices. The Bank ensures safe and responsible disposal of electronic waste generated in its operational activities in conformance with its e-waste policy. The Bank encourages disposal of battery waste under a buyback scheme.	194 MT of e-waste was handed over to authorised recyclers and 828 MT of battery waste was disposed of under the buyback scheme.
8	EV charging	Installation on EV charging points for two wheelers and four wheelers parking areas	Reduction of emissions generated from Internal Combustion Engine (ICE) vehicles

Biodiversity Conservation

SBI's commitment to biodiversity conservation spans across its operational and business practices. Given the nature of the banking sector, the Bank's activities do not result in any material impact on biodiversity or on species listed under the International Union for Conservation of Nature (IUCN).

To embed biodiversity considerations within its value chain, the Bank has integrated ESG due diligence parameters into its credit appraisal framework. This assessment is undertaken alongside credit risk evaluation while reviewing financing proposals, enabling the identification and mitigation of potential environmental and biodiversity related risks.

Human Capital

Empowering People, Enabling Sustainable Growth

State Bank of India firmly believes that its people are the cornerstone of sustainable institutional success. As the country's largest banking institution, our ability to deliver consistent outcomes and drive meaningful impact is intrinsically linked to the strength, diversity and resilience of our workforce. Bank is committed to building a future ready organization by fostering a culture that empowers people, encourages innovation and aligns individual aspirations with institutional goals. Our human capital strategy is centred on creating an inclusive, agile and high-performing workplace that supports continuous growth and transformation. Bank promotes diversity, equity and inclusion, recognising that varied perspectives strengthen decision-making and enhance organisational effectiveness. By nurturing a culture of trust, transparency and collaboration, we enable our employees to contribute meaningfully while fostering a strong sense of ownership and engagement. Employee well-being remains a key priority, forming an integral part of Bank's people-first philosophy. Bank upholds the highest standards of ethical conduct and human rights across its operations, reinforcing a culture of integrity and mutual respect.

Interlinkage with Material Topics

- Employee Engagement
- Training and Leadership Development
- Succession Planning

Key Performance Highlights

2,45,131
Total Workforce (inclusive of employees posted in foreign offices)

28.54%
Women Representation in Total Workforce (inclusive of employees posted in foreign offices)

6,131
Persons with Disability

61.74 hours
Average Training Hours Provided per Employee (inclusive of employees posted in foreign offices)

~0.47%
Absentee Rate

₹1,169 crore
Spend on Employee Well-being

Contribution to SDGs

3 GOOD HEALTH AND WELL-BEING
4 QUALITY EDUCATION
5 GENDER EQUALITY
8 DECENT WORK AND ECONOMIC GROWTH
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
10 REDUCED INEQUALITIES

Interlinkage with BRSR

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

Principle 5: Businesses should respect and promote human rights

Commitment to Human Rights

During FY 2025-26, the Bank continued to strengthen its Human Resources ecosystem by integrating sustainability principles with employee experience, digital innovation and inclusive workplace practices. The Bank has adopted a comprehensive approach that focuses on enhancing employee well-being, improving operational efficiency, promoting transparency and reducing environmental impact through digital transformation.

SBI's commitment to robust labour and employment practices is guided by the Sustainability and Business Responsibility (BR) Policy, which extends across its operations in line with global best practices. The Bank ensures payment of fair and living wages across its operations. The Bank has defined working hours for the employees and is committed to avoiding overtime or excessive working hours and promoting a healthy work-life balance. The Bank has laid down guidelines governing the notice period of employees in various cadres as per the conditions detailed in the recruitment advertisements.

The Bank upholds equal remuneration for men and women, reinforcing gender equality. Paid annual leave is provided in accordance with statutory requirements and internal policies. The Bank respects human rights, dignity and mutual respect across its workforce and value chain. Human rights principles are upheld across all operations. The Bank maintains zero tolerance for discrimination and harassment. It safeguards dignity and freedom of association. The Bank is committed to providing a safe, inclusive and respectful workplace for all employees. SBI aligns its internal policies with national regulations to protect and promote human rights. The Bank prohibits human trafficking, forced labour and child labour across all operations, including suppliers. It safeguards rights related to freedom of association, equal remuneration and collective bargaining for all employees. Processes and remediation plans are in place to address and mitigate human rights risks. The Sustainability and BR policy is focused on key social tenets-

Tenets of Human Capital Development

The Bank's Workforce – A Spectrum of Talent

At State Bank of India, the workforce reflects a truly diverse spectrum of talent, extending well beyond conventional banking roles. Recognising the evolving and multidisciplinary nature of banking, the Bank onboards professionals through lateral recruitment from diverse backgrounds, including IT professionals and domain experts appointed as Specialist Officers across key functions such as data centres, information technology, risk management, legal, treasury, compliance and data analytics. 67 sportspersons were hired during the year, promoting Indian sports and cultivating a team of disciplined, high-performing individuals.

The Bank's dynamic workforce currently consists of 2,44,695 employees across domestic locations, of which 98.78% employees are permanent and 1.22% other than permanent employees. Additionally, the Bank has 436 employees posted at foreign locations. Gender sensitivity and inclusiveness remain core pillars of the Bank's HR philosophy, reflected through a diverse workforce comprising both young and experienced employees, offering a blend of innovation and domain expertise. Women constitute 28.54% of the total workforce.

Workforce by Employee Category*

	FY 2025-26			FY 2024-25			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Officers	87,508	27,426	**1,14,934**	85,895	26,476	**1,12,371**	82,097	24,844	**1,06,941**
Associates	62,633	39,731	**1,02,364**	57,943	36,137	**94,080**	57,505	35,009	**92,514**
Subordinates and other staff	22,281	2,138	**24,419**	24,731	2,349	**27,080**	27,048	2,618	**29,666**
Contractual	2,424	554	**2,978**	2,509	186	**2,695**	2,970	205	**3,175**
Total	**1,74,846**	**69,849**	**2,44,695***	**1,71,078**	**65,148**	**2,36,226**	**1,69,620**	**62,676**	**2,32,296**

**Employees posted at domestic offices only*

Workforce by Age*

	FY 2025-26			FY 2024-25			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
< 30 years	21,215	14,079	**35,294**	17,332	10,975	**28,297**	15,851	9,571	**25,422**
30-50 years	1,10,206	48,899	**1,59,105**	1,11,247	47,113	**1,58,360**	1,04,260	44,483	**1,48,743**
>50 years	43,425	6,871	**50,296**	42,116	7,000	**49,116**	49,120	8,569	**57,689**

**Employees posted at domestic offices only*

Workforce by Region

	FY 2025-26			FY 2024-25			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Domestic	1,74,846	69,849	**2,44,695**	1,70,685	65,088	**2,35,773**	1,69,231	62,623	**2,31,854**
Foreign	373	63	**436**	393	60	**453**	369	53	**442**

Talent Acquisition and Recruitment

The Bank's approach to talent acquisition is systematic and meticulously designed to ensure hiring and building a future-ready, diverse and high-performing workforce, which leverages multiple channels such as social media, headhunters and recruitment consultants for hiring across middle management and leadership levels. As the country's largest banking institution, the Bank attracts talent at scale through a structured, transparent and merit-based recruitment process that is aligned with policy guidelines and national priorities. Digital platforms and technology- enabled processes have been increasingly integrated into recruitment, enhancing efficiency, reducing turnaround times and ensuring transparency throughout the hiring process. Targeted video campaigns are further used to attract Gen Z candidates, ensuring broader outreach and stronger candidate engagement.

New initiatives in the recruitment and promotion process initiated during the year

Digitisation of Recruitment Interviews

The Bank is exploring digitisation of recruitment interviews and promotions in coordination with the HRMS team at Global IT Centre (GITC). Under the proposed system, candidate documents will be digitally displayed to interview panel members through a dedicated application. This will eliminate the need for printed documents and enhance transparency and efficiency in recruitment procedures.

Providing of Online Response Sheets to Candidates

To enhance transparency and fairness in recruitment processes, the Bank has introduced a new facility that allows candidates to download their response sheets and evaluation details. Candidates will be able to access their response sheets, answer keys, raw scores, final scores and normalisation methodology used in the recruitment examinations. This initiative promotes transparency and strengthens the credibility of the recruitment process. The facility has been implemented for Junior Associate recruitment results.

Online Shortlisting Module

To improve efficiency in candidate shortlisting for recruitment, the Bank is developing a web-based shortlisting module to replace the existing manual system. The module will automatically evaluate candidate eligibility criteria and generate shortlists based on predefined parameters. This automation will reduce manual intervention and improve accuracy and speed in recruitment processes.

Digitisation of Employee Onboarding

As part of the Bank's continued efforts to streamline recruitment and employee lifecycle management, the onboarding process of newly recruited officers and employees has been digitised through the Human Resource Management System (HRMS). Under this digital initiative, candidates complete their pre-joining formalities through an online interface where they upload necessary documents, including educational certificates, identity proof and other mandatory records. Authorised officers verify these documents digitally and generate the Provident Fund number through the HRMS system to complete the onboarding process.

The digitised onboarding process ensures secure and permanent storage of employee records in electronic format. These records remain accessible throughout the employee's service period, thereby eliminating the need for physical documentation and significantly improving administrative efficiency. The system was successfully implemented for Probationary Officers recruited in 2025. This initiative marks an important step towards establishing a fully digital HR ecosystem and promotion.

Attrition Rate and Recruitment

The strength of the Bank's talent practices is reflected in its ability to retain and engage workforce effectively. The Bank has consistently maintained an annual attrition rate of below 1%, (~0.97% FY 2025-26) among the lowest in the industry, underscoring strong employee commitment, stability and the effectiveness of our people-centric policies.

In FY 2025-26, the total expenditure towards hiring was ₹75,86,64,652 and the total number of hires is 25,633 (including retired officials). As such per vacancy expenses are derived as ₹29,597 compared to ₹40,441 in FY 2024-25.

New Hires

New Hires by Category

	FY 2025-26	FY 2024-25	FY 2023-24
Officers	4,640	1,297	2,685
Associates	19,340	Nil	5,123
Subordinate and Other Staff	Nil	Nil	1,190
Contractual	1653	473	1,663
Total	**25,633**	**1,770**	**10,661**

New Hires by Age Group and Gender

	FY 2025-26		
	Male	Female	Total
< 30 years old	13,113	6,972	20,085
30-50 years old	2,923	1,618	4,541
> 50 years old	810	197	1,007
Total	**16,846**	**8,787**	**25,633**

Employee Retention

Driven by focused initiatives to strengthen employee retention, the turnover rate stood at-

Employee Turnover

FY 2025-26		FY 2024-25		FY 2023-24	
Total	Voluntary	Total	Voluntary	Total	Voluntary
4.60%	0.99%	**4.50%**	0.94%	**4.07%**	1.47%

Employee Turnover by Gender

FY 2025-26		FY 2024-25		FY 2023-24	
Male	Female	Male	Female	Male	Female
4.98%	3.64%	4.93%	3.37%	4.27%	3.54%

Employee Turnover by Category

	FY 2025-26	FY 2024-25	FY 2023-24
Officers	2.71%	3.38%	3.71%
Associates	3.41%	3.64%	3.21%
Subordinate and Other Staff	9.00%	5.41%	5.63%
Contractual	81.35%	34.65%	48.60%
Total	**4.60%**	**4.5%**	**4.07%**

**Employees posted at domestic offices only*

Diversity, Equity and Inclusion

The Bank firmly believes that a diverse workforce is foundational to an organisation's resilience and strength. SBI places strong emphasis on Diversity, Equity and Inclusion (DEI) and has introduced several initiatives to enhance workforce diversity, ensuring representation from underprivileged socioeconomic groups and individuals with disabilities to build a resilient and inclusive workforce. The Bank's commitment to maintaining an inclusive workplace is unwavering as it strives to provide equitable opportunities for all employees to excel.

Promoting Socioeconomic Inclusion

SBI adheres strictly to the Government of India's Reservation Policy for Scheduled Castes (SC), Scheduled Tribes (ST), Other Backward Classes (OBC), Economically Weaker Sections (EWS), Ex-Servicemen (ESM) and Persons with Benchmark Disabilities (PwBD). The Bank has designated separate General Managers as Chief Liaison Officers (CLO) for SC/ST/PWD/OBC and ESM respectively, enabling timely resolution of the grievances of the employees belonging to these categories. The SC/ST Employees Welfare Associations (SEWA) are efficiently functioning in all 17 circles of the Bank. Similarly, OBC Employees Welfare Associations are also functioning smoothly in 11 circles. Regular meetings are held with both the Welfare Associations and the federation of SEWA at stipulated intervals.

Socioeconomic Inclusion

	Embracing a Diverse Workforce*					
FY 2025-26	**Total Employees**	**SC**	**ST**	**OBC**	**EWS**	**PwD**
Officer	**1,17,620**	21,667	10,087	33,074	1,828	3,291
Clerical	**1,02,364**	16,951	7,804	32,066	3,998	2,682
Sub-Staff	**25,147**	5,681	1,949	7,662	156	158
Total	**2,45,131**	**44,299**	**19,840**	**72,802**	**5,982**	**6,131**

**Data pertains to employees posted in domestic and foreign offices.*

Empowering Persons with Disabilities

SBI's Equal Opportunity Policy for Persons with Disabilities ensures equal rights, dignity and respect. The policy covers recruitment, accessibility, selection, posting, training, leaves, facilities and amenities, including the appointment of a liaison officer & Grievance Redressal Officer and maintenance of records and complaints registers as provided in the Rights of Persons with Disability Act 2016.

6,131
Differently-abled Employees

20,519
Branches have ramp facilities

19,649
Branches have wheelchair facilities

43,114
ATMs/ADWMs feature ramps

5,461
Divyangjan employees trained based on identified roles/customer service

Gender Inclusion: Commitment to a Diverse Workforce

The Bank remains committed to advancing gender inclusion as a core pillar of its human capital and sustainability strategy. The Bank endeavours to create an equitable workforce by ensuring equal opportunities across recruitment, career progression, leadership development and remuneration. Women constitute 28.54% of total domestic workforce, with 24% representation at managerial levels (officers in junior management, middle management and senior management till the grade of Assistant General Manager) and 8.55% in senior leadership (top executive grades). Women employees are employed across all geographies and levels of hierarchy.

The Bank's approach is supported by targeted initiatives to enhance women's participation and retention, including leadership development programs, mentoring and capacity-building interventions. The Bank provides a supportive ecosystem through policies such as maternity benefits, childcare support, flexible work arrangements and return-to-work programmes. The Bank also maintains robust governance mechanisms for the prevention of sexual harassment, with structured redressal systems and regular awareness programmes to ensure a safe, respectful and inclusive workplace.

Gender Diversity

Diversity Indicators	FY 2025-26
Share of women in total workforce as % of total workforce	28.54%
Share of women in all management positions, as % of total management positions	23.83%
Share of women in junior management positions as % of total junior management positions	27.68%
Share of women in top management positions as % of total top management positions	8.55%
Share of women in management positions in revenue-generating functions as % of all such managers*	23.20%
Share of women in STEM-related positions as % of total STEM positions#	20.33%

**e.g. sales i.e. excluding support functions such as HR, IT, Legal, etc.*
#STEM: Science, technology, engineering and mathematics

The average remuneration for female employees is lower than that of male employees, primarily due to relatively lower representation of women in senior management positions. The Bank is committed to addressing this gap and has initiated many women empowerment initiatives to strengthen gender diversity across leadership levels, including leadership development programmes, mentoring and capacity building initiatives.

Women Empowerment Initiatives

The Bank is committed to fostering a workplace where women employees feel empowered and motivated to unlock their potential and assume leadership roles. The Bank has initiated many women empowerment initiatives to strengthen gender diversity across leadership levels, including leadership development programmes, mentoring and capacity building initiatives. Some of the initiatives are as follows:

- **Back to Work Programme:** Facilitates a smooth transition of women employees returning to work after maternity leave/ career break back into the workforce, ensuring seamless career progression and tackling work-life challenges.
- **Family Connect Programme:** The programme fosters a supportive ecosystem for women employees by recognising the role of family in their career and ensuring continued family support through acknowledgment and inclusive events that enhance a sense of belongingness.
- **Creche Allowance:** Creche Allowance provides financial assistance to employees with young children for safe and reliable childcare, enabling women to balance their career and motherhood.
- **Reinforcing Garima:** 'Reinforcing Garima' is an initiative focused on strengthening workplace dignity and fostering zero tolerance for discrimination or harassment, aligned with our commitment to build a safe, respectful and inclusive workplace.
  - Awareness programmes on gender sensitivity, unconscious bias and respectful workplace conduct.
  - "GARIMA: How Aware are You" situational case study launched on International Women's Day.
- **Maitrayee:** The Bank has implemented Maitrayee, dedicated private spaces, designed exclusively for women employees for taking a break during the day on account of health issues, particularly pregnant women. This facility is available in offices/branches with more than 50 women employees with the provision of "Care Box" (Sanitary Hygiene Box).

Several other initiatives include 'Her Story–Her Voice' platform, 'Empower Her' leadership development programme, cervical cancer vaccination support, among others. These initiatives help women employees balance professional responsibilities with personal well-being while enabling them to pursue leadership roles within the organisation.

Gender Pay Analysis

SBI is an equal opportunity employer adhering to the Equal Remuneration Act, 1976 and makes no discrimination in remuneration on the basis of gender or any other form of diversity. The Bank remains committed to providing equal opportunities in employment and creating an inclusive workplace in which all employees are treated with respect and dignity.

Gender Pay Analysis (₹ crore)		
Employee Level*	**Average Female Salary**	**Average Male Salary**
Executive level (base salary only)#	1,73,866	1,74,847
Executive level (base salary + other cash incentives)	3,18,327	3,16,319
Management level (base salary only)#	85,183	90,891
Management level (base salary + other cash incentives)	1,48,769	1,59,931
Non-management level (base salary only)#	47,889	47,097
Non-management level (base salary + other cash incentives)	92,945	91,913

**Executive Level – Scale VI and above*
 # Base salary- Basic component only

Employee Engagement, Well-being and Development

People Engagement and Productivity Enhancement

At SBI, fostering a culture where employees feel heard, empowered and aligned with the Bank's vision is at the heart of its HR strategy. Over the years, SBI has undertaken a series of thoughtful, inclusive and forward-looking initiatives that go beyond policies to truly connect with its workforce. The Bank's people strategy places great emphasis on employee engagement and satisfaction. SBI is committed to creating an environment where every team member feels valued, respected and connected. SBI strives to enhance employee satisfaction and foster belongingness through various engagement initiatives.

Abhyuday 2.0- A flagship programme for employee engagement

In 2023, 'Abhyuday' Employee Engagement Survey was conducted, providing valuable insights into employee sentiments and driving major initiatives such as the Employee Happiness Survey, LEAP – HR Synergy Meet, Employee Contribution Score Dashboard, Team KRA (Key Responsibility Areas), Super SBI and SBI ACE to enhance employee satisfaction and drive performance.

Building on the success of 'Abhyuday', 'Abhyuday 2.0' was launched to further elevate employee engagement. Key enhancements included theme-based approach for deeper insights, differentiated and focused question sets for enhanced analysis, and safe, transparent and unbiased platform to enable free employee expression. Structured interventions are being undertaken to address key focus areas while pockets of relatively lower engagement level have been identified and are being addressed through various measures.

The survey achieved an impressive 97% participation rate bank-wide (up from 95% in September 2023), demonstrating increased employee commitment. The percentage of contributors has steadily increased from 79% in 2018 to 82% in 2023, reaching 86% in 2025.

Employee Engagement Score

	FY 2025-26	FY 2024-25	FY 2023-24
Employee Engagement %	74% (Abhyuday 2.0)		66%

The Abhyuday survey is an anonymous voluntary employee engagement survey conducted across the Bank to assess employee experience, engagement levels, workplace conditions infrastructure facilities and employee well-being, talent management development and competency, organisational pride, etc.

The survey is based on the X Model of Employee Engagement, developed by Blessing White, which defines engagement as the intersection of maximum contribution to organisational success and maximum personal satisfaction. It aims to develop differentiated feedback for diverse Employee Groups. It also ensures benchmarking of Employee Engagement Trends with Industry Standards, furnished as under.

Benchmark Data	Global	India	SBI
Contributors %	80%	81%	86%

The percentage of contributors in SBI is well above the industry and global benchmark. Moreover, since participation in the survey is voluntary in nature, the Bank has not prescribed any mandatory target in this regard. The survey is envisaged as a continuous process, without any stipulated periodicity, and necessary interventions are taken based on the action points that emerge from the findings of the survey, with the objective of improving employee engagement.

Employee Happiness Survey

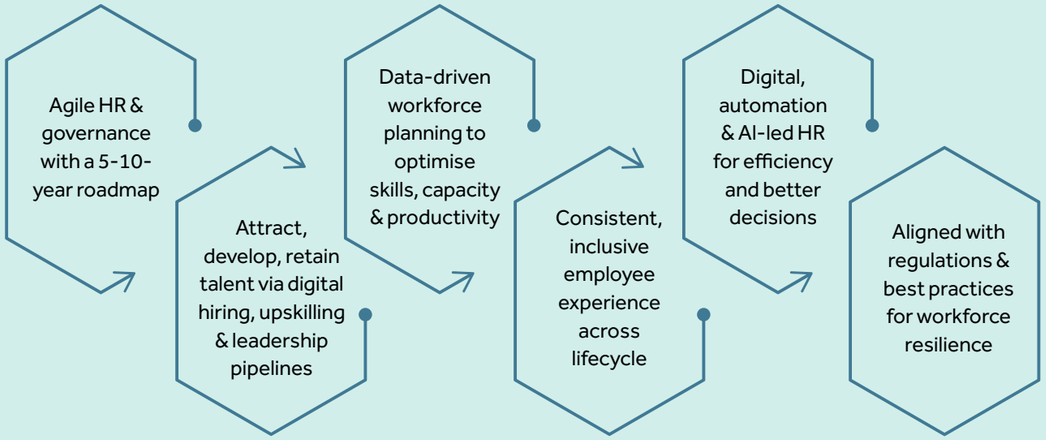
Since FY 2023-24, the Employee Happiness Survey assesses the overall employee satisfaction by gathering insights into the effectiveness and quality of interactions between HR Team and employees, therefore boosting productivity, retention and overall organisational performance.

The survey serves as an important data-driven feedback mechanism, enabling the Bank to identify gaps, address employee concerns and continuously improve HR policies, processes and workplace culture

HR Uday- An HR Transformation Project

HR Uday is the Bank's HR transformation project, envisaged to realign HR strategy and establish an integrated HR framework to boost employee value proposition and shape a skilled, agile, customer centric workforce - ready for evolving business and regulatory demands.

Key objectives



Commitment to Occupational Health and Safety

SBI promotes employee well-being and safety by ensuring a safe working environment, protecting the Bank assets, customers and staff amid a rapidly changing risk landscape. The Bank is committed to providing safe office and branch infrastructure, conducting periodic fire safety audits and drills, ensuring regular electrical safety inspections, implementing emergency evacuation procedures and maintaining compliance with applicable statutory safety regulations.

Employee Absentee Rate: The Bank considers individual sick days due to minor illnesses as well as personal days taken for undisclosed reasons for evaluation of the employee absentee rate. During the reporting year, the Bank recorded 0.47% absentee rate, compared to 1.41% in the previous reporting period.

Health Check-up for outsourced employees

Employee Health and Well-being

Employee well-being remains a key priority for the Bank. The Bank places a strong and sustained emphasis on employee well-being as a core element of its human capital strategy and long-term sustainability. The Bank offers a variety of employee benefit programmes to its staff to ensure a motivated, secure and well-supported workforce. These initiatives span across multiple areas, including financial security, health and wellness, work-life balance, housing and accommodation, retirement planning, career advancement opportunities, family and social support and employee assistance programmes.

₹1,169 crore
Spend on Employee Well-being Measures

The Bank's comprehensive well-being framework encompasses physical, mental, social and women-centric well-being, supported by employee engagement initiatives, rewards and recognition programmes and leadership development interventions. The Bank has established a comprehensive healthcare ecosystem that includes medical support, counselling services and preventive healthcare programmes. Further, the Bank has borne the income tax since FY 2024-25 on the perquisite value of concessional loans for housing, car and education loans, reducing financial stress for employees. It reaffirms the commitment of the Bank towards the well-being of its employees and also enhances the brand image of the Bank as an employee-friendly organisation

Emotional Well-being of Employees

CHETNA Survey

To further strengthen a structured and data-driven well-being ecosystem, the Bank conducted CHETNA – the Emotional Well-being Assessment Survey 2025, under the theme "Caring Beyond Banking." The survey was designed around four key pillars of well-being—emotional, physical, social and financial well-being and was formally launched by the Chairman on 15 November 2025. The survey was conducted between 15 November 2025 and 29 November 2025, witnessing wide participation across the organisation. The primary objective of the CHETNA survey is to establish a baseline of employees' emotional and psychological health, generate actionable, data-driven insights and identify priority areas for intervention. The findings of the survey are being utilised to design and implement targeted well-being initiatives, aligned with organisational priorities, with the aim of fostering a resilient, engaged and emotionally healthy workforce.

Employee Well-being Initiatives

Emotional Well-being

- Dedicated counsellors appointed across the Corporate Centre and all 17 Circles, providing psychological counselling and emotional support to employees and their family members.
- Regular awareness sessions on mental health webinars, resilience training and lifestyle improvement programmes

Physical Well-being

- Access to 350+ hospitals, 300+ diagnostic centres, 300+ dispensaries and 400+ medical professionals
- Ambulance services is available 24x7 at the Corporate Centre
- 1.66 lakh+ employees covered under Executive Health Checkup Scheme
- 12 Health Camps catered to 5,000+ employees for early detection and prevention of lifestyle diseases
- 3,000+ Influenza vaccines administered
- 100+ gyms/sports facilities/training centres across offices
- 2,000+ employees participated in the Annual Inter Circle Sports Tournament across 9 games categories
- 300 Centralised Dispensary Management Centres - Guest houses for employees undergoing medical treatment at major centres
- CPR training for employees

Women's Health

- Women-centric vaccination drives awareness/wellness programmes
- Cervical cancer vaccination camp organised (free for staff ≤26 yrs and unmarried girl child) with 1,100 participants
- Breast cancer awareness, nutrition allowance for pregnant employees
- Creche and nutritional allowance

Wellness Initiatives

- Online (Virtual) Yoga sessions every Sunday & Wednesday for all the staff members
- Fitness Fortnight event, along with monthly webinars on health-related topics like fatty liver, anaemia and cancer awareness sessions
- 84,000+ units of blood donated during the blood donation camps organised across all circles
- Informative webinars and health talks by experts
- Men's health camp organised on International Men's Day (515 participants)
- Camp organised on International Diabetes Day with pathology, retina evaluation and neuropathy test (200 participants)
- Weekly broadcast through email to all the staff members, highlighting preventive care through a pictorial flyer
- Holiday Home facilities for all employees (80+ centres)
- Wards of ~81,000 employees received scholarships during FY 2025-26 under the incentive scheme for meritorious children of staff pursuing higher studies in specific areas

World Mental Health Day 2025

As part of its continued commitment to employee well-being and sustainable workplace practices, the Bank observed "World Mental Health Day" on 10 October 2025, with the objective of promoting mental health awareness, encouraging open dialogue and reducing social stigma associated with mental and emotional health. To mark the occasion, a series of awareness initiatives (selfie station, webinar, awareness drives etc.) were undertaken across the Bank to promote a culture of care, empathy and openness, contributing to a healthier, more sustainable work environment.

Employee and Family Benefits

SBI is committed to boosting employee morale through numerous employee benefit programmes. The Bank's comprehensive leave policy ensures employees can manage personal and professional responsibilities, fostering a healthier and more productive work environment. All permanent employees are entitled to maternity (primary caregiver) leave for six months (26 weeks) and paternity (non-primary caregiver) leave for two weeks. The Bank provides paid leaves (Privilege Leave, Sick Leave, Parental Leave, etc.) and unpaid leaves (EOL, Sabbatical Leave), applicable for the employees, which are amended from time to time.

Care and Assistance for Retired Employees

Dedicated to the health and welfare of our Pensioners and Family Pensioners, significant initiatives have been taken by the Bank to facilitate them with additional medical and financial support:

- Pensioners' meets were organised at 500+ centres across the Bank to create awareness about improved mediclaim policies and encourage participation
- Introduced 90% subsidy in premium for retirees aged 80+ years, also extended to Family Pensioners
- Higher disease-wise capping limits, pre-hospitalisation period increased from 30 days to 60 days in mediclaim policy
- Multi Year Health Cards rolled out from Policy year 2026-27, offering hassle-free healthcare for an extended duration
- Subsidy under the e-pharmacy wallet facility enhanced across various base plans
- SBI Family Pension Revision - Family pension shall be paid in full without any deduction. Family Pension at full rate for a period of seven years or 65 years, whichever is less. Inclusion of widowed/divorced daughter, up to 25 years age or up to her marriage/ remarriage or in gainful employment, whichever is earlier

SBI Tribute Scheme

To further its commitment to employee support, the Bank launched the SBI Tribute Scheme in the reporting period to provide compassionate support to the families of retired employees upon their demise. The scheme is aimed at providing immediate and holistic support to the families of our retired employees upon their passing.

The scheme covers all the pensioners who have superannuated or opted for Voluntary Retirement Scheme (VRS) and are in receipt of pension from the Bank. A one-time amount of Rs. 30,000/- is aimed to be provided as a gesture of gratitude and support to the bereaved family member, within 72 hours of receiving intimation of death. Personal visit is done to offer condolences and handover the gratitude amount by the Bank personnel.

Human Capital Return on Investment

Human Capital Return on Investment (HROI) is recorded to be 7.58, compared to 7.3 in the previous reporting period.

Human Capital Return on Investment

	Unit	FY 2025-26	FY 2024-25	FY 2023-24
Total Revenue (a)	₹ crore	5,56,241	5,24,172	4,66,812
Total Operating Expenses (b)	₹ crore	1,23,549	1,18,069	1,17,760
Total Employee Related Expenses (Salaries & benefits) (c)	₹ crore	65,724	64,352.24	83,671
Resulting HROI (a-(b-c))/c	**%**	**7.58**	**7.31**	**5.17**
Employees	No.	2,45,131	2,36,226	2,32,296

Grievance Redressal

The Bank has Sanjeevani, a multimodal (SMS, voice call, E-mail or HRMS portal 24x7) and integrated platform for addressing employee concerns efficiently and transparently. Employees and staff pensioners can raise their complaints/grievances through Sanjeevani, HR Helpline via internet or intranet for resolution, which is provided within specified timelines. It creates a positive and productive work environment, where employees feel valued and supported. Counselling services are also provided under the ambit of Sanjeevani, where a dedicated, trained, well-qualified and professional psychologist extends counselling services to the employees and their family members.

>20%
decline in the number of staff complaints in last two years

Career Development and Performance Appraisal

The Bank has a robust Performance Management System, christened as Career Development System (CDS) for transparent, objective and credible data-backed performance evaluation of employees' performance. The system ensures objectivity, business orientation, performance visibility and greater alignment between individual and organisational goals. The outcome of the performance evaluation is used in all the key processes, like promotion, incentives, posting and opportunities to ensure performance improvement. The Bank conducts a team-based performance as well as management by objectives appraisal process on an annual basis for its workforce.

The Bank reviews the policy and process related to Career Development System at annual intervals to ensure that HR practices stay in sync with the best industry practices. Enhancements introduced include Performance Improvement Plan (PIP) to elevate employee performance, Team Performance KRAs to promote collaboration and KRA Grouping Concepts to align individual KRAs with organisational objectives.

Officers' performance is reviewed biannually through a structured feedback mechanism, which provides them with adequate insights for career progression. Currently, 89% of the workforce under CDS (including leadership positions) are evaluated on objective, data-driven KRAs, with ongoing efforts to further expand this coverage.

Sustainability-linked Performance Incentives: Parameters such as achievement of green advances growth budget as a part of the Bank's commitment towards the sustainability initiatives, have been incorporated as a Key Result Area in the CDS framework for majority of the roles for FY 2025-26, covering more than 70% of total employees at the Bank level and form a part of final performance assessment exercise in the Bank.

Green Mobility Initiative- Adoption of Electric Vehicles for Official Purposes

In alignment with the Bank's commitment towards sustainability and responsible business practices, guidelines for the adoption of Electric Vehicles (EVs) for official use have been introduced from FY 2025-26 to promote green mobility across the organisation. The initiative aims progressive transition towards environmentally friendly transportation solutions, reduce carbon emissions, optimise operational cost and support the Government of India's vision for enhanced EV adoption and sustainable development.

STAR Awards

Rewards and recognition form an integral part of fostering a strong and motivated workforce at SBI. It assists in long-term retention of employees, boosts confidence and morale, while ensuring that the organisation's talent-pool strives for excellence. Towards this endeavour, SBI STAR (Staff Talent Appreciation & Recognition), an annual Employee Excellence Awards, was organised in September 2025 to recognise employees' excellence outside professional spheres in areas such as Arts, Culture, Games & Sports, Literature and Social & Environmental initiatives. Over 2,100 nominations were received from employees, which were comprehensively evaluated, and awardees were felicitated by the Chairman. STAR Awards recognise the entire individual, not just the designation or the role. It reflects our belief that well-rounded, motivated and socially conscious individuals form the foundation of a strong, resilient and future-ready organisation.

SBI STAR Award Felicitation Ceremony

Rewarding our Employees

- Financial Rewards: Performance-linked incentive (PLI) for top performers
- Non-Financial Rewards: Additional leaves to Chairman club members/ MD club members and additional LFC, etc.
- SBI GEMS: Promotes employee recognition and promotes employee motivation and ensures retention of organizational memory.

Digital Transformation in Human Resource Processes

Digital Archival Initiative

To strengthen document management and improve record accessibility, the Bank has initiated a digital archival project covering recruitment records of the past ten years. All documents related to recruitment, including approvals, candidate records and supporting documents, are being systematically scanned and digitised. This will create a secure digital repository that enables faster retrieval of records and ensures long-term preservation of critical documentation.

Cloud-Based Surveillance Library

The Bank is also strengthening its digital infrastructure through the development of a cloud-based surveillance data repository. CCTV and surveillance data received from the Institute of Banking Personnel Selection (IBPS) will be migrated from physical storage devices to cloud-based archival systems. This initiative will enable efficient storage, faster retrieval and enhanced security of surveillance records.

Centralised Transfer Portal – S.M.A.R.T

The Bank has developed the Centralised Transfer Portal – S.M.A.R.T to streamline transfer processes of officers up to MMGS-III. The portal provides an end-to-end digital workflow for transfer requests, approvals and communication between different administrative levels, including RBO, AO, LHO and Corporate Centre. By replacing traditional paper-based processes, the portal has significantly reduced physical file movement, printing requirements and administrative overhead while improving transparency and efficiency.

Automation of Vacation Policy

A centralised analytics-based leave planning module has been introduced for officers covered under the Vacation Policy. The periodic (quarterly/monthly) identification of employees for mandatory leave and the selection of the mandatory leave period is based on predefined parameters and executed centrally with the help of HRMS and analytical tools without any manual intervention. The digitisation of the process resulted in increased efficiency, improved accuracy, real-time regulatory monitoring and improved employee experience. The automated system enables systematic leave planning without manual intervention and improves workforce planning efficiency. Approximately 25,000 officers fall under the ambit of this policy. The automated system enables systematic leave planning without manual intervention and improves workforce planning efficiency.

SBI SMART CONTACT

To reduce paper consumption and modernise professional communication, the Bank launched SBI **SMART CONTACT**, a QR-code-based digital contact solution. Through this facility, employees can share their contact information digitally instead of using printed visiting cards. The initiative promotes environmentally responsible practices while providing a convenient networking solution.

Workforce Management and Manpower Planning

Workforce Optimisation

An annual manpower planning exercise seamlessly assesses and meets the Bank's staffing requirements. The Branch Manpower Model calculates manpower requirements within retail branches based on various financial and non-financial transactions, load factors, account volumes and other parameters. Seamless annual promotions and transfers at scale are executed every year, ensuring stability across branches and enabling sustained focus on business activities

Succession Planning

A robust talent pipeline and structured succession planning support timely identification and development of talent for critical leadership positions. The Leadership Summit further solidified the Bank's HR & Talent Strategy, with a strong emphasis on preparing workplace demands where for 2030 AI and human capabilities integrate.

Awards and Accolades

SBI was recognised and awarded by the Economic Times Human Capital Awards 2026 in the following categories.

- Visionary HR Leader – Large Scale Organisation: Gold
- Excellence in Communication Strategy: Gold
- Excellence in Team Building & Collaboration: Gold
- Excellence in Employee Retention Strategy: Gold

Employee Training and Development

In a rapidly evolving banking environment, continuous learning and capability building are critical. The Bank has institutionalised a robust learning ecosystem that integrates digital platforms, leadership development programmes, domain-specific certifications and structured mentoring. These initiatives are designed to equip our workforce with future-relevant skills, enhance leadership depth and build organisational agility to respond effectively to emerging opportunities and risks. The Bank's comprehensive and well-established training infrastructure plays a pivotal role in building a skilled, agile and future-ready workforce. Our learning framework is designed not only to develop the right skills and competencies among employees but also to strengthen organisational capability in achieving strategic and sustainability objectives. In line with the principles of Business Responsibility and Sustainability Reporting (BRSR), the Bank's training programmes extend beyond functional and technical capabilities to include areas such as human rights, health and safety, ethics, compliance and responsible banking practices. The integrated approach ensures that learning and development not only drive performance but also reinforce a strong culture of integrity, responsibility and sustainable growth across the organisation.

In the reporting period, employees received 61.74 hours of training on average and SBI spent an average ₹22,544 on training for each employee.

Training Hours

Average training manhours spent during the year			
	Male	Female	Total
Substaff	9.13	5.13	**8.78**
Associates	73.13	72.29	**72.80**
Middle Management (comprising JMGS-I, MMGS II & III)	63.75	61.77	**63.25**
Senior Management (comprising SMGS-IV & V)	61.01	62.11	**61.19**
Top Management (comprising TEGS & above	84.27	91.33	**84.87**
Average Employee Training Hours	**59.98**	**66.11**	**61.74**

Note:

1. Average training hours for Domestic + Foreign is 61.74 hours/employee

2. Average training hours for Domestic is 59.99 hours/employee

Learning and Development Programmes

SBI provides a plethora of trainings to its workforce. Categorising them under three major pillars of inclusion or diversity, health and safety and ESG trainings and compliance trainings provide a deep insight into the Bank's training strategy for all its workforce. Key training topics include the following:

Leadership Development	Audit and Compliance Training	Cultural Education and Inclusion	Health, Safety and ESG
• Role-based certifications • Precision trainings • Mid-career programmes • Negotiation skills • Faculty Development • Director Development • Advanced Behavioural Science • Soft Skills • Pre-Promotion Training • Professional Management in Banking and Technology • Emerging Leadership • Training abroad • First time Branch Manager Training • Programme for Women Business leaders • MSME Centre of Excellence • Training of top executives • External Training programmes	• Ethics and governance • Code of Conduct • POSH- Garima Policy • Grievance Redressal Mechanism • Compensation Policy • IT and Cyber Security • Operational Risk and Resilience	• Samya on gender parity • Women business leaders • Back to Work programme • SHINE programme • Communicating with Persons with Disabilities • Seva Bhav- Rashtriya Karmayogi Training	• Climate Risk Management • CPR and Basic Life Support • First-Aid • SuPeR SBI CARE • Well-being and Positivity • Programme for Armed Guards

S.P.A.R.K. (SBI Platform for Adaptive Reskilling and Knowledge)

In FY 2025-26, SPARK Learning Management System (LeMS) was implemented as the Bank's single source of learning for all its employees. The platform offers 48 internal role-based certifications, 708 e-lessons, proctored examinations, personalised learning pathways, gamified content, skill-gap assessment and integration with learning resources from leading institutes and course aggregators.

Around 2.45 lakhs learners were onboarded into the SPARK ecosystem, creating a comprehensive digital learning footprint. Over 1.82 lakhs employees completed their mandatory learning lessons and certifications through the platform.

48
Internal role-based certifications provided

2.45 lakh
Learners onboarded

708
e-lessons conducted

1.82 lakh
Employees completed mandatory learning

The program enhances staff confidence and ownership, enabling them to effectively meet customer needs and contribute to the success of branches as well as the Bank.

"SuPer SBI 2.0: C.A.R.E-Create Amazing Relationships. Every day" Mass Engagement Training Programme

An aspirational mass engagement training programme "SuPer SBI 2.0: C.A.R.E – Create Amazing Relationships. Every Day", was launched by the Chairman on 02nd January 2026. The objective of the SuPer SBI 2.0 training programme was to empower frontline staff with the knowledge, skills and professional etiquette required to deliver exceptional customer service, ensure operational efficiency and foster a customer-centric mindset. The programme enhances staff confidence and ownership, enabling them to effectively meet customer needs and contribute to the success of branches as well as the Bank.

IN FY 2025 -26, a total of **2,01,517 employees** were trained across 534 centres pan-India conducted across all Circles. Retired officials, in-service officials and faculty members posted at SBILDs/ATIs were engaged in delivering the programme.

SuPer SBI Mass Training Programme

Training interventions covering the facets of ESG (Environmental, Social and Governance)

Trainings on Ethics (including those on data governance, anti-bribery and anti-corruption)

- A dedicated e-Lesson on "Code of Ethics" was included as one of the lessons under the Mandatory Learning curriculum assigned to all employees, from Award Staff to Officers up to Scale V. Nearly 1.81 lakh employees completed this e-Learning module.
- Major functional programmes such as First Time Branch Managers, CP Mid-Career Training, Leadership Programmes contain inputs on ethics. Several other classroom programmes and webinar sessions also included discussions on ethics and responsible practices.
- During the period under review, a total of 867 programmes (classroom & webinars) included sessions on ethics, covering 23,711 employees.
- In addition to its inclusion in IT-related training programmes, exclusive webinars were also conducted on Data Governance. A total of 1,347 such programmes (classroom & webinars) were conducted, covering 40,975 participants.

Diversity Equity and Inclusion (DEI) Interventions

- "Samya", by State Bank Staff College, Hyderabad, is a collection of interventions on gender parity. This fortnightly initiative focuses on the development of an attitude of respect, equality and fair play. The Caselets acquaint operating personnel with the provisions of the Prevention of Sexual Harassment (POSH) and disseminate gender sensitivity.
- Webinars/Sessions on POSH/Garima were conducted by the SBILDs and ATIs. POSH was also included as an exclusive session in certain training programmes like induction programme for new recruits, programme for CMs (HR) and Managers (HR), First Time Branch Managers, to spread awareness on the Garima Policy. A total of 711 sessions/webinars were conducted during the year, covering 20,480 participants.
- Additionally, an in-house developed e-Learning module on POSH-Garima has been made mandatory for all employees in FY 2025-26. Nearly 1.90 lakh employees have completed the e-Learning module and cleared the associated assessment.
- Programme for Women Business Leaders, including Branch Managers, Regional Managers, DGMs etc., who represent a high-potential group of business leaders accustomed to handling significant responsibilities, was also conducted during the year. In addition to core functional and leadership inputs, the programme included sessions on POSH/Garima. A total of 379 women employees were covered under this programme during FY 2025-26.
- A two-day "Back to Work" programme (3R: Reboot, Refresh, Resume) was rolled out by SBIL, Kolkata in online mode with effect from 21.08.2025. The programme aims to support women employees returning to the workplace after a long break by providing them with the necessary tools, resources and knowledge to successfully reintegrate into the work environment. A total of 566 women employees were trained under this initiative so far.
- The "SHINE" programme (Self-discovery, Holistic Growth, Inner Strength, Nurturing Network and Empowerment), a two-day programme designed in collaboration with GPS Goal Squad (external partner), was rolled out with effect from 01.08.2025 for women employees in the clerical cadre. The programme aims to empower and inspire the women workforce by equipping them with essential skills in confidence building, professional effectiveness and personal development. A total of 7,811 employees were trained under this programme so far.
- Another in-house developed e-Learning module on "Communicating with Persons with Disabilities (PwD)" has also been made mandatory for all employees in FY 2025-26. Nearly 1.81 lakh employees have completed the module and cleared the associated assessment.
- SBILDs conducted pre-promotion training for SC/ST/OBC/PwBD category employees due for promotion to TO / JMGS I, MMGS II and MMGS III in FY 2025-26. A total of 598 classroom training programmes and 81 webinars were conducted, covering 18,669 employees.

Rashtriya Karmayogi Training Programme

The Rashtriya Karmayogi Jan Seva Program, a Government of India initiative aimed at instilling the spirit of "Seva Bhaav" (public service), was launched in the Bank through a one-day programme conducted across all Circles. All clerical staff were identified as the target group, and the training commenced on 04 August 2025. The programme ended in January 2026 and a total of 91,152 Junior Associates were trained in the programme across the Circles.

Climate Risk/ Climate Finance and ESG trainings

- ESG aspects are being covered in various training programmes conducted at SBA, Gurugram.
- Topics related to Climate finance such as Renewable Energy Financing (Ethanol, CBG, Solar, Wind, etc.) and reduction of carbon footprint are included in Risk Management programmes conducted by the State Bank Academy (SBA) during the current financial year.
- Programme on Economic & Financial Analysis of Renewable Energy, Storage, and Hydrogen, a 4-day classroom program, was organised at SBA Gurugram, covering 37 participants from CCG, CAG, ESG, SME and PF&SBU
- A total of 324 such sessions/webinars on "ESG" were conducted, covering 8154 participants.

Training on Health and Safety

- Training on CPR (Cardio-Pulmonary Resuscitation) and BLS (Basic Life Support) were conducted across all SBILDs and ATIs to educate participants and other staff members about the steps that can be taken in case of medical emergencies. Qualified teams from reputed hospitals were invited to demonstrate the procedures of CPR and BLS. Participants attending programmes having a duration of 3 days or more were trained in these life-saving skills. A total of 4,622 participants were trained in 161 programmes.
- In addition, 72 sessions on "First Aid" were conducted, covering 2,240 employees. During FY 2025-26, 4117 participants were trained on 'Fire Safety and Security'.
- Sessions on Health & Well-being are also an integral part of several training programmes, including:
  - First Time Branch Managers, First Time Service Manager, Precision training programmes for CM (HR)s & Manager (HR)s.
  - Management Development Programme for new inductees, Mid-Career Certification Program.
  - Transition To Retirement Programme conducted for all Officers due for retirement and their spouse.
- As part of SuPeR SBI 2.0 C.A.R.E, a session on Well-Being was conducted with the objective to empower participants to explore and enhance their physical, emotional, mental and social well-being and to provide participants with practical input to cultivate a balanced and fulfilling life. During the reporting period, a total of 2,01,517 employees were trained under the programme.
- Theme-based webinars on "Well-being and Positivity" are conducted every month by SBIL, Kolkata. A total of 8 such webinars have been conducted so far, with participation from 237 employees.
- Training programmes for Armed Guards were conducted at SBILDs to provide knowledge on basic banking, soft skills, first aid, the effects of alcohol and branch security aspects. During the year, a total of 2,583 bank guards were trained under this initiative.

Other Trainings for the Bank's Employees

Training and upskilling new recruits

To ensure proper direction in their professional journeys in the Bank, induction/foundation training programmes were conducted during the year for Probationary Officers (POs), Trainee Officers (TOs), Trainee Officers (Systems), Circle Based Officers (CBOs) and Junior Associates (JAs). The training programmes included sessions on General Banking, Retail Credit, Credit (including SME and Agriculture) and International Banking (IB) to provide an overview of the banking landscape. In addition, the programmes covered leadership, team building, emotional intelligence and soft skills to support holistic professional development. During the reporting period, **26,157 employees** have been covered under induction/ foundation training programmes as under:

S.No.	Training Name	No of Employees
1	Probationary Officers 2023 (Batch I & II)	1,799
2	Probationary Officers 2022 (Batch II)	79
3	Probationary Officers 2024 (Batch I & II)	457
4	Trainee Officers 2025	1,625
5	Trainee Officers (Systems) 2024	117
6	Circle Based Officers 2024	3,299
7	Circle Based Officer 2025	715
8	Junior Associates 2025	13,455
9	Management Development Program for POs & TOs	3,424
10	Assistant Manager and Deputy Manager (Systems) – Induction	1,187
	Total	**26,157**

Training for Middle Management

Mandatory Learning for employees up to SMGS-V

The module comprises completion of certifications from a basket of 48 internal role-based certifications and ten e-Lessons mandated for FY 2025-26. The certifications completion status for these employees, as of 31 March 2026, is summarised as under:

Category of Employee	Number of employees completed Certifications & e-Lessons in FY2025-26	
	Certifications	e-Lessons
Officers up to SMGS – V	1,02,036	1,02,148
Award Staff	80,532	80,308
Total	**1,82,568**	**1,82,456**

Precision Training

Precision training programmes are designed to guide first-time role holders through specialised programmes such as First-Time Branch Managers, First-Time Service Managers, Relationship Managers (SME) and Credit Support Officers (CSOs) and Chief Managers (HR) and Managers (HR) of Circles. These programmes aim to develop the expertise required for efficient discharge of duties and provide conceptual clarity on various functional aspects related to their roles. During the year, a total of 2,653 role holders were trained under these programmes.

Mid-Career Programme

Building a skilled and capable mid-level team is crucial, as they act as a bridge between senior management and the operational workforce in disseminating corporate goals and priorities. Accordingly, the Mid-Career Certification Programme was conducted for Scale IV and V officials with the objective of improving tactical decision-making, instilling strategic foresight and promoting peer learning. During the year, a total of 1,528 eligible candidates were trained under the programme.

Programme on Negotiation Skills

Eurofinance Training Pvt. Ltd. curated a customised classroom programme titled "Negotiation Skills Masterclass for Senior Bankers – 3 Days." The programme was designed by Mr. Adrian Cleasby (faculty from London) and conducted at SBIL, Kolkata. The training was imparted to 24 officials from the CAG, CCG, PFSBU, SME and SARG departments.

Revamped Faculty Development Programme

To upskill newly posted faculty members at the Bank's training institutes, a Faculty Development Programme was conducted at SBIL during FY 2025-26. A total of 195 faculty members were trained under this initiative.

Director Development Programme

To equip SBILD Directors with the necessary leadership capabilities and administrative insights, a five-day orientation programme was conducted for 51 SBILD Directors at SBIL, Kolkata.

Advanced Behavioural Science Programme

A five-day Advanced Behavioural Science Programme was organised at XLRI, Jamshedpur, for 41 selected faculty members from 51 SBILDs and 6 ATIs. The programme aimed to develop skills in handling experiential pedagogy in Organisational Behaviour and to expose faculty members to contemporary perspectives in the field.

Soft Skill sessions in other trainings

Session on soft skills training have been incorporated in all major functional and specialised programmes to ensure wider coverage across employee groups. During FY 2025-26, 8,662 employees were imparted training through classroom programmes and webinars.

Grievance Redressal Mechanism & Compensation Policy

A total of 1,677 classroom sessions and 168 webinars were conducted on the Grievance Redressal Mechanism, covering 43,465 employees. The primary objective of these programmes was to enhance the job knowledge of frontline branch staff regarding the Internal Grievance Redressal Mechanism, Alternate Grievance Redressal Mechanism and the Compensation Policy, so that employees are well acquainted with the policies and are able to guide customers appropriately.

Training on IS & Cyber Security

To create awareness about online fraud relevant to the banking industry, our Apex Training Institute (ATI) – State Bank Institute of Technology (SBIT), Hyderabad – conducts functional training programmes and webinars on digital banking, information systems (IS) and cybersecurity for operating functionaries at branches on a regular basis. These programmes cover various aspects of online fraud, cyber security and data governance in detail. During FY 2025-26, a total of 2,079 such programmes were conducted, covering 39,961 employees.

- Additionally, SBIIT curated micro-capsules in the form of short educational videos on Cyber Awareness on a fortnightly basis to facilitate on-the-go learning for employees. A total of 24 videos were created during the year.
- To further enhance awareness of increasing fraud risks, an exclusive session on KYC–AML, Money Mules and Cyber Security has been introduced as a "zero session" in all classroom training programmes at ATIs and SBILDs.
- An in-house developed e-Learning module on IS & Cyber Security is mandatory for all employees in FY 2025-26. Nearly 1.81 lakh employees have completed the e-Learning module and cleared the associated assessment.

Training Infrastructure: Common Design for SBILDs

The DFS and Top Management have strengthened their focus on training infrastructure. An action point from the CENMAC meeting dated 01.08.2025 stated: "STU is to provide a blueprint/common design for new SBILDs."

Accordingly, a common design for SBILDs was prepared and shared with the Circles, focusing on:

- Infrastructural Amenities
- Security & Maintenance
- Sustainability

The design is being used to enhance existing SBILDs and will serve as a standard template for all new SBILDs.

Coursera Courses

To institutionalise continuous learning and development, the Bank procured an enterprise-wide license for Coursera, comprising over 10,000+ online courses. Learning licenses have been provided to all staff members, with the courses integrated into the SPARK platform.

MSME Centre of Excellence – State Bank Academy, Gurugram:

The MSME Centre of Excellence (COE) was inaugurated at the State Bank Academy, Gurugram on 20.08.2025. The COE aims to emerge as a national-level institute for MSME capacity building, policy innovation and strategic banking interventions. During the year, 23 programmes were conducted, covering 801 employees. Key programmes included:

- Start-up Ecosystem in India: Challenges & Way Forward
- Entrepreneurship Development Program
- Sector-specific Workshops
- Achieving Operational Excellence in Post-Monitoring in MSME Lending
- Programmme on NBFC Financing

Training of Top Executives

Mandatory Learning of TEGS Officials

TEGS officials, from TEGS–VI to TEGS–II, are included under the Bank's Mandatory Learning framework. The coverage status of these officials for FY 2025–26 is summarised below:

Category	Eligible Officials	Completed Officials	% Completion
TEGS officials	1,222	1,219	99.75%

- Training programme on KYC, AML & CFT for Board of Directors was conducted by KPMG. The programme was attended by 11 members of the Board of Directors of the Bank.

Specialised Training Programme (STP) for TEGS officials

To prepare future leaders across key domains, the Bank conducted Specialised Training Programmes (STP) for TEGS officials in five areas: High Value Credit & Risk, Digital Banking & IT, International Banking & Global Markets, HR and Retail Business. The STP is part of the Mandatory Learning (ML) for TEGS officials and involves a six-day classroom programme attended by the Bank's senior functionaries at the grade of General Managers (GMs) and Deputy General Managers (DGMs). The programmes were arranged at ISB, IIM Bangalore and SBIL, Kolkata.

Emerging Leadership Development Programme

A six-day classroom programme on "Emerging Leadership Development" was conducted at IIM Lucknow to upskill newly promoted DGMs, enabling them to tackle the diverse challenges arising from the transformation of the financial services sector. A total of 167 newly promoted DGMs participated during FY 2025-26.

Transformational Leadership Programmes at ISB and SBIL

A six-day leadership programme was conducted at ISB-Hyderabad and SBIL for GMs and DGMs. The programme aimed to help officers leverage skillsets gained over decades of professional experience and expose them to cutting-edge concepts in leadership research. A total of 251 officials underwent this training during FY 2025–26.

External Training Abroad

Top management officials in the rank of Deputy Managing Director (DMD) and above were deputed to premier global institutes and business schools, including London Business School, Harvard Business School, Wharton Executive Education and the Centre for Creative Leadership, USA. These programmes enabled participants to understand global trends across various domains and further hone their leadership skills. During FY 2025–26, seven DMDs attended external training abroad.

Programme on Operational Risk & Resilience

As part of EASE 8.0, a 4.5-hour programme on "Operational Risk and Resilience" was conducted for all GMs, CGMs and DMDs in collaboration with M/s Deloitte Touche Tohmatsu India LLP. The programme focused on ensuring operational stability and reliability. A total of 314 officials were covered during FY 2025-26.

Other learning interventions

Virtual Learning Channels and Continuous Skilling Initiatives

To ensure uninterrupted learning and skill development, the Bank leveraged multiple virtual learning channels during FY 2025–26:

- Webinars conducted by ATIs and SBILDs covering functional and behavioural topics.
- e-Learning modules, accessed by 1.82 lakh employees.
- Daily quiz platform under My Quest Today, with 1,66,129 participants.
- Gen AI-enabled askSBI search engine, the Bank's internal knowledge platform, accessed by over 78,581 employees.
- Additional e-courses through Coursera and LinkedIn Learning for adaptive and continuous reskilling.

Transition To Retirement (TTR) Programme

The Bank's flagship TTR programme was conducted for all officials due for retirement, along with their spouses, to help them manage the life transition post-retirement. The TTR for officials in the grade of AGM and below was conducted at SBILDs, while for officials at TEGS–VI and above, it was conducted at SBIL. The programme content was updated to reflect contemporary needs, incorporating themes such as post-retirement career prospects, cyber security awareness and spiritual well-being. A total of 1,338 employees were trained under this programme during the year.

Yes, I Can Bring Change – Annual Success Stories Campaign

This campaign was implemented for FY 2025–26 to recognise and celebrate the most creative, inspiring and implementable transformation stories from employees across all grades. The originators of the top five success stories were invited to SBI's Corporate Office in Mumbai and were presented with Certificates of Excellence by the Chairman and Top Management at the Chairman Club Function held on 13.10.2026.

Felicitation under "Yes, I Can Bring Change" Campaign for FY 2024-25

Case Study Discussion Board

The CSDB is a quiz-based contest that includes moderated discussions on fortnightly theme-based case studies. This initiative fosters problem-solving skills, enhances knowledge of products and processes and builds broader perspectives among employees. Winners are felicitated with E-Gift Vouchers (EGVs). During FY 2025–26, total participation in CSDB exceeded 20,418 employees.

SBI Wizards

"SBI Wizards" is a family quiz conducted to engage employees and their family members, promoting positivity and team spirit. The semi-finals were held in-person at SBIL, Kolkata and the Grand Finale was conducted at the Auditorium, SBI Corporate Centre, Mumbai on 26.11.2025.

Felicitation of Winners of "SBI Wizards Quiz" for FY 2025-26

Market intelligence Report

Market Intelligence Reports play a vital role in building the Bank's knowledge base, enabling business units (BUs) to make informed decisions and strategise operations effectively. These reports provide insights into customer needs and expectations and identify gaps in the Bank's products and service offerings by analysing data on customer preferences, behaviour and satisfaction levels. During FY 2025–26, 17 Research Officers were mapped to different BUs to conduct Market Intelligence analysis. A total of 436 Market Intelligence Reports were submitted to various BUs during the year.

Research Studies

71 research studies were initiated during FY 2025-26. 62 of these studies have been completed. 39 of the completed studies received excellent/very good rating.

Other Coaching Interventions

Visiting Faculty Scheme (VFS)

The Visiting Faculty Scheme is an important initiative to support continuous learning and complement classroom training. Through this scheme, faculty members visit branches to disseminate corporate priorities and bridge identified skill gaps. As of 31 March 2026, faculty members from SBILDs conducted 3,766 visits to branches, reaching 21,466 participants.

Sarthak:

Sarthak initiative was rolled out from August 2025 to ensure that the Bank's "Audit & Compliance" processes go beyond a tick-box exercise and result in transformational improvements in work culture. The initiative aims to improve branch audit ratings, generate risk awareness and inculcate the habit of "doing things right the first time—every time" at the grassroots level. Out of 108 C-rated identified branches audited during August 2025 to March 2026, 106 branches have shown an improvement in RFIA CRM / ORM scores.

Gyan Setu - Call Centre for Staff Members:

Gyan Setu was established to resolve non-technology-related queries of employees in areas such as General Banking, Retail & P-segment Advances, SME & Large Credit, International Banking & Forex, Agri & FL, Digital App & Cyber Fraud, Audit and HR & Staff Matters. The initiative addresses real-time knowledge gaps and enables staff to seek guidance from Subject Matter Experts (SMEs) on domain-specific topics (excluding technology/digital queries). Employees can call from their registered mobile numbers to the dedicated Gyan Setu landline between 10:30 AM and 5:00 PM on all working days of the Hyderabad Circle.

Effectiveness of Training Programmes

Impact Study on Training Programmes

Impact studies provide valuable insights into the effectiveness of learning interventions and help identify areas for improvement. These insights enable the Bank to refine training strategies, content and delivery methods, thereby meeting the needs of employees and customers and contributing to organisational success. During FY 2025-26, three impact studies were undertaken, the details of which are mentioned below.

Study on the Impact of Training Programme for RACPC/ HLC/ Mini HLC/ RASMECC Heads

To evaluate the effectiveness and sustainability of specialised training programmes conducted for Heads of RACPCs, HLCs, Mini-HLCs and RASMECs, the State Bank Staff College undertook a research study. The assessment employed the Kirkpatrick Four-Level Evaluation Model.

The analysis revealed very high satisfaction levels (average rating ~5.00). Learning assessments indicated a 54% improvement in knowledge acquisition (average +26% in entry-exit test score differentials). Behavioural feedback collected revealed that over 93% of participants reported tangible improvements in their performance.

Organisational outcome analysis reflected positive trends, particularly in performance scores and sanction momentum with 67.46% CPCs showing improvement in CPC Scores and 66.98% exhibiting higher home loan sanctions post-training, validating that classroom learning translated into business impact.

Study on Business Impact of Training for Training Programmes for RMSMEs, SME Intensive Branch Managers and Forex Support Officers in B-Category Branches

This study evaluates three role-specific training programmes for RMSMEs, SME Intensive Branch Managers and Forex Support Officers in B-category branches for practical business impact. To comprehensively evaluate the effectiveness of the training, this research adopts the four-level Kirkpatrick model. The study indicates that these training programmes contributed to improved performance in practical areas.

Impact Study of the Training Programme conducted for High Value Agriculture for Branch Managers of Agriculture Commercial Branches (ACBs)

The evaluation through the Kirkpatrick Model clearly demonstrates that participants found the programme highly relevant, showed measurable improvement in learning and effectively applied their knowledge in real work situations. Nearly half of the ACBs recorded an upward movement in overall scores and loan sanctions, highlighting the practical impact of training on business results.

Sustainability in internal operations at training institutes

The Bank has integrated sustainable practices into its training infrastructure in alignment with the Sustainable Development Goals (SDGs). The training institutes are equipped with:

- Solar Power Plants
- Rainwater Harvesting Systems
- Sewage Treatment Plants
- Food Waste Composting Units and Organic Waste Converter (OWC) Machines
- Vermicomposting Units
- Energy-Efficient Buildings

Several institutes are designated Plastic-Free Zones and outdoor initiatives such as walkathons, cleanliness drives and tree plantations are regularly organised to raise awareness about environmental sustainability among participants.

Future Outlook: Building a Future-Ready SBI Workforce

The Bank is in the process of transforming HR into a digitally integrated, analytics-driven and employee-centric function, enabling SBI to build a skilled, agile and future-ready workforce aligned with business growth, governance, compliance and service excellence.

A glimpse into Our Future Journey

End to end employee lifecycle process automation through HR Transformation with reduced friction:

- Digitisation of Employee's Benefits/ Entitlement/ Features in HRMS platform in line with EASERise reforms
- Outreach drive via social media, pre-onboarding engagement and analytics insights
- Solutions and framework for feedback, periodic pulse checks, analytics-backed insights, sentiment analysis and periodic review.
- Tracking of engagement scores, attrition hotspots and retention trends via dashboards.
- Create centralised skill inventory and job family-based frameworks
- Strengthen change management and communication strategy through a Digital Unified Communication Platform for uniform and standardised communication framework
- Establish stakeholder engagement plans, meeting governance dashboards and escalation frameworks
- Digitally archive institutional knowledge and expertise
- Strengthened employee value proposition and engagement models

This future HR Strategy will deliver

- Revamped HR Operating Model-Digitally integrated HR ecosystem with automated process flows
- Analytics & data driven insights and decision making
- Leveraging the capabilities of AI/ML in employee lifecycle with focus on enhanced employee experience
- Enhanced employee engagement, learning and holistic employee well-being
- Future-ready skills and leadership pipeline with a performance driven culture
- Stronger governance, compliance and transparency
- Comprehensive post-retirement support
- Embrace best practices and ensure transition from traditional to lean, agile & strategic HR partner that drives business outcomes.
- Position SBI as the Employer of Choice

Social & Relationship Capital

Partnering for Sustainable Value Creation

For over two centuries, State Bank of India has served as more than a financial institution — it has been a catalyst for India's socio-economic transformation. In a nation where over 65% of the population resides in rural and semi-urban areas, SBI's expansive network of branches, Business Correspondents and digital channels serves as the connective tissue between aspiration and opportunity. The trust and goodwill the Bank shares with its stakeholders is not merely transactional, it represents a covenant of shared purpose that powers the Bank's ambition to drive inclusive, transformational development and embed sustainability at the core of India's financial ecosystem.

SBI's Social and Relationship Capital encompasses the depth and quality of these partnerships with various stakeholders, including customers, suppliers, communities, regulators and civil societies. It reflects the Bank's ability to listen, adapt and co-create value across a complex and diverse stakeholder landscape. Building on this foundation, the Bank strengthens its ecosystem by engaging partners who align with its social, ethical and environmental standards. For customers, SBI operates on a philosophy of customer-centricity by enabling seamless access, designing responsive banking experiences and embedding transparency at every touchpoint.

At the heart of this chapter lies the Bank's commitment to nation-building through financial inclusion. Aligned with India's vision of Viksit Bharat and the Reserve Bank of India's National Strategy for Financial Inclusion 2030, SBI is working to bring unserved and underserved communities into the formal financial system by leveraging digital solutions, simplified processes and innovative products to dismantle barriers that have historically limited participation. Complementing these efforts, the Bank's CSR interventions go well beyond statutory obligations, focusing on initiatives that foster inclusive growth, community empowerment and long-term social well-being.

Together, these relationships create a network of shared accountability and co-creation of opportunities. Through enduring partnerships, SBI is working to power a more sustainable, equitable and resilient India.

Key Performance Highlights

53 crore+
Customers Served

90.18%
NPS Score

58 lakh+
CSR Beneficiaries

₹709.01 crore
CSR Spend

34.78%
Market share in PMJDY

Interlinkage with Material Topics

- Customer Satisfaction and Experience
- Financial Inclusion and Community Development
- Brand Image and Management
- Value Chain Management
- Data Security and Customer Privacy

Contribution to SDGs

Interlinkage with BRSR

Principle 7: Businesses should respect the interests of and be responsive to all its stakeholders

Principle 8: Businesses should promote inclusive growth and equitable development

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

Building a Responsible and Resilient Value Chain

SBI's value chain spans a diverse ecosystem of suppliers, technology providers, outsourced partners, customers, regulatory bodies, large corporates, NGOs, SHGs and MSMEs, among others. As India's largest bank, SBI views value chain stewardship not merely as a procurement or operational function but as a strategic lever to enhance resilience, promote sustainable practices and deepen stakeholder trust. The Bank's value chain philosophy is rooted in responsible collaboration, ensuring that every partner contributes to economic progress while supporting the Bank's broader sustainability commitments.

To support its extensive network of branches and offices, SBI partners with suppliers across India who play a critical role in sustaining day to day operations. The Bank fosters strategic, long term relationships with key suppliers to ensure reliability, quality and continuity in the delivery of goods and services. A significant proportion of SBI's procurement is sourced domestically, reinforcing its commitment to strengthening the supply chain, supporting local enterprises and contributing to national economic growth.

The Bank continues to refine its vendor evaluation and onboarding processes. These processes are designed to ensure transparency, fairness and consistency, while promoting adherence to SBI's sustainable procurement principles and responsible business practices.

Policies for Outsourcing

To maintain full oversight of activities performed by external partners, the Bank has Board approved Policies on Outsourcing for both IT and non-IT activities. The policies provide structured guidance on identifying, approving, monitoring and controlling outsourced engagements. These policies aim to ensure that all outsourcing arrangements comply with relevant regulatory requirements, mitigate associated risks and promote effective governance and control.

The IT Procurement Policy provides a structured framework for acquiring IT related goods and services. IT outsourcing policy ensures that IT outsourcing activities are conducted in accordance with the applicable regulatory guidelines through effective risk management and mitigation of risks associated with IT outsourcing.

In compliance with regulatory requirements, SBI has also put in place Board approved Policy on Outsourcing for Non-IT activities in confirmation with the business strategy and regulatory expectations. Commensurating with the nature and scope of engaged activities and support rendered by technology and business service providers, the policy lay down a framework for managing the risks and code of conduct in safeguarding customers interest in activities related to outsourced financial and credit related services.

Activities covered under the policy for outsourcing of Non -IT Policy are: Doorstep Banking, Concurrent Audit functions, Business Correspondents, ATM related services, Support services for marketing and/or maintenance of loans, Recovery & Resolution agents, Liability Central Processing Centre (LCPC) activities, Contact Centre, Cash Efficiency Project (CEP), Document Archival Centre (DAC), hiring of resources for Centralised Back-office Operations for Foreign Offices (CBOFOs), Marketing and Issuance of FASTag and NCM Card, Collateral Management, Business Associate, Floor Co-ordinators, Verification Agencies, hiring of resources at Global Trade Finance Centres (GTFCs), Customer Service Point(CSP) Mitra.

The Bank's policy provides comprehensive guidance on outsourcing activities and includes a risk framework for monitoring and control purposes. The Bank has established an ongoing review process to evaluate the financial and operational conditions, performance standards, confidentiality, business continuity and security of its outsourced activities. Regular Audits are carried out to confirm the existence of effective systems and procedures that mitigate potential legal, financial and reputational risks associated with outsourced activities and shortcomings pointed out by Auditors are rectified.

The policies ensure minimising risks to customer privacy and information security throughout its value chain; wherein rigorous security protocols are established at every step to safeguard its customers' sensitive data and IT systems. The Bank is in the process of implementing the Digital Personal Data Protection (DPDP) Act, 2023 to ensure responsible use of digital personal data, placing equal weight on individual rights and lawful data processing by the Service Providers (Data Processors).

The Bank is carrying out a comprehensive review of New Labor Codes to examine the impact on the existing practices and will initiate remedial measures to bridge the gap, if any. The Bank also ensures that its business continuity preparedness is not adversely compromised on account of outsourcing and seeks proactive assurance that the outsourced service provider maintains readiness and preparedness for business continuity on an ongoing basis while maintaining confidentiality and security of data.

The Bank has instituted a robust grievance redressal mechanism, which ensures that quality and availability of banking services to customers are not adversely affected due to the outsourcing arrangements entered by the Bank. Centralised monitoring of outsourcing is done through Outsourcing Lifecycle Management System (OLMS) portal. The Bank is also in the process of procuring an integrated and robust end-to-end lifecycle management software solution for all Third-Party activities within the Bank, which is expected to be operationalised during FY 2025-26. Various digital journeys have also been rolled out for end-to-end processing of various activities for resources of our subsidiary State Bank Operations Support Services (SBOSS), thereby eliminating manual intervention.

The Bank's outsourcing policy for non-banking activities such as courier operations, catering, housekeeping, security and other support functions provides a structured framework that enables robust monitoring and control without compromising the efficiency or effectiveness of outsourced arrangements. All service providers operating under these arrangements are required to strictly adhere to applicable legal and regulatory requirements, as well as the Bank's internal compliance standards.

Code of Ethics

The Bank upholds the highest standards of integrity through its comprehensive Code of Ethics, built around the core values of STEPS — Service, Transparency, Ethics, Politeness and Sustainability. This Code serves as a guiding framework to promote empowered decision-making, responsible conduct and ethical behaviour across all levels of the organisation. It applies to all employees, including regular, contractual and part-time staff and extends to third parties, including suppliers and service providers, who are expected to operate in alignment with both the letter and spirit of the Code.

The Code places strong emphasis on integrating sustainability considerations into all operations and collaborations with business partners, underscoring the importance of treating suppliers and vendors with fairness and transparency while encouraging the use of environmentally responsible products and ensuring strict adherence to all applicable regulatory requirements.

Sustainable Procurement Practices

SBI adopts sustainable procurement and outsourcing practices designed to maintain service quality while ensuring ethical conduct across its supply ecosystem. The Bank has a Sustainability and Business Responsibility (BR) Policy which entails its commitment to procure environmentally friendly and energy-efficient products in an ethical, transparent and fair manner. The Bank engages with its suppliers and other vendors to create awareness on business sustainability and minimise the environmental impact of its products and services.

The Bank remains committed to procuring materials and services from Micro, Small and Medium Enterprises (MSMEs), small producers and suppliers representing marginalised or vulnerable groups, through the GeMs Portal. It engages vendors and partners who uphold responsible labour practices, regulatory and ethical norms and demonstrates commitment to inclusive and environmentally conscious business conduct.

Integrating Sustainability across the Bank's Value Chain

The Bank recognises the critical role of its value chain partners in advancing its environmental, social and governance (ESG) objectives and continues to strengthen its approach towards responsible value chain management. During the year, the Bank further enhanced its due diligence and risk assessment frameworks to systematically identify, evaluate and monitor climate-related risks and opportunities across its value chain.

Environmental and regulatory compliance requirements form an integral part of onboarding and periodic review processes for clients and counterparties. The Bank adopts a holistic approach to strengthen due diligence mechanisms to ensure adherence to ethical labour practices, including compliance with minimum wage requirements for outsourced personnel.

In line with evolving global and national priorities on climate action, the Bank has enhanced its efforts towards assessing and managing financed emissions. During the year, it advanced methodologies to measure emissions at borrower and portfolio levels with a view to aligning its financing strategy with low-carbon transition pathways.

The Bank also continues to actively engage with policymakers, industry bodies and institutions to contribute to the development of sustainable finance frameworks and best practices. The Bank has further extended its portfolio of sustainable finance offerings, supporting sectors such as renewable energy, mobility and climate resilient infrastructure. Key offerings include financing for solar projects, biofuels, sustainable infrastructure, green mobility solutions such as electric vehicles and e-rickshaws as well as support to ecosystem participants such as solar vendors. These initiatives are complemented by innovative financial solutions aimed at promoting reinvestments, financial inclusion and responsible business practices.

Sustainability considerations are embedded within lending and investment decisions through an in-house ESG rating framework. ESG due diligence is conducted alongside traditional credit risk assessments, enabling a holistic evaluation of borrowers' environmental, social and governance performance. This framework applies to borrowers in India with existing or proposed total exposure with SBI above ₹100 crore for listed borrowers and above ₹250 crore for unlisted borrowers. The Bank has also developed a Climate Risk Scorecard to rate borrowers on climate risk aspects. It enables the Bank to evaluate the potential impact of climate-related factors on its portfolios by identifying climate-related vulnerabilities and ensuring compliance with evolving regulations. The ratings are designed to inform and guide mitigation measures for the borrowers, promoting the adoption of climate-resilient and sustainable practices.

Through the assessment of environmental and social considerations in the credit appraisal and monitoring process, the Bank promotes a gradual transition towards more sustainable business models across its financed portfolio. Alongside these initiatives, technology-enabled transformation—leveraging advanced digital tools, including artificial intelligence—enhances personalisation, improves customer engagement and streamlines internal processes, while robust governance structures ensure digital innovations are implemented responsibly and transparently.

Capability Building for Value Chain Partners

SBI continues to strengthen the capabilities of its value chain partners through structured training and awareness programmes aimed at enhancing skills, operational efficiency and product knowledge. These initiatives covered partners, including suppliers, vendors, Business Correspondents (BCs), Customer Service Points (CSPs), Feet-on-Street (FOS) personnel and other frontline partners.

- **"UDAAN MARGDARSHI - Empowering the BCs to achieve greater heights",** a 2-day capacity building program for Business Correspondents (BCs), was launched pan India on 29 December 2025 to strengthen the supervisory capabilities of BC state heads and district co-ordinators. The program was designed and conducted by SBIRD. Two faculty members from SBIRD were deputed to Circles to conduct sessions at SBILDs. As of 31 March 2026, a total of 462 participants were trained under the program.

- **Feet-on-Street of SBI Payments -** Two batches of one-day training for FOS of SBI Payments posted at Transaction Banking Hubs were conducted, covering 41 participants.

- **Feet-on-Street of SBOSS (State Bank Operations Support Subsidiary) -** Training programs for the FOS personnel attached to SBOSS Private Ltd. were conducted by SBILDs across all Circles to equip them with role-specific skills. A total of 3,205 participants were trained through classroom programs.

- **Training for SBICap Securities Limited (SSL) Executives -**
  - Classroom training programs were conducted on Home Loan and related products. Additionally, a knowledge session in webinar mode was conducted by SBSC to acquaint SSL executives / HLCs with home loan products.
  - A total of 1,529 SSL executives were trained under the above initiatives.

Driving Customer-Centric Banking and Service Excellence

SBI is deeply committed to a customer-centric banking philosophy that places customers at the centre of every strategic decision, operational process and service interaction there by fostering trust, inclusivity and long-term relationships that extend beyond financial transactions. In an era where digital transformation is reshaping the financial landscape with changing customer expectations, the Bank recognises that delivering seamless, transparent and responsive service is essential for meeting evolving customer expectations. Through a combination of advanced digital capabilities and empathetic human engagement, the Bank ensures accessibility, reliability and consistency across all touchpoints.

53 crore+
Customer Base

~ 23 crore
Women Customers

2 crore +
New Customers in FY 2025-26

Governance Framework for Customer Service Excellence

The Bank has instituted a robust governance mechanism to oversee customer service, anchored by the Board level Stakeholders Relationship Committee (SRC) cum Customer Service Committee of the Board (CSCB). This Committee, chaired by an Independent Director, comprises of four Independent Directors and two Managing Directors. Additionally, the Internal Ombudsman, other Managing Directors, Deputy Managing Directors, Customer Representatives, and one external expert participate in the meetings by invitation, bringing diverse perspectives and domain expertise.

Agenda covering Customer pain points, analysis of complaints, Action Taken report of last meeting and new initiatives to improve customer service are discussed in this meeting. The Bank has also established the Customer Communication and Response Committee (CCRC), which proactively engages with customers during system-related-incidents. The CCRC comprises representatives from key stakeholder groups across the Bank, including customer service, business units, channel management, technology, marketing and communications, risk, credit monitoring, etc. ensuring seamless service delivery and coordinated response. The Bank has established dedicated mechanisms to enable customers to connect seamlessly during disruptions or exigencies, ensuring uninterrupted service delivery and effective communication.

At the Corporate Centre, the Customer Experience Enhancement Department is dedicated to improving overall customer experience and provide enablers to operating functionaries for prompt redressal of Customer Grievances. The department focuses on eliminating the root cause of complaints by analysing customer pain points, identifying deficiencies and suggesting remedial measures.

Customer Service Committees have been established at all levels. The Committee meetings are held monthly at the branch-level and quarterly at the RBO/AO/Circle/Corporate Centre levels. These meetings focus on reviewing customer complaints, feedback and suggestions, cases of delay, difficulties and evolve ways and means of improving customer service. The Bank also conducts customer satisfaction surveys periodically to understand customers' perceptions of bank's service and to identify priority areas for improvement in customer satisfaction.

Compliance with Regulations

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

Customer Risks and Service Disruption Management

SBI actively notifies customers about disruptions or potential risks through its official website, social media channels and internet banking platforms. The Bank also conducts awareness campaigns via broadcast SMS and social media to educate customers. To ensure seamless operations during disruptions such as disasters, pandemic, cyber-attacks, terrorism, human errors, software errors or hardware failures, the Bank has implemented Business Continuity & Operational Resilience (BC&OR) Policy for an effective Business Continuity Management (BCM). The BC&OR Plan is the preparedness of the Bank for managing disruptions, adapting itself quickly, continuing to render services and becoming operationally resilient.

Besides the Bank-wide BC&OR Policy, a comprehensive GITC-BC&OR Policy is also in place to deal with IT applications and operations. The Bank's Outsourcing Policy and IT Sourcing Policy incorporates the provisions of business continuity planning in respect of outsourced activities.

Individual business and operational units at the Bank have developed and implemented contingency plans, BC&OR strategies and Disaster Recovery Plans (DRPs) in alignment with these policies and conduct regular testing to maintain preparedness for potential disruptions.

Customer Education on Safe Banking

Townhall Meetings

SBI is actively strengthening customer awareness by organising Town Hall Meetings at regular intervals across all Circles. These sessions serve as an important platform to educate customers about a wide range of banking products and services, promote safe digital banking practices and enhance their understanding of cybersecurity.

These Townhall meetings had a special focus on 'Creation of Awareness on Cyber Security to Prevent Digital Frauds', where customers were sensitised about the Do's and Don'ts of digital transactions, safe usage of banking channels, identifying fraud attempts and adopting secure online behaviour. Through these interactive and informative sessions, the Bank aims to empower customers with the knowledge needed to safeguard their financial interests and confidently navigate the digital banking ecosystem.

Social Media Presence

The Bank has established a robust and dynamic presence across social media platforms, leveraging digital channels as a key interface for customer engagement, service delivery and brand communication. With a strong presence on platforms such as Facebook, X (formerly Twitter), Instagram, LinkedIn and YouTube, the Bank reaches millions of customers in real time, reinforcing accessibility and transparency.

SBI's social media presence serves as an important extension of its customer service framework, enabling prompt grievance redressal, dissemination of critical information and proactive engagement during disruptions or exigencies. The Bank actively uses these platforms to issue advisories, address customer queries and counter misinformation, thereby strengthening trust and safeguarding customers against emerging digital risks.

Total Followers
5,21,69,103

2,55,40,075
Followers
Most followed bank globally

40,39,355
Followers
Most followed bank in India

37,74,656
Followers
Most followed bank globally

47,68,301
Followers
Most followed bank globally

12,649
Followers

1,39,74,335
Subscribers

2.85 Bn+
Video views since inception
Most subscribed bank globally

59,732
Followers

661 Mn+
Content views since inception

SBI's presence on Social Media as of 31 March 2026

Customer Privacy and Data Protection

For SBI, safeguarding customer privacy is a fundamental priority and the bank discloses personal information only when authorised or legally required. The Bank is committed to safeguard citizens' rights on the protection of their personal data and processing the personal data for lawful purposes. Customer information is solely used to provide customers with the best possible services and products, while ensuring both the customer's privacy and the Bank's legitimate business interests are fully protected.

Customers' personal information is kept confidential unless they have offered specific consent to the Bank or such information is required to be provided under the law or it is provided for a mandated business purpose (for example, to credit information companies). Customers are informed upfront about likely mandated business purposes. Customers have the right to protection from all kinds of communications, electronic or otherwise, which infringe upon their privacy. In pursuance of the above right, the Bank:

- Treats customers' personal information as private and confidential (even when the customer is no longer banking with us), and, as a general rule, not disclose such information to any other individual/ institutions, including its subsidiaries/associates, tie-up institutions etc. for any purpose unless-
    - The customer has authorised such disclosure explicitly in writing.
    - Disclosure is compelled by law/regulation.
    - Bank has a duty to the public to disclose i.e., in the public interest.
    - Bank has to protect its interests through disclosure.
    - It is for a regulatory-mandated business purpose such as disclosure of default to credit information companies or debt collection agencies.
- Ensure that such likely mandated disclosures are communicated immediately after such disclosure, to the customer in writing.
- Not use or share customers' personal information for marketing purpose, unless the customer has specifically authorised it.
- Adhere to the law and regulations on the right to privacy, including the Telecom Commercial Communications Customer Preference Regulations, 2018 (National Customer Preference Registry) issued by Telecom Regulatory Authority of India, while communicating with customers.

Privacy Policy and Governance

The DPDP Act of 2023, along with the draft rules published in 2025, aims to protect personal data, give individuals more control and set high data handling standards. Non-compliance can lead to significant penalties and reputational damage. The Bank has a robust governance framework to ensure privacy protection and regulatory compliance.

Steps towards Privacy Compliance

The Bank is in the process of implementing various mechanisms to ensure privacy protection and compliance. The Bank has a Data Protection Officer (DPO), a dedicated Privacy Office responsible for ensuring compliance with privacy regulations.

The Bank has a robust governance structure in place for data privacy covering EU-GDPR compliance requirements, as well as strong frameworks for data security.

As part of its Privacy Framework and in compliance with the DPDP Act 2023, the Bank has implemented a comprehensive Privacy Policy that applies to its entire operations. In addition, relevant Standard Operating Procedures (SOPs) and guidelines have been operationalised to help achieve its privacy objectives.

To reinforce its commitment, the Bank has embedded its privacy policy within the risk and compliance management system. Clear processes are defined to manage personal data breaches, including a zero tolerance approach supported by disciplinary actions for breaches. Any personal data breaches are promptly reported to the regulator and the affected customers as mandated by the DPDP Act 2023 and promptly addressed.

The Bank is committed to safeguarding Data Principal's rights for the protection of their personal data and processing the personal data for lawful purposes. The Bank maintains data as per the regulatory requirements and does not collect personal data from third parties unless required by regulation. To strengthen customer data protection and data handling process, the Bank conducts audits as stipulated by the Act.

Handling of Customer Privacy Information

SBI informs its customers about privacy protection issues, including the nature of information captured, how the collected information is used and options available for customers to manage the collection, use, retention, processing of related private data and to have their data transferred to other service providers. The Bank also enables customers to provide, modify or withdraw consent (opt-in and opt-out) for relevant data-processing activities at any time. In addition, customers are made aware of their rights to request correction or deletion of their data, to nominate someone to manage their personal data and to seek redress for any grievances related to their personal data.

The Bank proactively discloses with whom the personal data will be shared to keep the customers informed about its data-sharing practices.

Customer Rights, Grievance Redressal and Compensation Policy

Customer protection is an integral aspect of financial inclusion. Bank has a comprehensive 'Customer Rights, Grievance Redressal and Compensation Policy' supported by a well defined mechanism for handling complaints, issues and suggestions raised through any service channel. The Policy applies uniformly across all SBI branches and offices in India, clearly outlining both the rights of customers and the Bank's responsibilities. It encompasses every product and service offered, whether delivered at branches or its agents, whether provided across the counter, digitally or any other method, ensuring a consistent standard of fairness and transparency.

Right to Fair Treatment

Customers must be treated courteously, fairly and without any discrimination. The Bank is responsible for providing its customers with hassle free services & fair treatment regardless of their background

Right to Transparency, Fair and Honest Dealing

All products, charges, terms and conditions must be communicated clearly and accurately. The Bank must ensure that customers are not subject to unfair business or marketing practices, coercive contractual terms or misleading representations

Right to Suitability

Products offered should be appropriate to the customer's needs and financial circumstances

Right to Privacy

Customer information must be kept private & remain confidential unless disclosure is legally mandated or consented to by the customer. Adequate security measures must be in place to safeguard customers'data

Right to Grievance Redressal & Compensation

Customers have the right to quick redressal of grievances for the products & services offered by it or by sale of third party products with provision of compensation where service deficiencies occur. The Bank must disclose its grievance redressal procedure clearly

Customer Rights Policy

The Customer Rights Policy is anchored in five fundamental rights that promote equitable, transparent and customer centric banking for all.

Grievance Redressal Policy

SBI's Grievance Redressal Policy establishes a structured and transparent mechanism to ensure that customer complaints are addressed promptly, courteously and effectively across all the branches and offices in India. The policy covers grievances related to branch transactions, technology related transactions and third party product sales. The Bank regularly trains its staff in customer service with the intent of reducing customer grievances by improving soft skills and job knowledge.

Customers can submit complaints or grievances through multiple convenient channels such as web based or paper based complaint forms, Mobile applications (YONO Lite/Internet Banking), Contact Centre toll-free numbers, SMS, designated e-mail IDs (available on the Bank's website) or on the Bank's website. Complaints from customers flow into the Bank's Grievance Redressal System through multiple channels but all complaints get recorded in the CRM-CMS system with a unique ticket number, wherein they are appropriately categorised and then processed further. The customers are also informed of the ticket number through the registered mobile number. Complaint Resolution in the Bank is dealt with by dedicated teams-

- Circle Complaint Resolution Centres (CCRC), placed at all LHOs, for resolution of non-digital complaints in a two-tiered structure of Resolvers and Approvers.
- Customer Liability Identification Cells (CLIC) at each LHOs are dealing with Unauthorised Electronic Debit (UAED) related complaints.
- Other digital complaints are being handled by specialised teams at the Complaint Management Department at GITC.

The complainant can also get the status of redressal of his/her complaint directly from the Contact Centre IVR and also through agents by calling the toll-free number. Partially or fully rejected complaints are auto-escalated to the Internal Ombudsman (IO) as stipulated by the Reserve Bank of India.

A feedback mechanism is also in place for closed complaints to seek customer feedback on the quality of resolution of complaint. Further, the low-rated feedback automatically triggers re-opening of underlying complaints.

Complaints received from external channels like Banking Ombudsman and Centralised Public Grievance Redressal and Monitoring System (CPGRAMS) are dealt with by the dedicated teams at Corporate Centre and LHOs with inputs from the concerned operating officials at AOs/RBOs/Branches. Banking Ombudsman complaints are closed by the Banking Ombudsman of the RBI. On the other hand, CPGRAMS complaints are closed by the Bank and ATR is submitted to the Department of Financial Services (DFS), Government of India for review at their end.

Appointment of Nodal Officer for Handling Customer Grievances

SBI has appointed a structured hierarchy of Nodal Officers to ensure effective customer grievance redressal across the Bank. The Principal Nodal Officer at SBI, Corporate Centre, Mumbai for customer grievances redressal is the General Manager (Customer Experience), Customer Experience Enhancement Department. The Principal Nodal Officer is responsible for the implementation and monitoring of customer grievances redressal in the entire Bank. Aggrieved customers can write quoting their complaint number to the Principal Nodal Officer regarding their grievances

At the Local Head Office (LHO) level, the General Manager (Network) acts as the Network Nodal Officer, supported by the Customer Experience Enhancement Department and Customer Service Department. Details of all Nodal Officers are publicly available on the Bank's website and helplines, and grievance redressal is regularly reviewed through committees at both Corporate Centre and Circle levels.

Compensation Policy

SBI's Compensation Policy aims to compensate customers for any loss or inconvenience caused by deficiencies in its services. This policy applies to all banking services provided to customers across all branches and offices in India. It is designed with the principles of transparency and fairness, covering areas such as unauthorised or erroneous debits, Unauthorised Electronic Banking Transactions, non-execution/delayed execution of debit/credit NEFT/NECS/ECS/NACH transactions, issuance of ATM/Debit Cards without consent, non-blocking of lost cards, delays in cheque collection, loss of instruments in transit, delayed pension payments and delay in release of securities/Title Deeds after payment of all loan dues.

Compensation under this Policy is provided without prejudicing to the Bank's rights in defending its position before any Court of Law, Tribunal or any other forum duly constituted to adjudicate Banker-Customer disputes and does not constitute admission of liability or any other issue, of any nature whatsoever, for the purposes of Adjudicatory Proceedings.

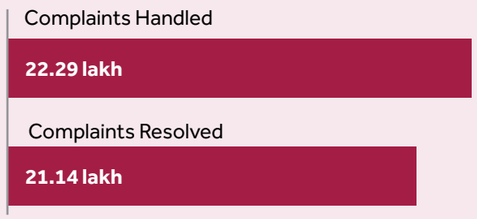
The essence of the Bank's Internal Grievance Redressal Mechanism is customer satisfaction. It is being ensured by resolving the complaints promptly, transparently and effectively. The bank's Complaint Management System (CMS) operates 24/7 to serve its customers.

Number of complaints filed and resolved for the reporting period

Number of complaints filed and resolved	FY 2025-26 (figures in lakh)	FY 2024-25 (figures in lakh)
Number of Complaints pending at the beginning of the year	1.20	1.31
Number of Net Complaints received during the year	21.09	28.51
Total Complaints handled during the year	22.29	29.82
Number of complaints resolved during the year	21.14	28.62

The Bank recorded 26% reduction in customer complaints received during the year.

Customer Complaint Resolution Rate



The Bank has achieved 94.84% Customer Resolution Rate for FY 2025-26

Handling Cyber Frauds

The integration of the National Crime Reporting Portal (NCRP) with SBI marks a significant step towards strengthening the ecosystem for responding to financial fraud and cybercrime incidents involving SBI customer accounts. The NCRP platform, developed by the Indian Cyber Crime Coordination Centre (I4C) under the Ministry of Home Affairs (MHA), serves as an unified national portal through which citizens can report cybercrime cases either online or via the toll free helpline 1930.

Through this integration, the handling of cyber fraud complaints becomes automated and more efficient. Once a complaint is registered on the NCRP, the Bank's APIs will revert and communicate with NIC/I4C systems to provide critical transaction related information. This includes details of money flow such as whether the funds are put on hold, transferred to another account, withdrawn through ATM/POS/AEPS channels, refunded or involved in erroneous transactions. This seamless data exchange enhances the speed and accuracy of fraud response, enabling faster fund traceability, improved preventive action and more effective customer protection.

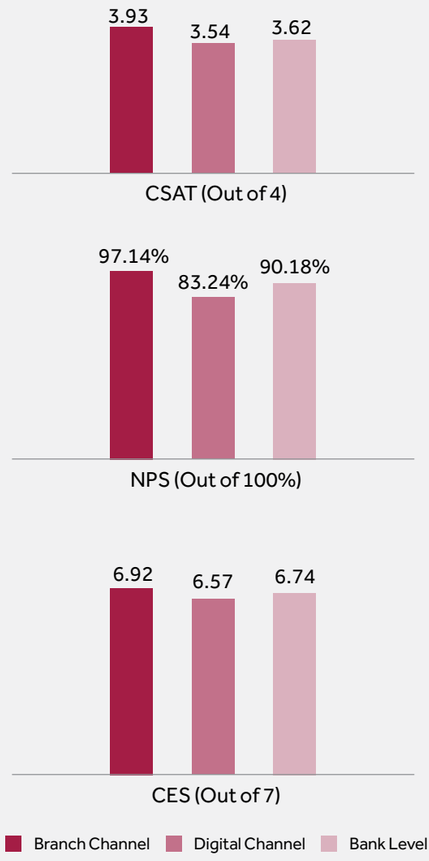
To comply with the MHA guidelines and to have focused monitoring, Cyber Cells at LHO level have been made operational from 1 July 2021. These Cells are headed by AGM (Surveillance) as a Nodal Officer, with a team of officers/employees and work in staggering hours to provide 24x7 resolutions.

Measuring Customer Satisfaction

SBI remains steadfast in its commitment to continuously elevating the customer experience, recognising it as a critical pillar of long-term trust, loyalty and service excellence. To achieve this, the Bank has been proactively adopting advanced tools and techniques to measure customer experience and satisfaction across various touch points.

To measure customer satisfaction and loyalty on a real-time basis, SBI has implemented the Customer Satisfaction Score (CSAT), Net Promoter Score (NPS) and Customer Effort Score (CES) for customers, for transactions done through its Branch channel (SMS mode), BC/CSP channel and Digital channels.

Bank's Performance on Feedback Mechanism for FY 2025-26



*Target to achieve NPS in FY 2025-26 was 75%

Digital Touchpoints Enhancing in Branch Experience

Internet-Based Digital Signage Solution

The Bank continued to enhance customer awareness, transparency and communication through the Intranet-Based Digital Signage Solution (IDSS). Under this initiative, audio-visual content, approved by the Bank, including mandatory disclosures are being broadcasted across branches pan-India through centrally controlled systems. The content displayed includes, inter alia-

- Deposit interest rates and Forex rates
- Bank's helpline numbers and customer support features
- Centralised numbers issued by Business Units to call the customers
- RBI Guidelines on Prevention of Cybercrimes
- SBI Salary Package Scheme and its features
- Digital NRI account opening
- General Service Charges
- FCNR Deposits and NRE Savings Account Interest Rates
- Do's and Don'ts of Investment Scam
- Do's and Don'ts of Digital Arrest
- SBI Reward Points with Debit Card
- Non-Home Vs Home Branch Transactions
- Seva Sarathi Initiatives

The contents are being displayed on television screens prominently installed within branch premises from a centralised source through the intranet.

20,495 branches (88%)
Utilised the IDSS portal during FY 2025-26

Queue Management System

To improve service efficiency and enhance customer experience, the Bank has implemented a Queue Management System (QMS) across branches under Enhanced Access and Service Excellence (EASE) initiative.

QMS implemented in
2,715 branches Pan India

The QMS features a multilingual interface, enabling customers to choose their preferred language while booking appointments. Token numbers and announcements are also provided in the customer's chosen language, thereby improving accessibility, reducing waiting-time and enhancing overall service satisfaction.

Doorstep Banking Service

SBI achieved first rank in promotion of Doorstep Banking Services for the undernoted Campaigns promoted by PSB Alliance Private Limited. Additionally, under an internal campaign 'DSB GHAR GHAR SBI', around 70,000 customers were served during the period of 15 July 2025 to 30 November 2025.

Campaigns	Period	Rank
DSB ABHIYAN-2	5 August 2025 – 4 November 2025	1st Rank
Digital Life Certificate Campaign	1 November 2025 – 30 November 2025	1st Rank

Driving Customer Engagement through Contact Centre

The Contact Centre serves a pivotal role in enabling inclusive and sustainable service delivery. Through its digital-first approach, proactive outreach and strong governance frameworks, it contributes meaningfully to the Bank's environmental sustainability, financial inclusion goals and migrating the customers to Digital, Channels contributing directly to long term reductions in branch footfall.

Financial Inclusion - Reaching Underserved Segments

Contact Centre's Outbound framework serves as a proactive financial inclusion vehicle by dedicated calling programmes for PMJDY inoperative account holders, Self Help Group (SHG) leads, agricultural customers, PM Vishwakarma beneficiaries, and Subhadra Yojana scheme beneficiaries (including Aadhaar seeding support). These campaigns ensure that customers with limited digital literacy or Branch access receive direct and personalised engagement.

Major initiatives

- Contact Centre registered 3.06 lakh customers on WhatsApp Banking of which 90% were completed through IVR — requiring zero agent involvement and zero printed material during FY 2025-26.
- Over 34.22 lakh customer requests processed for e-statements pertaining to TDS certificates, Deposit interest certificates, Home loan, Education loan interest certificates, etc. via mail in FY 2025-26, ensuring customer convenience, faster turnaround times and enhancing service efficiency.
- Received 30.16 crore inbound calls with self-service rate reaching ~62% underpinned by Straight-Through Processing (STP) across key IVR journeys, technical enhancements that reduced mid-journey drop-offs, and continuous optimization of customer-facing IVR flows.
- Dedicated Solar Rooftop Loan Outbound Calling Campaign, helping in promoting green credit product and supporting household-level renewable energy adoption.
- Hindi and English support with in-call language switch capability, reducing language-based exclusion for non-English-proficient customers.
- Besides, Contact Centre addresses customers' needs across different life stages and government programme touchpoints through dedicated calling for KYC updates, Life Certificates, Nomination, Education Loan life cycle journey, PAN-Aadhar seeding campaigns, etc. for timely, personalised support.
- Provides real-time customer-facing fraud response through ATM Card Blocking, Internet Banking User ID Blocking, UPI Blocking, and Unauthorized Transaction Reporting across IVR and Agent channels.
- Contact Centre agents actively educate customers on cyber fraud risks, while mandatory annual cybersecurity certification ensures they are well-equipped to provide informed and secure guidance.
- An AI-enabled CEPT (Centralized Email Processing Tool) module was implemented in June 2025 at the Contact Centre, in compliance with regulatory guidelines for handling customer complaints received via email. The Contact Centre currently manages six designated email IDs under this framework.
- Adherence to TRAI norms on Outbound calling and RBI guidelines on customer identification and data handling underpins the wider compliance framework.
- The use of the EWS predictive model ensures that outreach is targeted and evidence-based, reducing the risk of inappropriate or indiscriminate customer contact.
- ISO 27001, ISO 9001, PCI-DSS certifications have been awarded to Contact Centre. Further Voice Bot deployed in Contact Centre has ISO 42001 certification.

Project SARAL

The Bank has launched Operations Process Re-engineering (OPR) project—SARAL, a transformative project, aimed at reimagining retail operations of the Bank through simplification, automation, centralisation and selective outsourcing. Customer-centric solutions, accelerated digital adoption, enhanced access to services and resource optimisation achieved through the project initiatives aptly align with the ESG thought process of the Bank.

A few initiatives that contribute to Sustainable Banking practices of SBI are:

Seva Sarathi

An assisted Banking model through floor coordinators across ~8k high footfall branches for elevating customer experience, driving digital adoption and promoting cyber awareness.

AI-Based Cheque Clearing Automation

The cheque clearing process has been transformed with the deployment of the Bank's in-house AI model in clearing the process for automated data extraction, validation and anomaly detection.

Digital Channel Strengthening (WhatsApp Banking and Proactive servicing nudges)

New intuitive customer journeys for high-volume transactions have been introduced and existing customer journeys, including channel onboarding, have been simplified on WhatsApp Banking. The platform is being utilised to send Proactive servicing nudges for In-App journey fulfilment.

KYC Process Simplification

The Bank has introduced a web-based self-service digital KYC journey made available across all alternate channels and institutionalised 'One Customer-One KYC' to obviate duplication of KYC, for KYC-compliant customers.

Convergence of Non-Home and Home Branch Concept

The Bank has reinforced the concept of 'Bank Customer' in place of 'Branch Customer' by making the majority of services available for customers at all branches.

All these initiatives help in improved customer experience with Digital-first approach, decongesting the branches, accelerating digital adoption, reducing paper-based transactions, strengthening operational efficiency and risk management.

Customer-Centric New Initiatives

Setting up the Centre of Excellence for Refinement of User Experience (CRUX)

To strengthen its customer centric approach and ensure a seamless user service experience, the Bank has established the 'Centre of Excellence for Refinement of User Experience' (CRUX), effective from 1 April 2025 to examine the products and processes from the customers' perspective. Insights and deficiencies identified during these reviews are being shared with the concerned Business Units/Departments for timely corrective action and continuous improvement.

Mentorship Programme at Circles

Recognising the critical importance of customer experience, the Bank launched a 'Mentorship Programme' in April 2025. Under this initiative, the top 50 branches of each Local Head Office (LHO) receiving the highest number of customer complaints every month have been brought under a structured mentoring programme. These branches are mapped to Deputy General Managers of the respective LHOs for regular monitoring.

Provision of Seva Sarathi at High Footfall Branches

The Seva Sarathi initiative specifically focuses on servicing the customers at Branches with high transaction-volume. It replaces the earlier Floor Coordinator model with a dedicated workforce of ~10,000 Seva Sarathis, of which ~8,000 have already been deployed across identified branches through State Bank Operations Support Subsidiary (SBOSS). Positioned in the Banking Hall of identified branches, Seva Sarathis are responsible for meeting and traditionally greeting walk-in customers, handling basic queries and guiding them to the appropriate service points, thereby ensuring a seamless branch experience while also promoting digital adoption and migration.

Availability of Multilingual Forms for Customers

To enhance accessibility and convenience, the Bank has uploaded 28 essential customer forms in various regional languages on its website. This initiative ensures that customers across diverse linguistic backgrounds can easily access and understand the forms required for availing various banking services.

Incognito Visits to Branches to Assess Customer Experience

Ensuring a seamless customer experience for its customers is SBI's topmost priority. To understand the prevalent level of customer service at branches, the Bank hired an external agency to conduct Incognito Visits across approximately 4,000 branches to assess customer experience. The assessment focuses on key service parameters such as the visibility and display of essential customer information at branches, the availability of basic customer amenities and adherence to stipulated accessibility standards within branches.

The survey has been concluded and the final report is expected to be released shortly. The findings are expected to provide valuable recommendations that will help the Bank to further enhance the quality of customer experience.

Corporate Website: Multilingual Support

Integration of the Bank's corporate website with the Bhashini platform (project of MeITY, Govt. of India) for utilisation of translation and transliteration service of Bhashini. It converts the contents of pages of the corporate website to 22 Indian languages. Customers can access the contents of the Bank's website in their own language, enabling a better understanding of the Bank's products and offerings and help the bank in bringing inclusivity and increase the reach to a much wider audience pan-India.

Voice of Customer' Campaign

NPS has been incorporated as a Key Responsibility Area (KRA) in the performance appraisal under the Career Development System (CDS) of officials working under the Retail and Digital Banking Business Unit. To raise awareness among Controllers, operating staff and customers and seek more feedback from all branches, a new campaign 'Voice of Customer' was launched in June 2025, wherein a total of 37.93 lakh feedbacks were received during the campaign period and 77% of the branches qualified for the campaign.

Nation Building through Financial Inclusion

India's journey towards becoming a developed nation under the vision of Viksit Bharat 2047—is anchored in the principle that no citizen should be left behind. Financial inclusion serves as a critical enabler in translating this vision into reality- bridging gaps in access, opportunity and economic participation. The next phase of financial inclusions goes beyond from mere access to banking services to ensuring meaningful usage, financial resilience and empowerment.

SBI stands at the forefront of this transformation. Moving beyond conventional metrics, the Bank focuses on financial behaviours and unique challenges faced by underserved segments across diverse geographies.

Commitment to Financial Inclusion

SBI remains steadfast in its commitment to advancing financial inclusion by extending its reach to unserved and underserved communities across the country. Through its financial inclusion initiatives, the Bank ensures access to appropriate and affordable financial products and services for vulnerable groups, including weaker sections and low-income households, in a fair, transparent and cost-effective manner via the formal banking system. The Bank continuously strengthens its understanding of these segments through structured market research, customer feedback and data-driven insights, enabling the design and delivery of banking solutions that are both relevant and conducive to long-term financial resilience.

The Bank has developed a tailored multi-channel distribution model that facilitates seamless engagement through an extensive network of physical branches, digital platforms, YONO and other digital initiatives. This outreach is further strengthened by a wide network of Business Correspondents (BCs) and Customer Service Points (CSPs). Beyond financial services, the Bank extends non-financial support by strengthening employability and livelihood opportunities within communities through skill-building, fostering local entrepreneurship and empowering individuals with income-generating opportunities and financial independence. The Bank also undertakes targeted initiatives to enhance financial literacy and awareness, thereby promoting overall financial well-being, particularly among the rural and underserved communities and regions.

The Bank has established accessible and robust grievance redressal mechanisms that empower customers to raise concerns and receive fair, timely and unbiased resolutions. It invests in comprehensive training programmes to equip its workforce and extended service network with the skill and sensitivity required to serve vulnerable groups with dignity, fairness and respect. A strong emphasis on transparency is maintained through a zero-tolerance approach to aggressive sales practices, ensuring that every customer interaction reflects the Bank's core values of integrity and empathy.

SBI's Efforts towards Financial Inclusion

Expanding Last-Mile Access and Rural Development

SBI has been a flagbearer in implementing the Government's Financial Inclusion initiatives and has consistently contributed to deepening financial inclusion across the country. Over the years, the Bank has covered a significant number of beneficiaries under various flagship Government schemes through access to banking services and social security schemes to previously unbanked and vulnerable sections of the society.

Financial Inclusion: Products and Services

Products and Services	Description	Targeted Clients	Number of Clients Reached (Beneficiaries) in lakh)	Number of Transactions/ Contracts (in lakh)
Savings Account (PMJDY)	Under the scheme, the Bank ensures opening of a Basic Saving Bank deposit account (BSBD) for unbanked person, with no requirement of minimum balance, to provide access to a range of financial services, need-based credit, remittance facilities, and insurance, particularly for the weaker sections and low-income groups, through effective deployment of technology. Beneficiaries also receive a RuPay Debit card with accident insurance cover of ₹2 lakh and an overdraft facility of Rs 10,000.00. The scheme ensures access to banking services, financial literacy and social security, encouraging saving habits among low-income groups. The scheme aims to channel all government benefits directly into beneficiaries' accounts, promoting the Direct Benefits Transfer (DBT) scheme of the Union Government.	Efforts are made to engage poor and/or low-income individuals and individuals in rural or hard-to-reach areas	48.53	48.53*

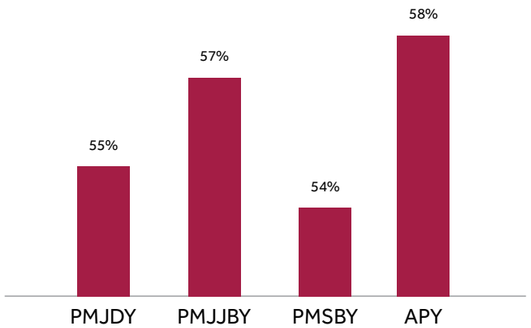
Products and Services	Description	Targeted Clients	Number of Clients Reached (Beneficiaries) in lakh)	Number of Transactions/ Contracts (in lakh)
Microinsurance (PMJJBY and PMSBY)	The Bank provides affordable Microinsurance products like Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) and Pradhan Mantri Suraksha Bima Yojana (PMSBY) to offer social security to the unorganized sector, reaching out to underserved communities through its extensive network of BCs and CSPs. PMJJBY - The scheme is a one-year cover term Life Insurance Scheme, renewable every year, offering life insurance cover for death due to any cause. ₹2 lakh is payable on the subscriber's death due to any cause and the premium payable is ₹436 per annum per subscriber. PMSBY - It is an accident insurance scheme offering accidental death and disability cover for death or disability on account of an accident. It is a one-year cover, renewable year on year. The eligible account holder between 18-70 years are entitled to be covered under the Yojana, at a nominal premium of ₹20, making it accessible to weaker section of the society.	Efforts are made to engage with poor and/ or low-income individuals, individuals in rural or hard-to-reach areas, migrant and/ or informal workers	233.68	233.68 #
Atal Pension Yojana (APY)	Atal Pension Yojana (APY) is an affordable pension scheme designed for Indian citizens, with a special focus on workers in the unorganised sector. The scheme guarantees a minimum pension of up to ₹5,000 per month from the age of 60, with contributions invested as per guidelines from the Pension Fund Regulatory and Development Authority (PFRDA) for various schemes	Efforts are made to engage poor and/or low-income individuals, individuals in rural or hard-to reach areas and migrant and/or informal workers in this yojana.	26.99	26.99

**The scheme permits opening of only one saving bank deposit account per customer.*
#The scheme permits only one insurance policy per customer.

Financial Inclusion Schemes – Performance

Scheme	Cumulative till March 2026 (No. in crore)	Bank's Share among PSBs (March 2026)
Pradhan Mantri Jan Dhan Yojana (PMJDY)	15.59	34.78%
Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY)	8.18	46.01%
Pradhan Mantri Suraksha Bima Yojana (PMSBY)	16.11	38.86%
Atal Pension Yojana (APY)	2.00	32.03%

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



Deposit Schemes

Scheme	No. of Accounts (In crore)	Deposit Balance (In crore)
Basic Savings Bank Deposit (BSBD) (including PMJDY accounts)	18.49	91,527
Pradhan Mantri Jan Dhan Yojana	15.59	78,425

Driving Inclusion through Robust Business Correspondents (BCs) and Customer Service Points (CSPs) Network

To expand banking outreach and support inclusive economic development, RBI permitted banks to deliver services through Business Correspondents (BCs). SBI adopted the BC Policy in March 2007 to expand financial inclusion through its branch network as well as authorised BCs. Under the BC model, SBI engages Corporate BCs, who deliver services through Customer Service Points (CSPs), which function as Banking Service Outlets to enable Financial Inclusion outreach by ensuring last-mile access to essential financial services.

Functioning as 'mini branches' with ATM facilities, CSPs offer 44 financial/non-financial services, including PMJDY account opening, cash deposit, withdrawal, money transfer and IMPS among others with flexible hours through a wide network of 79,134 CSPs. Out of these, ~ 71,000 CSPs are serving unbanked and underserved populations in rural and semi-urban areas. To ensure efficiency, CSPs undergo regular training, risk-based audits and Information Security Audits. The Bank continues to innovate and digitise BC/CSP operations for streamlined, secure and inclusive service delivery. A few major basic banking services available at CSP outlets free of cost are-

- Opening of Basic Savings Bank Deposit Accounts (BSBDA)
- Remittance services
- Aadhaar Enabled Payment System (AePS) transactions
- Access to Social Security Schemes (PMJJBY/ PMSBY/APY)
- Need-based credit facilities
- Re-KYC services
- Activation of inoperative accounts

New initiatives implemented during the year-

Advancing Paperless Banking at CSP Outlets

All transactions at CSP outlets are executed using secure biometric authentication, eliminating the need for physical forms, printed receipts or manual documentation, contributing significantly to the Bank's paperless banking vision and reducing the carbon footprint associated with travel, paper usage and manual processing.

Paperless e-KYC-based Complete Digital Account Opening at CSP Outlets

SBI introduced fully paperless, e-KYC-enabled digital account opening journey at CSP outlets, transforming the onboarding experience. The new system replaces the earlier manual process that required printing and transporting physical Account Opening Forms (AOFs) and KYC documents to linked branches and storage centres.

With approximately 5 lakh accounts opened every month, the Bank conserves more than 20 lakh sheets of paper every month, significantly lowering the carbon footprint, preserving natural resources, eliminating logistical and storage requirements and ensuring faster, secure and efficient customer onboarding.

Paperless Re-KYC Services at CSP Outlets

In extension to paperless e-KYC service, the Bank has expanded its digital service capabilities by enabling customers to complete their Re-KYC updates at CSP outlets. This facility is available to customers whose Aadhaar is already linked at the CIF level, allowing them to update KYC details at any CSP across India, irrespective of their home branch. The process is seamless and fully digital, with Re-KYC requests transmitted digitally to the branch for maker and checker for approval, eliminating physical documentation and removing the need for branch visits.

AePS Transactions through UIDAI via Face Authentication

The Bank has strengthened the security and accessibility of Aadhaar Enabled Payment System (AePS) transactions by implementing face authentication as an alternative customer validation method on Android-based TAB devices deployed at CSP outlets.

This functionality allows customers to authenticate themselves through UIDAI via face authentication while performing key AePS transactions, including cash deposits, withdrawals, fund transfers, balance enquiries and mini-statement requests, offering a contactless, convenient and secure method of identity verification. Besides operational convenience, this initiative helps address the problem of faded fingerprints.

Feasibility of Mobile-based Application for Customer Service Points (under development)

The proposed mobile-based application for Customer Service Points (CSPs) aims to enable seamless transaction processing through handheld devices, eliminating dependence on fixed infrastructure and high-cost hardware setups such as PCs or even tablets. By shifting to a mobile-first model, the solution reduces capital expenditure while allowing CSPs to operate with greater flexibility, particularly in remote and rural areas where stable connectivity is limited. It also enables doorstep banking, improving accessibility for elderly and differently abled customers and supports faster onboarding and expansion of CSP networks, thereby strengthening financial inclusion through a more agile and cost-efficient service delivery approach.

Empowering Women through facilitating Financial Independence

SBI leverages its extensive last-mile network to provide access to financial services, easing out obstacles faced by women who are not financially literate. The Bank plays a pivotal role in strengthening women-led enterprises and livelihoods by extending collateral-free credit through Self-Help Groups (SHGs) and microfinance initiatives, thereby helping them to participate more actively in the formal economy. Special focus is placed on promoting digital inclusion, encouraging women to adopt secure digital payment systems and benefit from government schemes delivered through direct benefit transfers.

Financing Self-Help Groups

The Bank finances Self-Help Groups (SHGs) promoted by Deendayal Antyodaya Yojana – National Rural Livelihood Mission (DAY-NRLM), NGOs and self-formed groups. SHGs are predominantly formed by women members, although groups may be formed or include persons with disabilities and transgender.

Financing SHGs has significantly improved access to formal credit and financial services for poor and rural households, thereby deepening financial inclusion and reducing dependence on informal money lenders and fostering entrepreneurship and income-generating activities.

NRLM provides interest subvention to the groups sponsored by them and the Central Government offers Credit Guarantee coverage under the Credit Guarantee Fund for Micro Units (CGFMU) for SHG loans above ₹10 lakh. Through its sustained commitment to the SHG ecosystem, SBI continues to foster financial independence, leadership and socio-economic upliftment among women, reinforcing its role as a catalyst for inclusive and equitable development.

The Bank is a market leader in SHG loans, with a portfolio exceeding ₹64,000 crore, covering more than 1.25 crore women members. Over ₹44,000 crore was disbursed to 8 lakh SHGs during the FY under SHG Financing, including DAY-NRLM.

Svayam Siddha Saral and Nari Shakti

The Svayam Siddha initiative, launched on 15 September 2023, extends finance to women entrepreneurs who are members of SHGs sponsored by NRLM. The scheme was designed to ease the obstacles faced by women entrepreneurs, many of whom are not financially literate, by waiving requirements such as submission of project reports, quotations and IT returns, making Bank credit more accessible and approachable.

The Ministry of Rural Development also welcomed the initiative, envisioning it as a vehicle for creating three lakh 'Lakhpati Didis' in the country. Lakhpati Didi is an initiative launched by NRLM (National Rural Livelihood Mission) to encourage women entrepreneurs to take up livelihood activities so that each household of such women entrepreneurs earns at least ₹1 lakh per annum. To further support these women entrepreneurs, the Ministry of Rural Development has launched the 'Women Enterprise Acceleration Fund', providing interest subvention of 1.5% for limits up to ₹2 lakh for three years to the women applicants along with reimbursement of Credit Guarantee fee for limits up to ₹5 lakh for a period of five years. The Bank has developed a new sub-product under MUDRA — 'Swayam Siddha Saral and Nari Shakti' — aligning with these guidelines.

During FY 2025-26, ₹815 crore loan have been sanctioned under Swayam Siddha Saral initiative.

Key Feature	Description
Financial Literacy	Streamlined literacy programmes empowering women with knowledge of financial management, savings, credit and investments.
Simplified Loan Processes	Reduce obstacles by streamlining loan applications and ensuring transparency to build trust and ease of access.
Customised Financial Products	Design loan products matching the unique demands of women-led enterprises, with repayment structures aligned to their business cycles.
Partnership-driven Approach	Strengthen linkages with NRLM/SRLM and involve community organisations for a supportive ecosystem for women entrepreneurs.
Regular Monitoring	Establish a system for ongoing assessment of the initiative's impact on women's livelihoods implementing feedback and outcomes.
Enhanced Market Access	Support women in accessing broader markets and integrating into value chains, enabling them to maximise their income and business potential.
Technological Integration	Utilise digital platforms to streamline financial transactions, fostering efficiency and reducing operational costs.
Comprehensive Risk Mitigation	Introduce insurance products and strengthen Financial safety nets for entrepreneurs to minimise the impact of economic shocks and enhance resilience and security.
Financial Incentives	Leverage the 'Women Enterprise Acceleration Fund' for interest relief and credit guarantee fee reimbursements to make borrowing more attractive and affordable.
Community Cohesion	Encourage community involvement in promoting a culture of collaboration and collective responsibility for business success and diligent loan repayments.
Sustainable Expansion	Set ambitious yet sustainable lending targets, ensuring responsible lending that avoids over-indebtedness.

By focusing on these core elements, the "Swayam Siddha" initiative is poised to build a resilient and sustainable framework that provides access to capital and nurtures the growth and success of women entrepreneurs in rural India.

Empowering communities through Financial Literacy, Skill Development and Livelihood Support

The Bank aims to empower communities, particularly in rural, semi-urban and underserved populations, by equipping them with financial knowledge through education initiatives on responsible borrowings saving discipline, digital payments and fraud prevention. Beyond financial awareness, the Bank integrates skill development and livelihood support into its outreach programme through its extensive network of Financial Literacy Centres (FLCs), Centres for Financial Literacy (CFLs) and Rural Self-Employment Training Institutes (RSETIs).

Impact of SBI RSETIs	FY 2025-26 (up to March 26)	Cumulative as of 31 Mar 2026
No. of training programmes conducted	5,005	53,119
No. of candidates trained	1,47,396	14,58,418
No. of female candidates trained	1,17,299	10,40,562
No. of candidates settled	1,10,369	10,89,748

Rural Self-Employment Training Institutes (RSETIs)

RSETIs are established and managed by different banks with the common aim of identifying, training, motivating and facilitating unemployed rural youth to take up gainful self-employment. These institutions act as social change agents, empowering rural youth towards sustainable livelihood through skill development and training, helping them establish micro-enterprises and creating rural employment. These RSETIs evolved as a specialized institution transferring rural youth from job seekers to self employed entrepreneurs. Beneficiaries are identified based on socio-economic status with a preference to Below Poverty Line (BPL) households, socially backward classes (SC/ST), candidates from minority groups, persons with special abilities and women candidates.

The Bank has established 164 RSETIs across 29 States/UTs. Since its inception, SBI RSETIs have trained approximately ~14.58 lakh candidates through around ~53,119 training programmes, achieving a remarkable settlement rate of 75% through self-employment. Credit support was extended to more than 6 lakh trained candidates, enabling them to operationalise their enterprises.

Financial Literacy Centres (FLCs)

The Bank has set up 357 Financial Literacy Centres (FLCs) across the country to impart free financial literacy, credit counselling and expansion and adoption of digital and electronic payment channels. Tailored camps are conducted for focused target groups, including farmers, MSMEs, SHGs, students and senior citizens. The financial literacy programmes are conducted in camp mode to maximise the coverage and to disseminate awareness to the general public about loan products, deposit products, Jan Suraksha schemes (PMJJBY and PMSBY), Pension schemes (APY) and digital products, including benefit of opening PMJDY accounts. It also covers digital literacy to prevent fraud. In FY 2025-26, FLCs conducted 27,400 Camps in which over 11.90 lakh people participated.

Centres for Financial Literacy (CFLs)

As a part of the RBI-led initiative to spread awareness about financial products among the rural masses, the Bank has sponsored 595 CFLs covering 1,780 blocks across 30 States/UTs. These Centres are instrumental in exploring innovative and participatory approaches towards attaining financial literacy, offering complementary financial education, credit counselling, and promoting electronic payment systems. Aligned with RBI Directives, these CFLs operate at the block level, aiming to raise awareness of financial products in rural areas and explore innovative approaches to enhance financial literacy. The efficacy of the Bank's financial literacy training is evident in the improved financial decision-making and empowerment experienced by the communities it serves. During the current year, CFLs have conducted more than 2,18,500 camps wherein 72.93 lakh people participated.

Catalysing Entrepreneurship and MSME Growth

Entrepreneurship and Micro, Small and Medium Enterprises (MSMEs) are pivotal to economic resilience, innovation and employment generation and form the backbone of an inclusive economy. SBI plays a pivotal role in strengthening this ecosystem by extending timely financial assistance, providing advisory support and enabling infrastructure to individuals and enterprises across diverse sectors, particularly facilitating women-led enterprises. The Bank offers tailored loan products through digital platforms, capacity building and structured mentoring initiatives to address the distinct needs of the MSME and startup ecosystem.

New Products launched during FY 25-26

New Urban Poverty Alleviation Mission (NUPAM)

The Bank has introduced a new product, 'New Urban Poverty Alleviation Mission (NUPAM)', to implement the new scheme introduced by the Ministry of Housing and Urban Affairs. This scheme aims to address the multifaceted challenges faced by urban poor households, particularly those engaged in the informal sector, by adopting an inclusive approach, including women, the elderly, the differently-abled, migrants and other marginalised communities.

The mission focuses on vulnerable occupational groups (VOG), who are often marginalised within the broader labour market. This includes workers in sectors such as care and domestic services, transportation, construction, gig work and waste management, all of whom continue to face disproportionate challenges and barriers.

NUPAM provides financial support to individuals and groups from urban-poor households, with special emphasis on individuals engaged in vulnerable occupations, enabling them to set up self-employment ventures or micro-enterprises based on their skills, training, aptitude and local conditions.

Key benefits under the scheme include interest subvention of up to 8% and Credit Guarantee coverage for eligible beneficiaries.

The scheme facilitates entrepreneurship, enabling sustainable livelihood opportunities and promoting gender equality and financial independence providing support to women-led enterprises, particularly rural women and Self Help Groups (SHGs)

Existing Products

PM Vishwakarma

Launched by the Ministry of Micro, Small and Medium Enterprises, the PM Vishwakarma scheme supports artisans and craftspeople in 18 categories of trades, including Carpenter, Boat Maker, Blacksmith, Goldsmith, Potter, Sculptor, Cobbler, Mason, Tailor and others.

Objective of the Scheme:

- Recognition of artisans as Vishwakarmas
- Skill upgradation through training opportunities
- Provision of modern tools through toolkit incentives
- Access to collateral-free credit with interest subvention
- Incentives for digital transactions
- Marketing support for brand promotion and market linkages

Beneficiaries are provided collateral-free 'Enterprise Development Loans' of up to ₹3,00,000 disbursed in two tranches, with the Government of India extending interest subvention of up to 8% to reduce effective credit cost. A concessional interest rate fixed at 5% for standard accounts is applied to these accounts. All loans are covered under the Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE) on a yearly portfolio basis. Overall, the scheme aims to provide comprehensive support to artisans and craftspeople to enhance their skills, productivity and market access.

Pradhan Mantri Mudra Yojana (PMMY)

The Pradhan Mantri Mudra Yojana (PMMY), announced by the Hon'ble Prime Minister on 8 April 2015, aims to provide Mudra loans of up to ₹20 lakh to income-generating micro enterprises engaged in manufacturing, trading, services and agri-allied activities. The scheme does not require collateral security. Central Government

has introduced a dedicated Credit Guarantee Scheme under the Credit Guarantee Fund for Micro Units (CGFMU) to provide Credit Guarantee to the loans given under PMMY. It has enabled individuals with successful business enterprises to access formal credit, who were previously unable to approach banks due to inability to provide collateral security. As a result, existing businesses and entrepreneurs can now avail low-cost loans instead of relying on high-cost debt they previously had to manage from money lenders and MF companies. This has not only enhanced the income level of those people but also helped them come out of the high-cost debt trap.

To support effective implementation, the Bank has developed two products, one each for SME and agri-allied activities, aligned with MUDRA guidelines. The loan amount is sanctioned to provide a sufficient repayment period that reflects the assessed income of the borrower. This enables them to lead a quality life and save money. Mandatory asset insurance has saved people from sudden shocks and unexpected events.

PMSVANidhi (PM Street Vendor's AtmaNirbhar Nidhi)

The Ministry of Housing and Urban Affairs, Government of India, has introduced the 'PM Street Vendor's AtmaNirbhar Nidhi (PM SVANidhi)' Scheme to support street vendors in becoming self-reliant. To implement this scheme, the Bank has introduced a new product called 'Street Vendor Loan'. The Scheme is available to street vendors operating in urban areas, adjoining development zones, peri-urban regions and rural areas.

Under the Scheme, eligible vendors can avail loans of up to ₹15,000 under Tranche I, ₹25,000 under Tranche II and ₹50,000 under Tranche III, without the requirement of collateral. Borrowers who repay on time or earlier become eligible for the next cycle of working capital loans with enhanced limits. No prepayment penalties are charged. Under the Scheme, the Bank offers a concessional interest rate of 9.90% while the Government provides an interest subsidy of 7% through its portal. The Scheme also incentivises digital transactions and provides a graded guarantee cover through Credit Guarantee Trust for Micro and Small Enterprises (CGTMSE) on a portfolio basis for the loans sanctioned.

To further simplify the lending process, the Bank has enabled an e-signing process for digital documents under PM SVANidhi loans. Borrowers now e-sign digital documents using their Aadhaar number and OTP received on their registered mobile number, eliminating the need to visit branches for completing formalities.

This Scheme has played a significant role in helping street vendors restart their businesses and improve their livelihoods after the COVID-19 pandemic. The processes have been simplified to minimise inconvenience and ensure that vendors do not have to compromise their daily earnings by visiting the branches to complete their loan procedures.

Collateral-Free Loan

Under the Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE) Scheme, SBI provides collateral-free credit support to eligible MSMEs, reducing the need for collateral security from small businesses. During FY 2025-26, the Bank has sanctioned 1,25,112 loans amounting to ₹59,526 crore.

Financing based on a Cluster-based approach

The Bank has initiated a Cluster-based approach to provide need-based credit facilities to MSME units in the identified Clusters for specific sectors. These have been identified based on the availability of large number of units from the same sector or sub-sector located in the same geographical region/cluster. Presently, there are 119 identified SME Clusters pan-India. These Clusters provide credit facilities to MSME units in identified sectors like pharmaceutical, textile, engineering, electronics, food processing, etc. During November 2025, a new 'Cluster Finance Scheme' has also been developed to finance the units located in the identified Clusters, wherein enablers like competitive rate of interest can be accorded by the Circle Authorities. During FY 2025-26, the Bank has sanctioned 4,135 loans amounting to ₹8,596 crore.

TReDS

To address the liquidity and working capital requirements, an electronic platform for financing/discounting of trade receivables of MSMEs from corporate and other buyers including Government Departments and Public-Sector Undertakings (PSUs) through multiple Financiers in an auction mechanism. Bank has registered on 5 platforms i.e. (RXIL, M1Exchange, Invoice Mart, C2FO and DTX). MSME to MSME discounting also initiated by the bank.

The Bank is currently registered on five TReDS platforms, namely RXIL, M1Exchange, Invoice Mart, C2FO and DTX), thereby offering MSMEs wider access to financing options. Additionally, the Bank has initiated and enabled MSME-to-MSME invoice discounting, further expanding the scope of credit availability within the MSME ecosystem.

To enhance operational efficiency and minimise manual intervention and operating errors, the Bank has completed API integration within Trade Finance with five TReDS platforms, namely RXIL, M1Exchange, Invoice Mart, C2FO and KredX DTX. During FY 2025-26, 4,90,481 bills have been discounted of amount ₹1,00,151.90 crore, representing 59.89% growth over March 2025.

Co-Lending

The reach of the NBFCs among the local population helps them to assess their financial needs and can help in increasing the Bank's loan portfolio in MSME areas. NBFCs can originate fresh loans in different loan categories for creation of priority sector assets as per a prior Master Agreement with the Bank. Bank is lending to units which can be considered as PSL through the Co-Lending.

Digital offerings for MSME growth

Digital Document Generation (DDG) and Digital Document Execution (DDE)

The Bank has launched fully automated Digital Document Generation (DDG) for SME Series documents in the month of September 2025. During FY 2025-26, DDG services have been utilised for 1,60,223 accounts. Digital Document Execution (DDE) for BRE loans was rolled out Pan India with the issuance of the circular on 1 January 2026. The functionality is currently available for proprietorship concerns with a sanction limit of up to ₹50 lakh. DDE functionality is also available for Digital Loans, including PABL, DIGI Sugam and PABL.

Pre-Approved Business Loan (PABL)

PABL offers a convenient, quick and often cost-effective way for businesses to access funds. The credit provided is made available based on customer history, relationship with the bank and cash flow without undergoing an extensive loan application process. Digital journeys have been launched for sole proprietors, partnerships, and CGTMSE covered loans. During FY 2025-26, 1,11,460 loan accounts worth ₹5,514 crore were sanctioned.

BRE journey for MSME

BRE is a single, unified credit risk model across MSME products for loans up to ₹5 crore, designed to make the MSME sanctioning process faster, innovative and future-ready, while enabling Straight Through Processing (STP). The model caters to all customer segments, including New-to-Bank (NTB), Existing-to-Bank (ETB) and Renewals, and is also extended to small business owners. The risk assessment and credit decision making process leverages multiple data sources, including credit bureau information, GST data, Income Tax Returns (ITR) and banking transaction data, ensuring robust and data driven outcomes.

During FY 2025-26, 2,43,430 loans amounting to ₹99,505 crore have been sanctioned. Cumulatively, 3,99,228 loans amounting to ₹1,52,942 crore have been sanctioned till 31 March 2026.

SME Digi Sugam

SME Digi Sugam is a seamless end-to-end digital loan product on YONO-B platform for the current account customers of the Bank up to the limit of ₹50 lakh. The product was rolled out in August 2025. The Assessment of limit is based on cash flow of the unit captured through Account Statement and GSTIN.

GeM-POF

GeM-POF is a new Digital loan product launched to provide the funding to the Sellers on GeM portal based on the purchase order.

Climate- Resilient Agriculture

Climate-resilient agriculture is critical to safeguarding food security, rural livelihoods and economic stability in the face of increasing climate variability by enabling access to timely and affordable finance for farmers and agri-value chain participants. The Bank supports sustainable agriculture practices through targeted lending, including financing for micro-irrigation systems, solar powered equipment, farm mechanization and adoption of climate-resilient technologies.

PM KUSUM (Components A, B and C)

Pradhan Mantri Kisan Urja Suraksha evam Utthaan Mahabhiyaan (PM KUSUM) is a scheme launched by the Central Government to support farmers by providing solar-based solutions for their irrigation and electricity needs.

There are three Components under the scheme:

- Component-A: The Central government aims to install 10,000 MW of decentralized, grid-connected solar power plants to promote renewable energy generation and provide additional income opportunities to farmers. The key objective is to encourage farmers to use their unused or wasteland for setting up solar power plants.
- Component -B: The aim is to promote the installation of standalone solar powered agriculture pumps to help farmers reduce dependence on fossil fuels and grid electricity for irrigation.
- Component-C: There are two variants Under Component-C:

  i. Solarisation of existing grid-connected agriculture pumps to help farmers use solar energy for irrigation while also allowing them to sell surplus power to the grid.

  ii. Feeder Level Solarisation

  The Scheme promotes solar energy adoption in agriculture by installing solar pumps and grid connected solar power plants with reduced dependency on diesel and conventional electricity. The scheme also provides reliable irrigation, improving agricultural productivity and reducing electricity and fuel expenses of the farmer.

Strengthening our Legacy of Corporate Social Responsibility

SBI continues to build upon a deep rooted and historic commitment to social responsibility—one that has shaped the Bank's identity for over five decades. The concept of CSR was introduced in the Bank as early as 1973 under the name 'Innovative banking' with an emphasis on assisting groups belonging to the weaker and downtrodden sections of the society by providing avenues for improvement of their economic condition. The CSR at SBI aims to integrate economic, environmental and social objectives to implement national priorities for social development Section 135 of the Companies Act 2013 framed the definition of CSR and guidelines of CSR spend. However, SBI is not governed by the Companies Act 2013. The Bank follows the directions of RBI and spends up to 1% of its previous year's published profits on CSR inititiaves.

The Bank has been managing its CSR activities through the (i) Corporate Centre with the support of 17 circles, Corporate Accounts Group, Commercial client Group, Administrative Offices, Apex Training Institutes (ATIs), Branches etc. and (ii) SBI Foundation.

The Bank's CSR philosophy is to participate in activities which benefit community development, social responsibility and environmental sustainability so as to reach out to vulnerable section of the society according to primacy to support national priorities like Swachh Bharat Abhiyan, Jal Shakti Abhiyan, Beti Bachao Beti Padhao, River Rejuvenation, etc.

SBI's CSR interventions span a wide array of thematic areas, including healthcare, education, livelihoods, rural and slum area development, environmental sustainability, sports, and support for vulnerable groups, ensuring a broad-based, meaningful, and long-lasting impact across the country. Through these initiatives, it strives to create measurable and sustainable outcomes that improves lives, strengthens communities and contributes to a more equitable and resilient society.

CSR Vision Statement

To be a Bank known for bringing about sustainable improvement in the lives of citizens of the country with a focus on socially and economically disadvantaged communities.

Highlights of CSR initiatives undertaken by the Bank during FY 2025-26

Pan India
States Covered

1,529
Total Number of Activities Undertaken

20,000+
Total Number of Villages Covered

58 lakh+
CSR Beneficiaries

₹709.01 crore
CSR Spend

CSR Policy and Governance

The Bank's CSR framework is guided by a comprehensive and well defined Corporate Social Responsibility (CSR) Policy, which sets the focus areas, principles of budget allocation, eligibility criteria, and modalities for implementation, monitoring and evaluation of CSR initiatives. This policy ensures that all programmes are strategically aligned with national development priorities and are executed in a transparent and accountable manner.

Oversight and strategic direction for CSR activities are provided by the Corporate Social Responsibility Committee (CSRC) of the Board. The Committee plays a central role in ensuring that the Bank's CSR efforts remain aligned with policy guidelines, regulatory requirements and long term organisational goals. The CSRC meets quarterly to review the progress of CSR initiatives. The Committee assesses implementation efficiency and ensures that robust monitoring mechanisms are in place to facilitate timely and effective execution. It also provides actionable guidance to enhance the impact and operational effectiveness of CSR interventions, fostering a culture of continuous improvement.

Project Identification and Implementation

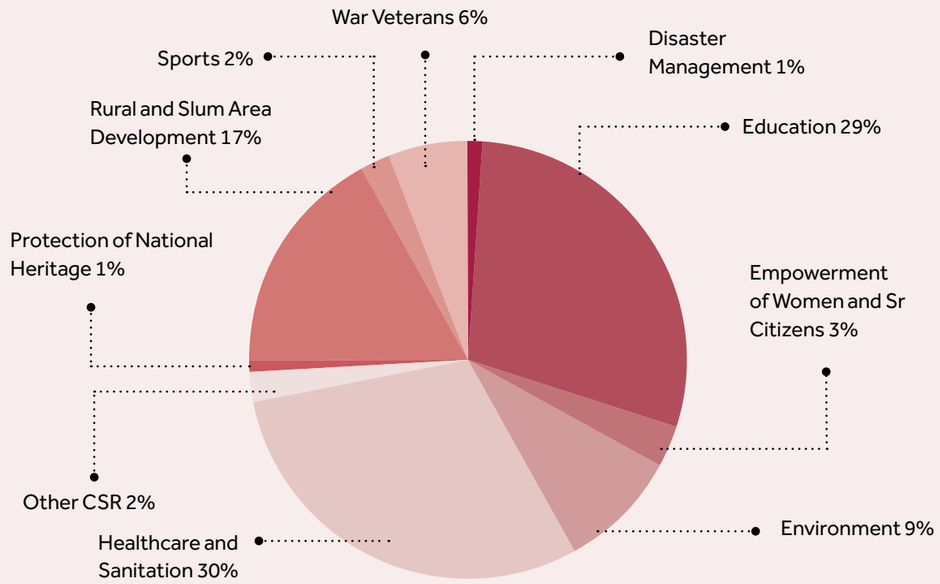
CSR projects are identified in alignment with the priority focus areas defined in the Bank's CSR Policy. Projects may be executed directly by the Bank through its various verticals, including Corporate Centre Establishments, Circles, Administrative Offices, Corporate Accounts Group, Commercial Clients Group, Apex Training Institutes (ATIs), Branches, Rural Self Employment Training Institutes (RSETIs) or through the SBI Foundation. Additionally, programmes may be implemented in partnership with credible NGOs or implementing partners, enabling access to expertise and last mile community reach.

The CSR Department at the Corporate Centre serves as the nodal agency for overall coordination, monitoring and compliance. It tracks CSR allocations and donations, oversees documentation in line with statutory requirements and monitors programme performance to ensure that all initiatives adhere to policy guidelines and regulatory frameworks.

During the reporting period, SBI implemented community development programmes across all operational locations, with focused interventions designed to address local needs and social priorities. Bank also undertakes impact assessment of CSR project having outlays of more than specific amount through an independent agency.

Notably, no significant actual or potential negative impacts on local communities were observed during the reporting period, underscoring the Bank's responsible and community-centric approach to project planning and execution.

CSR Spend for FY 2025-26 (Other than SBI Foundation)



Sector-wise CSR Expenditure by the Bank (Other than SBI foundation)

Focus Areas	CSR Spend (₹crore)	Number of Beneficiaries	% of beneficiaries from vulnerable & marginalised groups	Contribution to UN SDGs
Education	60.82	8,77,583	85.80%	3, 4, 8, 9, 10, 11
Healthcare and Sanitation	63.81	30,03,400	73.42%	3, 4, 5, 6, 7, 9, 10, 11, 12, 17
Environment	20.01	5,42,070	52.58%	2, 6, 7, 9, 11, 12, 13, 15
Protection of National Heritage	1.42	24,200	10.33%	4, 8, 10, 11, 15
War Veterans	12.79	52,750	11.18%	4, 5
Sports	3.79	29,100	85.91%	3, 4, 5
Disaster Management	1.75	44,000	100%	3, 11, 13
Rural and Slum Area Development	36.41	3,25,050	92.60%	4, 8
Empowerment of Women and Senior Citizen	7.19	1,20,300	100%	1, 2, 3, 4, 5, 8, 10
Other CSR Activities	5.06	8,39,250	71.02%	4

Focus Areas

Education

Supported ₹**176.49 lakh** to Zilla Parishad Girls High School, Alapadu in Eluru District of Andhra Pradesh for **upgrading infrastructure facilities** such as construction, repair and renovation works, supply of RO Plant, Furniture & Science Lab Equipment etc.

Supported Sri Sringeri Sharada Peetham Charitable Trust, Sringeri, Karnataka with ₹**99.06 lakh donation** for the **procurement of five school** buses to benefit children studying in schools operated by the Mutt authorities

Donated ₹**89.25 lakh** for **upgradation of 17 Government Primary Schools** of Bidhannagar and Durgapur AOs through NGO 'CINI' (West Bengal)

Distributed 310 laptops of ₹78.14 lakh **to meritorious students belonging to SC/ ST communities and other socially and economically backward groups** across Bhopal Circle

Upgraded 51 Anganwadis in Katihar district of Bihar by **providing 20 study chairs, 20 study tables and a smart TV** amounting to₹77.21 lakh to each Anganwadi centre across Katihar District (Bihar)

Donated ₹76 lakh to Adarsh Shiksha Sansthan, Jhunjhunu, Rajasthan, for the procurement of **59 digital smart boards in six schools, 60 computers for 12 schools** to establish computer labs, and **234 tables and 1,170 chairs for Bal Vatika for primary wing in 13 Schools (Rajasthan).**

Donated ₹75 lakh for the upgradation of **15 Government Primary Schools** under NW-II, Thiruvananthapuram Circle, Kerala

Donated ₹75 lakh for the upgradation of **15 Government Primary Schools** under Secunderabad, Warangal and Nalgonda AOs (Telangana)

Donated ₹75 lakh for the upgradation of **15 Government Primary Schools** under Hyderabad, Cyberabad and Nizamabad AOs (Telangana)

Donated ₹70 lakh to MMM University of Technology, Gorakhpur, Uttar Pradesh for a **"Lab on Wheels"**, a digital literacy programme for local people

Established **17 smart classrooms** of ₹50.47 lakh in government schools of Maharaj Ganj District, Uttar Pradesh to promote technology-enabled learning for students from underprivileged backgrounds

Renovated the Vocational Training Centre at Sukna Military Station, Darjeeling, West Bengal and **provided training equipment of ₹49.99 lakh** to enhance skill development opportunities for war veterans and Veer Naris

Donated ₹49.95 lakh for the **upgradation of 10 government schools** under a PAN-India activity in areas of NW-1, Chennai through the Namma School Foundation (Tamil Nadu)

Established Astronomy Labs at a cost of ₹49.56 lakh in six government schools in Bargarh district, Odisha to inspire interest in astro space science among students, educators and the people

Healthcare and Sanitation

Distributed reusable sanitary pads to 59,500 girl students amounting to ₹104.12 lakh in Government Schools across Andhra Pradesh

Donated Alcon Constellation Retina Surgery Machine of ₹99.75 lakh to Midnapur Rotary Eye Hospital in West Bengal

Donated ₹95.79 lakh for procurement of 12 different types of medical equipment to 216 Sub PHCs of District Arogya Vibhag, Dharashiv, Maharashtra.

Distributed 50,000 reusable sanitary pads of ₹83.25 lakh to schoolgirls and conducted menstrual hygiene awareness sessions across eight Administrative Offices of New Delhi Circle.

Donated ten ventilators of ₹78.70 lakh to the Hospital Development Society Government Medical College, Kottayam, Kerala, strengthening critical care infrastructure.

Distributed reusable sanitary pads to 60,000 girl students amounting to ₹99.90 lakh in Government Schools in Rajasthan

Donated ₹99 lakh for the construction of 20 open gyms at key locations in Shahjahanpur, Uttar Pradesh, to encourage accessible fitness and community well being.

Procured digital mammography Venus DRV+ and colour doppler ultrasound scanner of ₹86.97 lakh to St. Ann's Hospital run by St. Ann's Educational Society, Vijayawada, Andhra Pradesh.

Organised mega blood donation drives on the eve of SBI's Foundation Day, mobilising nationwide participation and **collection of 89,680 units of blood** across the country.

Donated ₹96.95 lakh for procurement of biomedical equipment to Neurosurgery Department of Siddhagiri Hospital and Research Centre, Charitable Hospital under Siddhagiri Gurukul Foundation, Kolhapur, Maharashtra

Donated ₹86.26 lakh for procurement of medical equipment at Bagchi Sri Shankara Cancer Centre and Research Institute, Bhubaneshwar, Odisha.

Supported with ₹**78.50 lakh for strengthening diagnostic infrastructure** in Sukma District, Chhattisgarh through AI-enabled TB screening and portable sonography services, improving access to early detection in remote tribal regions.

Donated ₹74.99 lakh for installation of sanitary pad vending machines along with incinerators to 223 Government Girls Schools across North Bihar Network, Patna Circle, Bihar.

Provided two mobile ICU ambulances of ₹65 lakh to the Andhra Pradesh Building & Other Construction Workers Welfare Board, Vijayawada.

Donated ₹64 lakh for the **installation of three solar-grid powered smart dispensing RO water plants** in Kuttanad, Kerala, to provide drinking water for three wards.

Donated ₹73.80 lakh to the District Health Officer, Palghar, Maharashtra, with **medical equipment and testing materials for sickle cell anaemia and Beta thalassemia in six PHCs**, in tribal district of Palghar (Maharashtra).

Procured four major medical equipment of ₹72.86 lakh for Aravinda Eye Hospital, Chennai, through Govel Trust for providing quality healthcare facilities.

Distributed 20 electrically operated ICU beds and 100 wheelchairs of ₹63.71 lakh to the Indira Gandhi Institute of Medical Sciences (IGIMS), Patna, Bihar.

Procured a USG machine and a blood analyser of ₹55 lakh at Pearson Memorial Hospital, Vishwa Bharati Campus, Bolpur, West Bengal.

Environment

5,76,497
No. of trees planted in FY 2025-26

5,675
No. of Sustainability Awareness Camps organised in FY 2025-26

- CSR Support of ₹1.30 crore for installation of Garbage Disposal Station in Varanasi Nagar Nigam, Varanasi (UP).
- CSR support for procurement of EV Bus of ₹86.43 lakh to support various programmes of CDM like Women Empowerment for dependents of Ex-Servicemen, Ecology-Green Initiatives and Conservation of Nature (EGC) Club, Medical and Well-Being Camps for Ex-Servicemen etc. (Telangana).
- Plantation of 50,000 sapling at Bahubali College of Engineering, Shravanabelagola of ₹75.00 lakh in association with Bluedot (NGO) in Hassan district (Karnataka).
- Plantation of 50,000 sapling at Tumkur University of ₹ 75.00 lakh in association with M/s Oasis Foundation, Bengaluru.
- Distribution of 50000 fruit bearing plants to 25000 farmers through Vegetable and Seed Promotion Council of Kerala.
- CSR donation of ₹ 49.80 lakh for installation of Solar Power Plant at Chatrapati Shivaji Auditorium, Army Cantonment, Ahmedabad (Gujrat).
- Installation of 125 KW Solar System of ₹ 44.00 lakh at Shri Vitthal Rukhmini Temple, Pandharpur (Maharashtra).

Protection of National Heritage

In Leh, 16 community tents worth ₹50 lakh were provided to nomadic families, supporting their traditional lifestyle and enhancing community infrastructure

Under the Panch Pran goals, CSR assistance of **₹22.60 lakh was provided to 29 Rongali Bihu committees** across Assam to promote traditional Assamese culture and heritage

In Chennai, Tamil Nadu, **₹19 lakh was provided to Sabhas to support Margazhi month music festivals across Chennai City,** helping preserve classical art and performance traditions

A CSR donation of **₹30 lakh was extended to the Mysuru Dasara Celebration Committee**, Bengaluru, contributing to one of India's most iconic cultural festivals

CSR support of **₹15 lakh was extended to promote tourism** in Shivamogga district, Karnataka, highlighting the region's cultural heritage, biodiversity and tourism potential

Rural and Slum Area Development

SBI's CSR activities in rural and slum area development focus on fostering inclusive growth by creating sustainable livelihood opportunities, strengthening community institutions, and improving the overall quality of life in underserved regions. Rural Self Employment Training Institutes (RSETIs) are specialised training centres established and managed by banks with the mandate to identify, train, motivate and support unemployed youth to pursue self employment. This model has emerged as a proven approach for generating sustainable livelihoods in rural areas.

SBI manages 157 RSETIs across 29 States and Union Territories out of a total of 615 RSETIs sponsored by all Scheduled Commercial Banks in the country. During FY 2025-26, ₹27.58 crore has been spent under capex on SBI-managed RSETIs to enable them to complete the construction and to procure other essential equipment.

Support for PwDs

Committed to advancing inclusion, dignity and equal access to opportunities, the Bank's initiatives for Persons with Disabilities (PwDs) focus on addressing critical mobility and healthcare needs. By supporting institutions that work closely with Divyangjans, the Bank aims to remove everyday barriers and enable safer, more independent and empowered lives.

Donated ₹24.73 lakh for the **purchase of a 26-seater vehicle** to facilitate safe and reliable transportation of students with disabilities to Destination NGO in Guwahati (Assam)

Donated ₹19.85 lakh to All-India Institute of Physical Medicine and Rehabilitation, Mumbai **for the purchase of a lamination suction machine and sensory equipment for Divyangjans** in Maharashtra

Donated ₹18.69 lakh for the **purchase of two 5-seater Ecco vans and a Braille printer** to special school for Sparsh Rajkiya Drishtibadhit Balak Inter College, Meerut (Uttar Pradesh)

War Veterans

An amount of ₹10 crore (Rupees Ten crore only) has been contributed to Armed Forces Flag Day Fund for supporting dependent children of Armed Forces Veterans in pursuing their studies. The amount will be utilised as education grant @1,000 per month for one year benefitting 8,333 dependent children of Armed Forces Veterans.

Disaster Management

SBI is committed to strengthening community resilience and supporting timely responses during natural calamities. The Bank has provided financial support of ₹100 lakh to the Uttarakhand State Disaster Management Authority to aid relief and rehabilitation efforts for communities affected by flash floods in Dharali and Harsil, Uttarakhand. Further, CSR donation of ₹67.61 lakh has been made to the Disaster Management Department, Government of Uttarakhand for the procurement of 10 multi-purpose vehicles for planning, coordination and execution of rescue and relief operations during natural disasters.

Other CSR activities

SBI also supports nation-building through various other CSR activities.

Donated ₹25 lakh to Tulaja Bhavani Trust, Nanded, Maharashtra, **for the procurement of three LED screens** to enhance facilities for visiting pilgrims

Procured hardware, software and furniture items for Cyber Police Stations at Mumbai for of ₹139.61 lakh in Mumbai to strengthen cybercrime prevention efforts by upskilling police personnel's training and infrastructure capabilities

Pan India CSR Initiatives

Sl No	Activity	No. of Institutions Covered	CSR Expenditure (₹crore)
1.	Upgrading Primary Schools Infrastructure	699	24.45
2.	Upgrading Infrastructure of Old-age homes/ Women shelter homes	126	2.75
3.	Upgrading Infrastructure of Orphanages/Special Schools	118	4.25
4.	Upgrading Infrastructure of Anganwadi Centres	597	6.05
5.	Upgrading Infrastructure of Primary Health Centres	453	7.01
	Total	**1,993**	**44.51**

Beti Bachao Beti Padhao Initiatives

Activity	No. of Institutions Covered	No. of Toilets Constructed	No. of Incinerators installed/ Re-usable Sanitary Pad Kits Distributed	No. of Cycles Distributed	Amount Spent (₹crore)
Girls Toilet Construction	167	245	-	-	3.95
Distribution of Sanitary Pad Incinerators	1,929	-	2,435	-	4.17
Distribution of Re-usable Sanitary Pad Kits in Schools	1,921	-	6,80,418	-	11.35
Cycle Distribution to Girl Students	538	-	-	7,906	4.65
Total	**4,555**	**245**	**6,82,853**	**7,906**	**24.11**

CSR Activities in Aspirational Districts

To ensure coverage of all aspirational districts, a minimum of three Pan-India activities are being undertaken in each aspirational district.

84
Number of Aspirational Districts covered

276
Total Number of Activities Undertaken in these Districts

₹17.26 crore
CSR Spend in Aspirational Districts

SBI Foundation

SBI Foundation was established in 2015 under Section 8 of the Companies Act, 2013, to serve as the Bank's philanthropic arm. The Foundation plays a pivotal role in conceptualising, implementing and scaling innovative, socially oriented programmes across diverse thematic areas through strategic alliances and in collaboration with third parties. Guided by the bank's philosophy of 'Service Beyond Banking', SBI Foundation aims to improve the socio-economic well-being of society and develop an inclusive paradigm to serve all without any discrimination.

₹611.20 crore
Total CSR Spends

203
Projects Funded

Key Programmes under SBI Foundation

Focus Areas	Projects Sanctioned
Environment	• SBIF CONSERW
Education	• ILM: Integrated Learning Mission
Health and Elderly Care	• SBIF Jivanam • SBIF Garima
Livelihood and Entrepreneurship	• SBIF LEAP: Livelihood and Entrepreneurship Accelerator Program
Sports	• SBIF ACE
Rural Development and Youth Engagement	• Rural Development and Youth for India Fellowship
Empowerment of Persons with Disabilities	• SBIF Centre of Excellence (CoE) for People with Disabilities (PwDs)
Women Empowerment and Child Care	• SBIF Sashakti • Muskan

Environment

SBIF CONSERW: Conservation through Sustainable Engagement, Restoration and Wildlife Protection

No. of Projects Sanctioned
23

Amount Sanctioned
₹82.69 crore

Sustainable Development Goals Covered

Project Aranya: Miyawaki Plantation in Chikkaballapur, Karnataka - Implemented in collaboration with Enviro Creators Foundation (ECF) in Chikkaballapur, Karnataka, aims to restore native biodiversity and create dense, climate-resilient green spaces using the Miyawaki afforestation method. The project will plant over 108,000 native trees at high density to improve soil health, enhance the local microclimate, support pollinators, and sequester carbon, while incorporating low-maintenance water and waste systems on underutilized land.

Project SBIF CONSERW: Reducing Human–Saltwater Crocodile Conflict in the Andaman Islands Implemented in collaboration with Dakshin Foundation across South Andaman and North & Middle Andaman districts, aims to reduce human–crocodile conflict through improved waste management, fisher safety measures, and behaviour-change outreach. The project will strengthen circular disposal systems for wet waste near Lohabarrack Sanctuary, provide safety kits for fishers, and enable multi-stakeholder platforms to support safer livelihoods in crocodile habitats.

Project SBIF CONSERW: Aranya – Miyawaki Forest in NSG Garrison, Manesar, Haryana - Implemented in collaboration with Catch Foundation at NSG Garrison, Manesar, Haryana, aims to develop a dense native forest through Miyawaki afforestation by planting about 80,000 trees of nearly 45 native species over 15 acres. The project will help restore degraded land, check invasive species spread, improve air quality, enhance biodiversity and soil health, and promote community awareness and participation in environmental stewardship.

Project SBIF CONSERW: Jaldhara in Barmer District of Rajasthan - Implemented in collaboration with Gramin Vikas Vigyan Samiti (GRAVIS) in Chotan and Ramsar tehsils of Barmer, Rajasthan, aims to strengthen water conservation and drinking water availability through rainwater harvesting and community-led water governance. The project will build and rejuvenate water harvesting structures and foster community ownership through Village Development Committees and Self-Help Groups to improve long-term water security.

Project SBIF CONSERW: Jaldhara in Bikaner, Phalodi and Jaisalmer Districts, Rajasthan – Implemented in collaboration with Urmul Seemant Samiti across Bikaner, Phalodi and Jaisalmer districts, aims to ensure water security in highly water-stressed regions by renovating 60 traditional water harvesting structures and strengthening decentralized water governance through Jal Samitis. The project will reach around 180 villages and 30,000 households to improve sustainable access to water.

Project SBIF CONSERW: Jaldhara in Jalna District, Maharashtra - Implemented in collaboration with Dilasa Janvikas Pratishthan in Jalna district, Maharashtra, aims to address chronic water scarcity through integrated watershed development and groundwater recharge interventions. The project will construct and rejuvenate water harvesting structures, restore catchments and aquatic ecosystems, strengthen Village Water User Groups, and improve climate resilience, agricultural productivity, and rural livelihoods.

Project SBIF CONSERW: Jaldhara in Mahisagar District, Gujarat - Implemented in collaboration with Nehru Foundation for Development – Centre for Environment Education Society (NFD-CEES) in Mahisagar, Gujarat, aims to restore degraded landscapes across about 1,000 hectares using a watershed development approach. The project will rejuvenate land, water, forest, and pasture resources and strengthen Village Watershed Committees and Water User Groups for sustainable community-led resource management.

Project SBIF CONSERW: Waste No More in Lal Maidan, Lallubhai Compound, Mumbai – Implemented in collaboration with India Resources Trust (IRT) in Mumbai, Maharashtra, aims to improve water and waste management through integrated systems, de-concretization, and green space restoration in Lallubhai Compound. The project will enhance neighborhood liveability by creating multifunctional green spaces and will conduct training and awareness programmes on waste segregation, water management, governance of green spaces, and anti-drug abuse.

Waste No More has reached 7 Cities

Mumbai, Mysore, Sainthia, Barasat, Madanayakanahalli (Bengaluru Urban), Malur (Kolar), and Mulki (Dakshina Kannada),

Project SBIF CONSERW: Sustainable Phansad - Implemented in collaboration with Green Works Trust (GWT) in Phansad, Raigad district, Maharashtra, aims to promote biodiversity conservation and sustainable community livelihoods. The project will support vulture conservation and biodiversity monitoring, strengthen environmental education for tribal children and schools, promote village-level waste management and plastic recycling, and enable livelihood generation through community-based beekeeping.

Education (ILM: Integrated Learning Mission)

SBIF ILM: Integrated Learning Mission

No. of Projects Sanctioned
20

Amount Sanctioned
₹137.74 crore

Sustainable Development Goals Covered

20,400+
Teachers Trained

6,380
Schools Impacted

8.33+ lakh
Students Reached

Project SBIF ILM: Learn, Play, Grow

Implemented in collaboration with Sesame Workshop India in Ri Bhoi and West Garo Hills districts of Meghalaya, aims to transform Anganwadi Centres into vibrant Early Childhood Development (ECD) hubs by building a skilled cadre of ECD Graduate Fellows. These fellows will work alongside Anganwadi Workers to deliver high-quality early childhood care and education services while fostering a sustainable, community-based care economy.

Project SBIF ILM: Free of Cost Engineering Entrance Preparation

Implemented in collaboration with Avanti Fellows in Mohali and Bhatinda, Punjab, aims to support students from underserved backgrounds with free, high-quality coaching and mentoring for engineering entrance examinations, enabling improved access to competitive higher education opportunities.

Project SBIF ILM: STEM For All

Implemented in collaboration with That's Eco Foundation, with Connecting the Dots as Knowledge Partner, across Bengaluru, Kolar, Hassan and Bijapur in Karnataka, aims to strengthen STEM education delivery in government schools through structured modules, hands-on learning, and teacher capacity building to improve conceptual clarity and student engagement in STEM subjects.

Project SBIF ILM: Sri Keshava Shishu Vidhya Mandir

Implemented in collaboration with Seva Bharathi, Telangana, in Kandakurthi village, Renjal Mandal, Nizamabad district, aims to construct a school and hostel with a capacity of 500 students, including residential facilities for 200 students, ensuring safe and inclusive access to quality education, especially for rural children.

Project SBIF ILM: Army Centre for Wellness and Excellence

Implemented in collaboration with NIEDO in Bishnupur, Manipur, in partnership with the Indian Army, aims to operate a residential coaching and mentoring centre for 50 students from underprivileged backgrounds, preparing them for competitive examinations such as JEE, NEET and Defence services.

Project SBI Platinum Jubilee Asha Scholarship 2025–26

Implemented directly by SBI Foundation with Buddy4Study India Foundation as the technical management partner across India, aims to provide financial scholarships to 23,230 meritorious students from low-income households, enabling continued access to quality education at different academic levels.

Project SBIF ILM: Empowering Developers through Educational Content for Competitive Exams

Implemented in collaboration with Notopedia across India, aims to provide free, high-quality digital educational content for 22 competitive examinations across banking, judiciary and defence, along with modules on education loans and financial literacy, reaching over 1.75 lakh learners through an online platform.

Project SBIF ILM: Tribal Girls Hostel

Implemented in collaboration with Aident Social Welfare Organisation (ASWO) in Niwali village, Barwani district, Madhya Pradesh, aims to construct a residential hostel for 220 tribal girls studying at Kasturba Vanvasi Kanya Vidyalaya, improving access, safety and continuity in girls' education. The completed hostel will be handed over to the designated managing trust for continued operation.

Project SBIF ILM: Super 50

Implemented in collaboration with Avasara Leadership Institute in Pune, Maharashtra, aims to provide financial support to 50 talented young women from low-income backgrounds graduating from Avasara Academy to pursue higher education and leadership pathways.

Health and Elderly Care

No. of Projects Sanctioned
51

Amount Sanctioned
₹131.46 crore

Sustainable Development Goals Covered

Project SBIF Jivanam: Providing Medical Equipment

Implemented in collaboration with Sanjay Gandhi Post Graduate Institute of Medical Sciences (SGPGIMS) in Lucknow, Uttar Pradesh, aims to strengthen pediatric cardiac surgical and intensive care infrastructure to enable timely surgical intervention and quality post-operative care for children with congenital heart disease.

Project SBI Sanjeevani: Clinic on Wheels

Implemented in collaboration with Parivartan Samaj Vikas Samiti across multiple blocks of Bastar, Narayanpur, Dantewada, Kondagaon and Sukma districts in Chhattisgarh, aims to deliver doorstep primary healthcare services to vulnerable and marginalized communities through Mobile Medical Units, enabling early diagnosis and care.

Project SBIF Jivanam: Suraksha

Implemented in collaboration with Nyonika Eye Care Charitable Trust in Buldhana, Maharashtra, aims to provide comprehensive screening services for eye care and non-communicable diseases through structured outreach and diagnostic services.

Reached **7,38,000+** beneficiaries through 50 MMUs

Project SBIF Maatrichhaya

Implemented in collaboration with Population Services International (PSI India) across Hardoi, Bahraich and Balrampur districts of Uttar Pradesh, aims to strengthen maternal and neonatal healthcare infrastructure across three Community Health Centres to improve safe pregnancy and newborn outcomes.

Project SBIF Jivanam Arogya Seva

Implemented in collaboration with SEEMAIS in Coonoor, Tamil Nadu, aims to support operational and treatment costs of maternal care, dialysis and laparoscopic departments to improve access to critical healthcare services.

Project SBIF Cancer Care

Implemented in collaboration with Dhanvantri Jan Kalyan Samiti in Janjgir Champa district, Chhattisgarh, aims to conduct large-scale screening for breast and cervical cancer to enable early detection and referral.

Project SBIF Jivanam – TB Mukt Initiative

Implemented in collaboration with DRVA Charitable Trust in Mandla, Madhya Pradesh, aims to screen, test and support treatment of tuberculosis patients to advance district-level TB elimination goals.

Project SBIF Karuna

Implemented in collaboration with IMA Ponda Charitable Trust in Goa, aims to provide comprehensive palliative and end-of-life care services including clinical care, physiotherapy, counselling, nutrition support and community awareness.

Project SBIF Garima

Implemented in collaboration with SPECTRA in Khairthal-Tijara district, Rajasthan, aims to upgrade an existing old age home to improve infrastructure, services and quality of care for elderly residents.

Presence across
20 States
03 Union Territories

50,000
Patients Screened for TB Detection

3,06,600
Cancer Screening

14,80,857+
Total Beneficiaries

Livelihood and Entrepreneurship

No. of Projects Sanctioned
25

Amount Sanctioned
₹78.86 crore

Sustainable Development Goals Covered

Project SBIF LEAP: Skilling of 422 Forest Residing Youth & Women in Tadoba-Andhari Tiger Reserve, Maharashtra - Implemented in collaboration with MITCON Forum for Social Development in Tadoba-Andhari Tiger Reserve, Maharashtra, aims to build the capacity of 422 unemployed and dropout youth and women residing near forest areas by providing market-linked skill training in green jobs and health sector trades to enhance employability and sustainable livelihoods.

Project SBIF LEAP: Skilling for Future - Implemented in collaboration with ICT Academy of Tamil Nadu across Chennai, Coimbatore and Madurai districts, aims to equip 3,105 marginalized youth with job-ready skills in the IT and BFSI sectors through structured training delivered by specialized trainers, with a minimum 70% assured placement outcome to enable sustainable livelihoods.

Project Smart India Hackathon (SIH) and Innovation, Design & Entrepreneurship (IDE) Bootcamp – implemented in collaboration with AICTE across India, aims to promote innovation, problem-solving and entrepreneurship among youth by conducting nationwide Smart India Hackathons and IDE Bootcamps.

Project SBIF LEAP: Enhancing Farmers' Income – implemented in collaboration with Watershed Organization Trust (WOTR) in Gadchiroli, Maharashtra, aims to enhance household livelihoods through integrated water resource development, agriculture, and livestock interventions.

Project SBIF LEAP: SMART CROP – implemented in collaboration with University of Agricultural Sciences, Raichur, across 5 districts of Karnataka and Telangana, aims to enhance resilience and productivity of 8,200 smallholder farmers through satellite imaging, remote sensing, and AI/ML-based early crop stress detection to address climate and soil health challenges.

Project SBI Foundation: Rural Transformation Centre – implemented in collaboration with Jagriti Sewa Sansthan in Deoria, Uttar Pradesh, aims to establish a Rural Transformation Centre through a hub-and-spoke incubation model to strengthen rural entrepreneurship, provide incubation support to enterprises and entrepreneurs, and develop vernacular knowledge and digital learning resources.

Project SBIF LEAP: Income Doubling of 1,500 Households in Ettapalli, Gadchiroli District – implemented in collaboration with BAIF Institute for Sustainable Livelihood and Development (BISLD) in Gadchiroli, Maharashtra, aims to improve socio-economic well-being and enhance income of rural households through integrated livelihood interventions.

Project SBIF LEAP: Start-up Innovation for Social Good – implemented in collaboration with IIT Kanpur and FIRST Foundation with teams based in Noida and Kanpur and beneficiaries across India, aims to support 30 start-ups in agri-tech, health-tech and clean-tech through structured incubation programmes.

Project SBIF LEAP: Accelerating Farmer Producer Organizations into Thriving Business Organizations – implemented in collaboration with Mahila Abhivruddhi Society Andhra Pradesh (APMAS) across multiple districts of Andhra Pradesh, aims to strengthen and accelerate FPOs through deep institutional support, aggregation, and ecosystem-level interventions to improve producer bargaining power and enterprise performance.

Project SBIF LEAP: Ghe Bharari – Mala Pankh Milale – implemented in collaboration with UMED (Maharashtra State Rural Livelihood Mission) across 34 rural districts of Maharashtra, aims to empower 39 rural SHG women entrepreneurs through mentorship, financial support and enterprise growth opportunities.

Project SBIF LEAP: Grid Integrated Storage System – implemented in collaboration with Centre for Excellence in Energy and Telecommunication (CEET) at IIT Madras Research Park, Tamil Nadu, aims to develop a grid-connected battery energy storage system with scalable capacity, bridging research and commercialization and strengthening domestic clean energy technology capabilities.

Sports

SBIF ACE

No. of Projects Sanctioned
5

Amount Sanctioned
₹22.56 crore

Sustainable Development Goals Covered

Project SBIF ACE: PASS (Para Athlete Sports Scholarship)

Implemented directly by SBI Foundation across India, aims to support 100 para-athletes across 12 sports disciplines by providing monthly scholarships to enable them to focus on professional training, competitions, and overall athletic development, thereby strengthening inclusive sports excellence in the country.

Project SBIF ACE: Sports Infrastructure Development, Virudhanagar, Tamil Nadu

Implemented in collaboration with Sri Sri Rural Development Programme Trust in Virudhanagar, Tamil Nadu, aims to establish an integrated sports infrastructure facility in an aspirational district to improve access to quality training infrastructure and promote grassroots sports development.

Project SBIF ACE: Holistic Athlete Support

Implemented in collaboration with Abhinav Bindra Foundation Trust across centres in Pune, Bengaluru, Mohali and Delhi, aims to provide comprehensive sports science and performance support to 100 athletes across disciplines through customised training routines, access to high-performance facilities, coaching consultation, targeted nutrition and diet support for athletes from financially weaker backgrounds.

Rural Development and Youth Engagement

No. of Projects Sanctioned
37

Amount Sanctioned
₹85.16 crore

Sustainable Development Goals Covered

Project SBI ARISA Lab

Implemented in collaboration with Aghub Foundation in Hyderabad, Telangana, aims to establish an AI, Robotics and IoT–enabled smart agriculture lab to promote technology-driven agricultural innovation, learning and applied research for improved farm productivity and sustainability.

Project SBI Gram Seva

Implemented in collaboration with Bhavishya Bharat in Jogulamba Gadwal district, Telangana, aims to undertake integrated village development initiatives covering key sectors such as livelihoods, natural resource management, basic infrastructure and community institutions.

Project SBI Gram Saksham

Implemented in collaboration with Dilasa Sanstha in Beed and Wardha districts, Maharashtra, aims to improve farmer access to farm machinery and irrigation facilities to enhance agricultural productivity and resilience.

Project SBI Krishi Sitare

Implemented in collaboration with Future Agriculture Leaders of India in Pune district, Maharashtra, aims to promote agriculture education and leadership exposure among students to build future-ready agri-leaders.

Project SBI Sammaan: Homage to the National Heroes

Developing Badraka, the native village of Chandra Shekhar Azad – implemented in collaboration with New Public School Samiti in Unnao district, Uttar Pradesh, aims to undertake development interventions to commemorate the national hero and strengthen local infrastructure and community assets.

SBI Youth for India Fellowship is designed to provide a platform for young professionals to engage with rural communities and drive sustainable development through grassroots interventions. The fellowship enables participants to work on projects spanning various thematic areas such as education, health, environment, women empowerment, and rural livelihoods in collaboration with partner NGOs.

Empowerment of PwDs (CoE: Centre of Excellence for PwDs)

No. of Projects Sanctioned
20

Amount Sanctioned
₹42.37 crore

Sustainable Development Goals Covered

Project SBIF CoE: Swavlamban – Empowering 900 Persons with Disabilities to Achieve Self-Reliance

Implemented in collaboration with Swami Vivekananda Youth Movement across 8 taluks of Mysuru district and 3 taluks of Kodagu district in Karnataka, aims to empower 900 persons with disabilities through functional ability enhancement, therapeutic rehabilitation, assistive devices, structured skill development, livelihood facilitation and community-based inclusion, enabling self-reliance and socio-economic independence.

Project SBIF CoE: Samagra Shiksha

Implemented in collaboration with Sri Arunodayam Charitable Trust in Pallipattu taluk, Thiruvallur district, Tamil Nadu, aims to provide special education, nutrition and therapeutic support to 100 children with disabilities at a dedicated special school, along with mobile-based rehabilitation and therapeutic services for 50 children with severe disabilities.

Project SBIF CoE: Samarthya

Implemented in collaboration with Calcutta Centre – Mahavir Seva Sadan in Joka, Kolkata, aims to provide prosthetic and orthotic aids to 10,000 persons with locomotor disabilities to enhance mobility, independence and quality of life.

Project SBIF Care: Transforming the Lives of Children Born with Clubfoot

Implemented in collaboration with Anushkaa Foundation for Eliminating Clubfoot across 15 districts of Uttar Pradesh, aims to provide structured clinical treatment and follow-up care for 2,900 children with clubfoot, including both newly enrolled and continuing children, to ensure long-term mobility and rehabilitation outcomes.

Women Empowerment and Childcare

No. of Projects Sanctioned
22

Amount Sanctioned
₹30.36 crore

Sustainable Development Goals Covered

Project SBIF Sashakti: Construction of New Shelter Home for Women and Girls Rescued from Trafficking and Abuse

Implemented in collaboration with Assam Centre for Rural Development in Kamrup, Assam, aims to establish a safe and secure shelter home for 32 women and girls rescued from trafficking, abuse, exploitation, or abandonment, ensuring their physical safety, emotional well-being, and access to rehabilitative support services.

Project Naya Savera

Implemented in collaboration with Sachhi Saheli in Meerut and peri-urban Meerut, Uttar Pradesh, aims to improve menstrual hygiene awareness and management among 18,750 adolescents across 75 schools through structured education, behaviour change communication, and access support.

Project SBIF Muskaan: Providing Screening and Nutritional Support to Marginalized Children
Implemented in collaboration with Raj Kumari Foundation in Baberu, Banda district, Uttar Pradesh, aims to conduct health and nutrition screening of 4,000 children under five years of age and provide targeted nutritional support to 1,200 malnourished children through comprehensive health camps.

Project SBIF Muskaan: Construction of Day Care Centre

Implemented in collaboration with Delhi Council for Child Welfare (DCCW) in Delhi NCR and Southwest Delhi (Janakpuri), aims to construct a dedicated day care and child development centre for around 300 orphaned, destitute, and vulnerable children from urban slums, with modern infrastructure to support education, skill development, digital learning, and child welfare programmes.

Awards and Recognitions

Category	Name of Award	Name of Program/Project
Rural Development	CSR Times Gold Award 2025	SBI Gram Seva for Integrated Rural Development
Rural Development	India CSR & Sustainability Award 2025	SBI Sammaan - Hom(e)age to the National Heroes
Rural Development	Social & Business Enterprise Responsible Award (SABERA) 2025	SBI Sammaan - Hom(e)age to the National Heroes
Gender Equality		SBIF Sashakti: Interventions for Gender-based violence in urban slums of New Delhi
Livelihoods	SKOCH Gold Award 2025	SBIF LEAP: Ghe Bharari Mala Pankh Milale (Take a Leap, I Got Wings)
Waste Management	Swachh Survekshan 2024-25	SBIF CONSERW: Waste No More in Panna
	Raksha Mantri Award 2025 (Swachh Chhaavni, Swasth Chhaavni initiative)	SBIF CONSERW: Waste No More in Varanasi
Social Impact Award	India for Bharat Conclave 2025	SBI Foundation
CSR Category	Indian Childcare Champion Award 2025 FORCES by (Forum for Creches & Child Care Services)	SBIF Muskaan for Early Childhood Care for Marginalised Children
Education	Sat Paul Mittal National Award (presented by Shri Dharmendra Pradhan, Minister of Education, Government of India)	SBIF ILM: Seva Kutir

Business Responsibility and Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

S. No.	Particulars	Response
1	Corporate Identity Number (CIN) of the Listed Entity	Not Applicable
2	Name of the Listed Entity	State Bank of India ("SBI/the Bank/Bank")
3	Year of incorporation	1955
4	Registered office address	State Bank of India, State Bank Bhavan, Corporate Centre, Madame Cama Road, Nariman Point, Mumbai, Maharashtra - 400021, India
5	Corporate address	State Bank of India, State Bank Bhavan, Corporate Centre, Madame Cama Road, Nariman Point, Mumbai, Maharashtra - 400021, India
6	E-mail	investor.complaints@sbi.co.in.
7	Telephone	022-22740840
8	Website	https://sbi.bank.in/
9	Financial year for which reporting is being done	FY 2025-26
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited, Mumbai BSE Limited, Mumbai
11	Paid-up Capital	₹923.06 crore
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Shalini Srivastava Dy. General Manager (Sustainability) Phone Number: 022-69940105 Email ID: dgm2.esgcfu@sbi.co.in
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	The BRSR is prepared on a standalone boundary basis (excluding foreign branches). The reporting boundary includes 2,761 offices and 23,265 branches across India.
14	Name of assessment or assurance provider	• M Bhaskara Rao and Co. (Reasonable Assurance) • Gopal Sharma and Co. (Limited Assurance) (Both are the Bank's Statutory Central Auditors)
15	Type of assessment or assurance obtained	• Reasonable Assurance of BRSR Core Attributes as per SEBI guidelines • Limited Assurance on select GRI indicators

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Treasury	The Treasury segment includes investment portfolio, asset-liability management, foreign exchange operations, and derivative contracts. The revenue of the treasury segment primarily consists of fees and gains or losses from trading operations and interest income on the investment portfolio.	24.57%
2	Corporate/ Wholesale Banking	The Corporate/Wholesale Banking segment comprises lending activities of Corporate Accounts Group, Commercial Clients Group and Stressed Assets Resolution Group. These include providing loans and transaction services to corporate and institutional clients.	27.03%
3	Retail Banking	The Retail Banking segment comprises retail branches that primarily include personal banking activities. The segment also includes agency business and ATMs.	47.97%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Treasury, Corporate/ Wholesale Banking and Retail Banking	64191	99.57%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	Not Applicable*	2,761 offices 23,265 branches 50,291 ATMs 13,954 ADWMs	26,026 branches and offices
International	Not Applicable*	245#	245

**The Bank is not engaged in any manufacturing activities; thus number of plants is not applicable.*
#Includes Branches/Sub-offices/Other offices, foreign subsidiaries, Representative offices and JVs/Associates/Managed exchange Cos/Investments

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	28 States and 8 Union Territories
International (No. of Countries)	29 countries

b. What is the contribution of exports as a percentage of the total turnover of the entity?
Given the nature of the banking business, this is not applicable.

c. A brief on types of customers
SBI is India's largest banking and financial services organisation serving 53 crore+ customers through its various business activities. The Bank's customer base spans across multiple segments, the details of which are described below:

Key Customers	Details of Customer Segments served
Corporate Customers	The customer segments include large businesses and corporates, government and public sector units, publicly listed companies, MNCs and large private enterprises. This entails commercial loans, treasury services, syndicated loans, trade finance, investment banking and foreign exchange services.
Retail Customers	The Bank's retail segment consists of individuals, salaried professionals, micro and small businesses, self-help groups, NRIs, overseas clients, pensioners and high net-worth individuals who avail loans, deposits and other products and services.
Commercial and Rural Banking	This customer segment includes start-ups, commercial agriculture, small and marginal farmers and other businesses in semi-urban/rural areas.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES*						
1.	Permanent (D)	2,41,717	1,72,422	71.33%	69,295	28.67%
2.	Other than Permanent (E)	2,978	2,424	81.40%	554	18.60%
3.	**Total employees (D + E)**	**2,44,695**	**1,74,846**	**71.45%**	**69,849**	**28.54%**
WORKERS#						
4.	Permanent (F)	Not Applicable				
5.	Other than Permanent (G)					
6.	**Total workers (F + G)**					

**Data pertains to employees posted in domestic offices*
#Bank does not employ any workers.
Note: Other than permanent employees are employees employed on a contract basis.

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	6,100	4,744	77.77%	1,356	22.23%
2.	Other than Permanent (E)	31	28	90.32%	3	9.68%
3.	**Total differently abled employees (D + E)**	**6,131***	**4,772**	**77.83%**	**1,359**	**22.17%**
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	Not Applicable				
5.	Other than Permanent (G)					
6.	**Total differently abled workers (F + G)**					

**Data pertains to employees posted in domestic offices*

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors*	12	1	8.33%
Key Management Personnel#	29	1	3.45%

**Includes Shareholder Board Members and Nominated Board Members of GOI (https://sbi.bank.in/web/about-us/board-of-directors)*
#Chairman, MDs and all DMDs are considered as Key Management Personnel

22. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	FY 2025-26			FY 2024-25			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees*	4.98%	3.64%	**4.60%**	4.93%	3.37%	**4.50%**	4.27%	3.54%	**4.07%**
Permanent Workers	Not Applicable								

**Data pertains to employees posted in domestic offices*

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

23. (a) Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	SBI Life Insurance Co. Ltd. (Listed)	Subsidiary	55.34%	No
2	SBI Cards & Payment Services Ltd. (Listed)	Subsidiary	68.58%	No
3	SBI General Insurance Co. Ltd.	Subsidiary	73.87%	No
4	SBI Funds Management Ltd.	Subsidiary	61.86%	No
5	SBI Mutual Fund Trustee Co. Pvt. Ltd.	Subsidiary	100.00%	No
6	SBI CDMDF Trustee Pvt Ltd.	Subsidiary	100.00%	No
7	SBI Funds Management (International) Pvt. Ltd.	Wholly owned subsidiary of SBI Funds Management Ltd	100% by SBI Funds Management Ltd	No
8	SBI Capital Markets Ltd. (SBICAPS)	Subsidiary	100%	No
9	(i) SBICAP Securities Ltd	Wholly owned NBS of SBI Capital Markets Ltd.	100% by SBICAPS	No
	(ii) SBICAP Trustee Co. Ltd.		100% by SBICAPS	No
10	SBI Ventures Ltd	Subsidiary	100%	No
11	SBI Factors Ltd.	Subsidiary	100%	No
12	SBI SG-Global Securities Services Pvt. Ltd.	Subsidiary	65.00%	No
13	SBI DFHI Ltd.	Subsidiary	69.04%	No
14	SBI Pension Funds Pvt. Ltd.	Subsidiary	80.00%	No
15	SBI Payment Services Pvt. Ltd.	Subsidiary	74.00%	No
16	State Bank Operations Support Services Pvt. Ltd.	Subsidiary	100%	No
17	SBI Infra Management Solutions Pvt. Ltd.	Subsidiary	Under liquidation	NA
18	SBI Funds International (IFSC) Ltd	Wholly owned subsidiary of SBI Funds Management Ltd	100% by SBI Funds Management Ltd	No
19	SBI Foundation	Subsidiary	99.72%	No
20	C-Edge Technologies Ltd.	Joint Venture	49%	No
21	Yes Bank Ltd.	Associate	10.78%	No
22	Investec Capital Services (India) Pvt. Ltd.	Associate of SBI Capital Markets Ltd	19.70% owned by SBICAP	No
23	Oman India Joint Investment Fund Management Company Pvt. Ltd	Joint Venture	50%	No
24	Oman India Joint Investment Fund - Trustee Company Pvt. Ltd	Joint Venture	50%	No
25	SBI Macquarie Infrastructure Trustee Pvt. Ltd	Joint Venture	45%	No
26	SBI Macquarie Infrastructure Management Pvt. Ltd	Joint Venture	45%	No
27	Macquarie SBI Infrastructure Management Pte. Limited	Joint Venture	45%	No
28	Macquarie SBI Infrastructure Trustee Ltd. *	Joint Venture	45%*	No

The Subsidiary Companies undertake their own business responsibility initiatives and do not participate in the Bank's business responsibility initiatives..

SBI Foundation, being the CSR arm of the Bank, its initiatives have been highlighted under the CSR section in the 'Social and Relationship Capital' of the Sustainability Report FY 2025-26 (Page 186-233)

**It is a wholly owned subsidiary of Macquarie SBI infrastructure`Pte. Limited*

List is for domestic associates/subsidiaries/JVs. Other than this, 14 RRBs are also the associates of SBI.

VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No): No
(ii) Turnover (in Rs.): ₹5,56,240.67 crore
(iii) Net worth (in Rs.): ₹4,72,894.50 crore

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2025-26			FY 2024-25		
	(If Yes, then provide web-link for grievance redress policy)	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. SBI encourages communities to raise their grievances at the website and Email ID given below: Website: https://sbifoundation.in/Contact-us Email ID: coo@sbifoundation.co.in	Nil	Nil		Nil	Nil	-
Investors (other than shareholders)	Yes. Investors can record their grievances through a dedicated Email ID: investor.seva@sbi.co.in. They may also report their grievances on the website: https://sbi.bank.in/web/investor-relations/share-holder-bond-holder-information	3	Nil	Investors may send their grievances to Bank and/or its Registrar & Transfer Agent (RTA) and if not satisfied by the resolution, they may file complaint with SEBI through the SCORES portal.	Nil	Nil	-
Shareholders	Yes. Shareholders can record their grievances through a dedicated email ID: investor.seva@sbi.co.in. They may also register their grievances at the website: https://sbi.bank.in/web/investor-relations/share-holder-bond-holder-information.	282	Nil	Shareholders may send their grievances to Bank and/or its Registrar & Transfer Agent (RTA) and if not satisfied by the resolution, they may file complaint with SEBI through the SCORES portal.	314	Nil	-

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2025-26			FY 2024-25		
Employees and workers*	Yes, employees can raise grievances through the Sanjeevani portal (Online portal with 24X7 availability), HelpHR, Social Media and Reservation Cell. The Bank also has a Garima Policy and a Whistle Blower Policy to effectively address the grievances of employees. For additional details on the customer grievance redressal mechanism, please refer to the 'Human Capital' in the Sustainability Report FY 2025-26 (Page 158-185)	18,931#	233^	All staff grievances raised during FY 2025-26 and pending for final resolution are under various stages of necessary resolution at the concerned Circles/ establishments.	10,424 (only staff) 20,556 (including Pensioners)	Nil	-
Customers	Yes. The Bank has a 'Customer Rights, Grievance Redressal and Compensation Policy' in place. Customers can raise complaints or grievances through multiple channels such as web-based or paper-based complaint forms, mobile applications, Contact Centre toll-free numbers, SMS, E-mail or on the Bank's website. For further details on the customer grievance redressal mechanism, please refer to the 'Driving Customer-Centric Banking and Service Excellence' section under the Social and Relationship Capital in the Sustainability Report FY 2025-26 (Page 196-197)	21,09,520	1,15,109	-	28,50,478	1,20,119	-

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2025-26			FY 2024-25		
Value Chain Partners (Suppliers and vendors)	Yes. Value chain partners can report their grievances to the nearest branch and through other digital modes as mentioned in the above point.	Nil	Nil	Nil	Nil	Nil	-
Other (please specify)	Not Applicable						

*Data pertains to employees posted in domestic offices

#Sanjeevani complaints – 16,878, HelpHR & social media – 1,865, Garima portal – 45, Reservation Cell –143

^Complaints pending for resolution include - Sanjeevani portal-125, Social Media & HelpHR-97, Garima portal-5, Reservation Cell-6

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

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

Please refer to the 'Stakeholder Engagement and Materiality Assessment' section of the Sustainability Report FY 2025-26 (Page 92-107).

SECTION B: MANAGEMENT & PROCESS DISCLOSURE

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)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	**Principle 1** • Anti-Bribery & Anti-Corruption Policy (abridged) • Whistle Blower Policy • Code of Ethics • Conflict of Interest **Principle 2** • Policy on Climate Finance and Management of Climate Change Risks • Code of Ethics • Sustainability and Business Responsibility Policy • ESG Financing Framework **Principle 3** • Equal Opportunity for Persons with Disabilities • Code of Ethics **Principle 4** • CSR Policy • Microfinance Loan Policy **Principle 5** • Garima Policy - Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Policy • Whistle Blower Policy • Code of Ethics • Equal Opportunity for Persons with Disabilities **Principle 6** • Climate Change Risk Management Policy (abridged) • Sustainability and Business Responsibility Policy • ESG Financing Framework • Renewable Energy Policy • Electronic Waste Management Policy • Sustainability-linked Finance Policy Framework • Operational Risk Management Policy **Principle 7** • ESG Financing Framework								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Principle 8 • CSR Policy • Equal Opportunity for Persons with Disabilities • Sustainability and Business Responsibility Policy **Principle 9** • Policy on KYC Standards, AML and Combating of Financing of Terrorism CFT Measures • Policy on Doorstep Banking for Individual Customers • Customer Rights, Grievance Redressal and Compensation Policy The above list of policies include publicly available policies (available on the Bank's website) as well as internal policies of the Bank (accessible to internal stakeholders)								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/ No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	**Principle 1** • ISO 9001:2015 (Quality Management System for Audit and Compliance function including AML-CFT), Any Time Channel, Risk Department and Contact Centre Department **Principle 6:** • IGBC Certification received for 117 buildings • ISO 22301:2019 (Business Continuity Management Systems) - Business Continuity and Operational Resilience Policy **Principle 9** • ISO 27001:2022 (Information Security Management System) • ISO 42001:2023 (Artificial Intelligence Management System) • PCI DSS (Payment Card Industry Data Security Standard) Certification								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	SBI is committed to achieving Carbon Neutrality in operations (Scope 1 and 2 emissions) by 2030 and Net Zero (Scope 1, 2 and 3 emissions) by 2055. For further details on the Bank's targets on the material topics and performance against the same, please refer to the 'Stakeholder Engagement and Materiality Assessment' section in the Sustainability Report FY 2025-26 (Page 92-107).								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.									
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)									
Please refer to the 'Message from the Chairman' section in the Sustainability Report FY 2025-26 (Page 12-13)									

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Shri. Ravi Ranjan Managing Director *(Risk, Compliance and Stressed Assets Resolution Group)*								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes. The Risk Management Committee of the Board (RMCB) plays a pivotal role in overseeing risk-related activities. The Board and the Senior Management maintain effective oversight of the Bank's climate-related risks and opportunities through the RMCB. Sustainability-related issues are also presented to the RMCB Committee. The Bank's Corporate Social Responsibility Committee (CSRC), comprising two Managing Directors of the Bank and four Independent Directors, meets quarterly to evaluate and monitor the implementation of CSR projects/programmes/activities undertaken by the Bank.								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	All policies of the Bank are approved/reviewed by Bank's Central Board									Annually or as applicable								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	All policies of the Bank are approved/reviewed by the Bank's Central Board. The policies have been developed based on best practices or as per regulatory requirements and through proper consultation from stakeholders. All policies have been vetted/approved by the Risk Management, Compliance and Information Security Departments (for IT-related policies) to ensure compliance with all regulatory requirements before putting up to the Central Board/Committee of the Board/ any other Committee.									Annually or as applicable								

	P1	P2	P3	P4	P5	P6	P7	P8	P9
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.*	No	Yes	No	No	No	No	Yes, Second Party Opinion on Green Financing Framework	No	No

** CARE Analytics and Advisory Pvt. Ltd. has undertaken the Second-Party Opinion of the Green Financing Framework, which forms part of the "Policy on Climate Finance and Management of Climate Change Risks" of State Bank of India*

12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:

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

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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 awareness programmes held	Topics / principles covered under the training	%age of persons in respective category covered by the awareness programmes
Board of Directors	6	**Principle 1:** • KYC-AML-CFT for Board Members **Principle 3 and 5:** • Leadership at the Peak • Leading Change in an Age of Digital Transformation • Digital Transformation: Leading Organisational Change in the Age of AI • Women Independent Director Leadership Program **Principle 9:** • IS & Cybersecurity for Board Members	91.67%
Key Managerial Personnel	15	**Principle 1:** • Programme of Operational Risk and Resilience • Programme on AI for Senior Leaders **Principle 2 and 6:** • Mastering Digital Transformation • Digital Transformation: Leading Organizational Change in the Age of AI **Principle 3:** • Programme on Changing the Game – Negotiation and Competitive Decision Making • Leadership for Senior Executives • Leadership at the Peak • Digital Transformation: Leading Organisational Change in the Age of AI **Principle 9:** • Certification Program on IT and Cyber Security	100%

Segment	Total number of awareness programmes held	Topics / principles covered under the training	%age of persons in respective category covered by the awareness programmes
Employees other than BoD and KMPs	25,066	**Principle 1:** • Training on Ethics, Governance, Data Privacy and Confidentiality, Compliance, Audit, Risk Management and Vigilance **Principle 3:** • Training on Leadership Development, Employee Skill Development, Technical Training, Career Development Programmes, Transition Assistance Programmes, Soft Skills Training and Employee Wellness **Principle 4:** • Training on Customer Relationship Management and Grievance Handling **Principle 5:** • Training on POSH, Diversity, Equity and Inclusion (DEI) and Reservation Policy **Principle 6:** • Training on ESG and Climate Finance **Principle 9:** • Training on Customer Service, Complaint Resolution and Data Protection for Customers	92.59%
Workers	Not Applicable	Not Applicable	Not Applicable

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	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	9	RBI	1,72,80,000	RBI imposed the penalty on 9 May 2025 for non-compliance under Sections 35, 35A, 46, 47A and 51 of the Banking Regulation Act, 1949. The penalty was paid on 19 May 2025.	No
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil

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

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Nil	NA

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

The Bank has a comprehensive 'Anti-Bribery & Anti-Corruption Policy' in place, explaining the relevant principles and rules for preventing bribery and/or corruption. The Bank has zero tolerance towards all forms of bribery and/or corruption and prohibits their conduct in any form, whether direct or indirect. The Policy clearly states what is not acceptable from any employee of the Bank or person related to an employee as a friend or a family member, acting on behalf of such employee. The Bank also expects all its third parties to refrain from activities constituting bribery and/or corruption. The policy aims to –

- Articulate the Bank's commitment of prohibiting bribery and/or corruption and to adhere to the applicable anti-bribery and anti-corruption laws.
- Complement the Bank's core values of transparency and the standards of behaviour expected from the employees.
- Define the principles for identifying and preventing bribery and/or corruption to protect the Bank's integrity and reputation
- Clearly communicate anti-bribery and anti-corruption principles to internal and external stakeholders.

The Abridged version of the policy is also available on the Bank's official website under the head 'Corporate Governance – Information' section.

Further, the Bank's Code of Ethics is based on the Values of STEPS (Service, Transparency, Ethics, Politeness, Sustainability). One of the principles of 'Transparency' value is anti-bribery and anti-corruption.

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

	FY 2025-26	FY 2024-25
Directors	Nil	Nil
KMPs	Nil	Nil
Employees*	22	28
Workers	Not Applicable	Not Applicable

**Data is for the number of employees against whom permission to prosecute was granted by the Bank to law enforcement agencies.*

6. Details of complaints with regard to conflict of interest:

	FY 2025-26		FY 2024-25	
	Number	Remark	Number	Remark
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	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.

Not Applicable

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

	FY 2025-26	FY 2024-25
Number of days of accounts payables	30.27	28.85

Note: Numerator consists of sundry creditors for purchase of fixed assets and expenses accrued but not paid (expenses payable). Denominator consists of revenue purchases from vendors as per Schedule 16 and capital purchases and additions to fixed assets as per Schedule 10 as per standalone audited financial statements of the Bank.

An independent reasonable assurance has been carried out by the Bank's Statutory Central Auditor, M. Bhaskara Rao and Co. on the indicator above.

9. Open-ness of business

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

Parameter	Metrics	FY 2025-26	FY 2024-25
Concentration of Purchases*	a. Purchases from trading houses as % of total purchases	Not Applicable	Not Applicable
	b. Number of trading houses where purchases are made from	Not Applicable	Not Applicable
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Not Applicable	Not Applicable
Concentration of Sales*	a. Sales to dealers / distributors as % of total sales	Not Applicable	Not Applicable
	b. Number of dealers / distributors to whom sales are made	Not Applicable	Not Applicable
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	Not Applicable	Not Applicable
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0.05%	0.24%
	b. Sales (Sales to related parties / Total Sales)	0.02%	0.07%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.12%	0.08%
	d. Investments (Investments in related parties / Total Investments made)	0.44%	0.47%

** Considering the nature of the Bank's operations, which are service-oriented and do not involve conventional sale of goods or procurement activities, the disclosure on concentration of sales and purchases is not applicable.*

An independent reasonable assurance has been carried out by the Bank's Statutory Central Auditor, M. Bhaskara Rao and Co. on the indicator above.

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 and its impact	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
415	**Principle 3, 8 and 9:** Training programmes imparted to SBOSS executives, SSL Executives, Executives of SBI Payments Systems, Grahak Mitras, Feet-on-Street Executives, Bank Mitras, Business Correspondents and CSP Operators	20,878* (number of value chain partners trained)

**Percentage figure could not be provided due to vast and comprehensive value chain for the Bank consisting of customers, suppliers, vendors, borrowers, service providers etc.*

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

Yes, SBI has established processes to prevent and manage conflicts of interest among Board members.

In line with the Code of Conduct under Clause 49 of the Listing Agreement and the Deed of Covenants for elected Directors, the Bank has implemented a Corporate Governance Code of Conduct for all Directors on the Central Board, its Core Management (Deputy Managing Directors) and Chief General Managers. The Code adheres to the highest standards of honest and ethical conduct, including proper and ethical procedures in dealing with actual or apparent conflicts of interest between personal and professional relationships.

Directors on the Central Board follow the State Bank of India Act, 1955 and SBI General Regulations, 1955 and sign the Code of Conduct, which clearly outlines the guidelines to avoid conflict of interest. They must disclose any direct or indirect financial interests in firms, companies or contracts, with these disclosures regularly updated. Self-Declaration containing List of Directorships and interest of relatives in other bodies, corporate, firms and other entities is obtained annually from the Board Members.

The list of entities where the Directors of the Bank are having interest is shared with the Credit Review Department quarterly for reference while reviewing the credit proposals. If a director has any interest in a contract, loan or proposal, they must recuse themselves from related deliberation on such proposals/memorandums to avoid conflict of interest. The Code is available on the Bank's website on the weblink: https://sbi.bank.in/documents/17826/20624/1363340757174_SBI_CORPORATE_GOVERNANCE_COC.pdf

SBI strictly adheres to Section 20 of the Banking Regulation Act, 1949, and RBI guidelines to prevent conflicts of interest. The Bank has a 'Conflict of Interest Policy' that serves as a mitigating and sensitising measure to help manage situations, which may involve serious ethical risks or have legal and regulatory consequences. The Policy outlines the general expected norms of conduct for employees when they encounter a conflict-of-interest situation.

Conflict of Interest Policy:
https://sbi.bank.in/documents/17826/17948/081223-Abridged+Conflict+of+Interest_.pdf/82184b9a-4ae3-f3d1-d15b-cc2f46ae96ce?t=1702035921573

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

Essential Indicators

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

	FY 2025-26	FY 2024-25	Details of improvement in environmental & social impacts
R&D	Nil	Nil	Nil
Capex	1.58%	0.77%	Capex projects included: • Installation of Renewable Energy infrastructure • Installation of rainwater harvesting structures • Installation of sewage treatment plants • Retrofitting of energy-efficient equipment Potential impacts of these measures are: • Avoidance of GHG emissions • Groundwater recharge • Water recycling

2. **a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)**

   Yes. The Bank has a Sustainability and Business Responsibility (BR) Policy, which entails its commitment to procure environmentally friendly and energy-efficient products in an ethical, transparent and fair manner. The Bank integrates sustainable sourcing wherever feasible in its operations. The Bank purchases equipment considering energy efficiency standards for the purchase of electronic equipment such as Air Conditioners, BLDC fans, etc.

   SBI has Board-approved Policies on Outsourcing for non-Banking activities, IT and non-IT sourcing in alignment with the business strategy and regulatory expectations.

   The Bank expects all its suppliers and other business partners to conform to its Code of Ethics. The Code expects partners to build environment and social considerations into their business practices. They are expected to use environment friendly processes and follow applicable laws while fulfilling its contractual obligations.

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

   The Bank is dedicated to sourcing materials and services from environmentally and socially responsible suppliers. However, the percentage of sustainable sourcing has not been aggregated.

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

   Given the nature of the banking business, SBI does not manufacture any physical product in the normal course of operations. Therefore, product reclamation for reusing, recycling and disposing at the end of life is not applicable. However, the Bank has undertaken various measures for waste management. Plastic bottle crushers are also installed at various offices. Electronic waste generated in its operational activities is safely and responsibly disposed of in line with its E-waste Management Policy. Further, battery waste is disposed through buyback scheme to vendors.

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.**

   No.

   Given the nature of the banking business, SBI does not manufacture any physical product in the normal course of operations. As a result, Extended Producer Responsibility (EPR) is 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 the Product/ Service	Description of 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 2025-26	FY 2024-25
	Nil	Nil

   To provide banking services, the Bank uses various materials such as paper, stationery, laptops, electronic devices and other consumables. The Bank is dedicated to reducing paper and plastic usage in its daily operations to minimise environmental impact.

   The Bank has reduced paper usage through digitalisation in all areas of Banking, including loan sanction, appraisal, documentation through end-to-end digital loan products, digital account opening, green initiatives such as green pin, Green Channel Counters (GCC), virtual debit cards, end-to-end digitised deceased claim settlement process, reducing communication by shifting to digital marketing campaigns, personalised WhatsApp outreach, emailers, and SMS messaging. All these initiatives align with the bank's ESG goals by minimising waste and promoting digital adoption.

   The Bank's flagship application 'YONO' has been a key driver in its digital journey, contributing significantly to resource conservation and operational sustainability. Through the digitalisation of existing processes and the development of new digital products, SBI achieved paper savings of approximately 394.13 lakh pages in FY 2025-26.

   The Bank ensures safe and responsible disposal of electronic waste generated in its operational activities in conformance with its E-waste Management Policy. The Bank encourages the disposal of battery waste under a buyback scheme.

During FY 2025-26, a revenue of ₹31,10,000 (excluding GST) was generated from E-waste disposal, contributing to environmental protection.

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 2025-26			FY 2024-25		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	The Bank's business is in the service sector, and it does not engage in offering physical products. Hence, this is not applicable.					
E-waste						
Hazardous waste						
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

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	Total (A)	% of employees covered by										
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities		
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)	
Permanent employees												
Male	1,72,422	1,72,422	100%	NA	NA	-	-	1,72,422	100%	The Bank has rolled out the facility of creche allowance from 1, July 2025 for eligible female employees and single male employees having children up to the age of 5 years.		
Female	69,295	69,295	100%	NA	NA	69,295	100%	-	-			
Total	**2,41,717**	**2,41,717**	**100%**	**NA**	**NA**	**69,295**	**28.67%**	**1,72,422**	**71.33%**			
Other than Permanent employees												
Male	2,424	Nil	Nil	Nil	Nil	-	-	Nil	Nil	Nil	Nil	
Female	554	Nil	Nil	Nil	Nil	554	100%	-	-	Nil	Nil	
Total	**2,978**	**Nil**	**Nil**	**Nil**	**Nil**	**554**	**18.60%**	**Nil**	**Nil**	**Nil**	**Nil**	

• Data pertains to employees posted in domestic offices.

- All Permanent employees of the Bank are covered under Bank's Medical Re-imbursement Facility. No separate facility of Health/Accident Insurance is provided to the permanent employees or other than permanent employees. The figures reported under Health Insurance are for Bank's Medical Reimbursement Policy..
- Officers in Scale I, II & III above 35 years of age and officers in SMGS-IV and above are eligible for Executive Health Checkup scheme on an annual basis, as per extent policy of the Bank, amended from time to time.
- The female/male employees can avail maternity/paternity leave as per extant instructions of the Bank in line with the Government of India guidelines.
- Other than Permanent Employees (Contractual) are eligible for access to Medical Consultation from the Bank's Medical Officer and Dispensary facility, but they are not covered under the Bank's Medical Re-imbursement Facility.
- Data pertaining to Day care facilities is compiled based on the number of employees who have availed Creche Allowance for FY 2025-26. No separate day-care facility is maintained by the Bank.
- The Bank provides a nutritional allowance to pregnant female employees, along with allowance for the purchase of glucometers and for autism treatment for employees and their dependent family members.
- Additionally, the Bank empanels qualified doctors to deliver medical services, including consultations and free medicines, at key locations such as the Corporate Office, Mumbai and \ Local Head Offices.
- Wards of ~81,000 employees received scholarships during FY 2025-26. Further, the Bank offers an incentive scheme for meritorious children of staff for pursuing higher studies in specific areas.
- For details on the measures undertaken by the Bank towards employee well-being, refer to the Human Capital of the Sustainability Report FY 2025-26 (Page 158-185).

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent workers											
Male	Not Applicable										
Female											
Total											
Other than Permanent workers											
Male	Not Applicable										
Female											
Total											

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

	FY 2025-26	FY 2024-25
Cost incurred on well-being measures as a % of total revenue of the company	0.23%*	0.2%

** For the numerator, well-being measures of employees posted in domestic operations represents expenses towards Medical Reimbursement to employees posted in domestic offices, salary paid to medical officers (PMO/BMO) during the FY, salary paid to employees on Maternity/Paternity Leave, Creche Allowance, Nutrition Allowance, Glucometer cost, Autism Allowance, Periodic Health Checkup Scheme expenses, Salary paid towards Counselling Services by Clinical Psychologists, expenses towards health camps, cost incurred towards mental wellness initiatives and Bank's dispensaries.*

For the denominator, revenue includes interest earned and other income (from domestic operations) as per the standalone audited financial statements of the Bank.
An independent reasonable assurance has been carried out by the Bank's Statutory Central Auditor, M. Bhaskara Rao and Co. on the indicator above.

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

Benefits	FY 2025-26*			FY 2024-25*		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	Not Applicable	Yes	100	Not Applicable	Yes
Gratuity	100%	Not Applicable	Yes	100	Not Applicable	Yes
ESI	-	Not Applicable	-	-	Not Applicable	Not Applicable
Others – NPS	69.34%	Not Applicable	Yes	64.76	Not Applicable	Yes
Others – Pension	30.66%	Not Applicable	Yes	35.24	Not Applicable	Yes

** Data pertains to employees posted in domestic offices*

3. Accessibility of workplaces

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

Yes.

The Bank has put in place a range of measures to enable seamless access to its premises and banking services for persons with disabilities, reaffirming its commitment to inclusion and equitable service delivery.

- The Bank's offices and branch premises are designed and upgraded to be accessible to employees and stakeholders with disabilities, in compliance with the provisions of Rights of Persons with Disabilities Act, 2016.
- As of 31 March 2026, 20,519 branches have been accessible with ramp facilities.
- To enhance in-branch mobility, the Bank has deployed wheelchairs at branches, particularly where Divyangjan customers are registered. Currently, approximately 19,649 branches, representing about 84.46% of the total branch network are equipped with wheelchair facilities.
- Of the total ATMs/ADWMs, ramps are available in 43,114 (67.11%) ATMs/ADWMs. 14,846 premises do not require ramps as ATM is at ground level with easy access to Divyangjan. Further, out of the remaining premises, 568 ramps are under construction.
- The Bank also offers seven pickup services and six delivery services to PwD under Doorstep Banking Services to Divyangjan customers.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

State Bank of India is committed to providing equal opportunities in employment and creating an inclusive workplace in which all employees are treated with respect and dignity.

In terms of Regulations framed by the Government of India through "The Rights of Persons with Disabilities Act, 2016 (RPwD Act, 2016)", our Bank formulated and reviewed the 'Equal Opportunity Policy for Persons with Disabilities'. The current policy is valid till 2027. The objective of the "Equal Opportunity Policy for Persons with Disabilities" is to ensure that persons with disabilities enjoy the right to equality, life with dignity and respect equally with others.

As India's largest public sector bank, SBI manages the largest and most diversified workforce, including persons with all types of disabilities. The Bank provides equal opportunities to all its employees, without any discrimination on the grounds of age, colour, disability, marital status, nationality, race, religion, sex and sexual orientation. The policy is intended to empower employees with disabilities and enhance their engagement with the organisation. It also provides the necessary safeguards to the PWDs in the form of amenities and facilities at the workplace, defines roles and tasks specifically designated for PWDs, provides for assistive devices and Grievance Redressal Mechanism.

During FY 2025-26, approximately 2.54% of the Bank's total workforce comprised persons with disabilities, reflecting SBI's sustained commitment to inclusive employment.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	99.75%	99.10%	Not Applicable	Not Applicable
Female	99.58%	98.84%	Not Applicable	Not Applicable
Total*	99.69%	98.97%	Not Applicable	Not Applicable

** The data for Return to work and Retention rate for FY 2025-26 considers all permanent employees, posted in domestic offices.*

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? 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	Yes. The Bank has established Sanjeevani, a comprehensive, multimodal and integrated grievance redressal platform to address staff grievances in an efficient, transparent and time-bound manner. The platform enables employees to raise concerns seamlessly, which are examined and resolved by the concerned HR functionaries and the Corporate Centre. In addition to the Sanjeevani portal, employees may also submit grievances through HelpHR or escalate their concerns via designated social media platforms, ensuring multiple accessible channels for grievance redressal. To further strengthen inclusivity and fairness, the Bank has designated separate General Managers as Chief Liaison Officers (CLOs) for employees belonging to SC, ST, PWD, EWS, and OBC categories. The structured liaison and grievance redressal mechanism under the CLOs has facilitated timely resolution of grievances raised by employees from these groups. For matters relating to sexual harassment, the Bank has implemented the Garima Policy, in line with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The Bank has also introduced a dedicated GARIMA Portal, providing female employees a secure and confidential digital platform to report complaints related to sexual harassment, in addition to the option of manual submission. The Bank also has a 'Whistle Blower Policy' that encourages employees to report suspected or actual occurrences of illegal, unethical or inappropriate actions, behaviour or practices by staff members without fear of retribution.
Other than Permanent Employees	

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

Category	FY 2025-26			FY 2024-25		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees*	**2,41,717**	**2,19,275**	**90.72%**	**2,33,078**	**2,13,380**	**91.54%**
Male	1,72,422	1,56,471	90.75%	1,68,176	1,53,366	91.17%
Female	69,295	62,804	90.63%	64,902	60,014	92.46%

Category	FY 2025-26			FY 2024-25		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Workers	Not Applicable					
Male						
Female						

** Data pertains to employees posted in domestic offices*

8. Details of training given to employees and workers:

Category	FY 2025-26*					FY 2024-25#				
	Total (A)	On Health and Safety Measures		On Skills upgradation		Total (D)	On Health and Safety Measures		On Skills upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees*										
Male	1,74,846	1,49,422	85.46%	1,59,887	91.44%	1,71,078	20,725	12.11%	1,54,022	90.03%
Female	69,849	62,960	90.14%	66,713	95.51%	65,148	6,208	9.53%	61,269	94.05%
Total	**2,44,695**	**21,2382**	**86.79%**	**2,26,600**	**92.61%**	**2,36,226**	**26,933**	**11.40%**	**2,15,291**	**91.14%**
Workers										
Male	Not Applicable									
Female										
Total										

 # For FY 2024-25, total employees include employees posted at foreign offices.
** For FY 2025-26, data pertains to employees posted in domestic offices considering the BRSR boundary.*

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

Category	FY 2025-26*			FY 2024-25		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	1,72,422	1,47,273	85.41%	1,71,078	1,37,935	80.63%
Female	69,295	64,177	92.61%	65,148	58,376	89.61%
Total	**2,41,717**	**2,11,450**	**87.48%**	**2,36,226**	**1,96,311**	**83.10%**

** Career development reviews are for permanent employees*

Category	FY 2025-26*			FY 2024-25		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Workers						
Male	Not Applicable					
Female						
Total						

Note: Data based on CDS grading figures as of 31 March 2026. The data submitted on 31 March may undergo changes due to subsequent uploading of grades in CDS for staff/officials under deputation.

10. Health and safety management system:

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

Yes, the Bank has an occupational health and safety management system covering 100% of its employees.

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

To ensure a safe and secure working environment, the Bank has implemented a safety management system. As a part of this framework, the Bank conducts annual security, fire and electrical audits across all branches and offices. Security audits focus on evaluating protective measures, while fire and electrical audits focus on preventing fire-related incidents.

The Bank undertakes risk assessments of its branches and offices through the Risk Assessment Matrix (RAM) software application. Based on the predefined risk parameters and scoring, the branches/offices are categorised as 'High', 'Medium' or 'Low' risk. The RAM framework also incorporates additional risk factors, including the availability of pledged gold and safe deposit lockers, to ensure a comprehensive assessment of security exposure.

An annual review of physical security arrangements in the Branches is carried out by the Security Officers online through the Annual Physical Security Audit (APSA) portal. In line with the established guidelines, Security Officers conduct visits to 100% of branches and offices. To ensure compliance, the Bank has developed a Standard Operating Procedure (SOP) outlining instructions regarding Branch security audits by the Security Officers as well as responsibilities of the Branch Managers. These reports are also subject to review by the RFIA auditors to ensure compliance and timely corrective actions.

The currency chest branches and those categorised as High-Risk undergo audits every 9 to 12 months. Medium and Low-Risk branches, along with specialised branches, are audited every 12 to 15 months. Any deficiencies or issues identified during audits are formally communicated to the branches concerned, and corrective actions are required to be completed within a stipulated period of 90 days.

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

Not Applicable

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

Yes.

- The Bank has a comprehensive healthcare programme for all its employees, including medical support, counselling services and preventive healthcare programs.
- The Bank provides medical reimbursement facilities to 100% of the employees and their dependent family members
- The Bank has introduced counselling services for the Corporate Centre and all 17 Circles that provide psychological counselling and emotional support to employees and their family members.
- The Bank conducts regular awareness sessions on mental health, stress management and personal growth.
- More than 90% of eligible officers have undergone the Executive Health Check-up during the reporting year.
- The Bank has introduced preventive healthcare assistance of up to ₹2,000 per employee to encourage employees to adopt healthy lifestyles through the purchase of fitness and wellness products.
- Online (Virtual) Yoga sessions are organised on every Sunday and Wednesday for all the staff members.
- Fitness Fortnight event is organised along with monthly webinars on health-related topics such as Fatty Liver, Anemia and Cancer awareness sessions.
- Weekly broadcast is sent through email to all the staff members, highlighting preventive care through pictorial flyers.
- The Bank organised various camps towards employee well-being, including Urology Camp on International Men's Day, Camp for various diabetic issues on International Diabetes Day, HPV vaccination camp for all women employees (up to an age of 26 years) and dependent girl child of employees (aged between 15 to 26 years), etc.
- Ambulance services are made available 24x7 at the Corporate Centre, Mumbai

For more details on the Bank's healthcare and wellness services, refer to the 'Human Capital' section of the Sustainability Report FY 2025-26 (Page 167-172).

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY 2025-26	FY 2024-25
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	Nil	Nil
Total recordable work-related injuries	Employees	Nil	3
	Workers	Nil	2*
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

** 2 cases of work-related injuries were reported in FY 2024-25 for outsourced staff*
An independent reasonable assurance has been carried out by the Bank's Statutory Central Auditor, M. Bhaskara Rao and Co. on the indicator above.

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

SBI has an occupational health and safety management system to ensure a safe, secure and healthy work environment. The Bank has implemented various measures to ensure a safe working environment. The measures initiated by the Bank are as follows:

- The details of the measures implemented by the Bank towards the health and wellness of the employees have been mentioned in the 'Human Capital' section of the Sustainability Report FY 2025-26 (Page 167-172).
- Security is an important aspect of the banking system. Ensuring the security of public assets and prioritising a safe banking environment for our customers and staff is a matter of great importance for the Bank and all our employees are stakeholders in this exercise.
- The Bank conducts risk assessments of its branches and offices using the Risk Assessment Matrix (RAM) and categorises branches/offices as high, medium or low risk. The Bank also conducts annual security, fire and electrical audits across all branches and offices to prevent and mitigate any such risks.

- Annual Physical Security Audit (APSA) is conducted for all branches by the Bank's own Security Officers posted at respective administrative offices.
- The Bank has a Security Gadgets Monitoring System (SGMS) portal for daily monitoring of the security equipment installed in Branches. In case of non-functionality, the portal triggers a notification to vendors and controllers through emails, enabling effective monitoring and speedy rectification of faults.
- To ensure relevance and continued effectiveness and to incorporate changes in relevant policies, the Security Manual 2021 was reviewed during December 2025.
- An SOP on 'Handling of Guns by Bank Guards, SOP on APSA, SOP on Frisking of personnel in Currency Chest Branches' was issued on approval from DMD(HR) & CDO. Accordingly, e-Circulars were issued for promulgation.
- The quarterly Security Newsletter, "Suraksha Sandesh," not only enhances awareness on security-related issues but also provides a dedicated platform for discussion, deliberation and the exchange of vital information on security matters.
- The Bank has installed security measures such as CCTV systems, Security Alarm systems with auto dialler and Fire alarm systems with auto dialler in all branches. In addition to these, Biometric Access Control and Time Lock systems are also installed at the currency chest branches for enhanced security.
- Fire extinguishers are placed at every branch and are checked and refilled periodically. Further, all the branches have provisions for the First Aid Medical Kit. The contact details of nearby local authorities and medical institutions are displayed in all branches/offices for assistance during emergencies.
- The Bank places a strong emphasis on employee healthcare with a focus on physical, mental, social and women-centric well-being. The Bank's well-being measures include medical support, counselling services, health check-ups, preventive healthcare programs and awareness sessions on health and well-being.
- The Bank also conducts several training and awareness programmes on CPR (Cardio-Pulmonary Resuscitation), BLS (Basic Life Support), First Aid, etc. to educate the participants and other staff members about the steps that can be taken in case of emergency.

For more details on the Bank's health and safety measures, please refer to the 'Human Capital' section in the Sustainability Report FY 2025-26 (Page 167-172).

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

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	135	3	All staff grievances raised during FY 2025-26 and pending for final resolution are under various stages of resolution in coordination with concerned the Circles/establishments.	151	Nil	-
Health & Safety	93	4		110	Nil	-

** Data pertains to complaints by employees posted in domestic offices*

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100% assessment as part of security and fire audits*
Working Conditions	Nil

** The Bank conducts annual security, fire and electrical audits across all branches and offices. Security audits review the protective measures undertaken at the branches whereas fire and electrical audits prevent and mitigate fire-related incidents. Annual Physical Security Audit (APSA) is conducted for all branches by the Bank's own Security Officers, posted at respective administrative offices.*

Periodic reviews on health and safety practices and working conditions were conducted by statutory authorities like the National Commission for Scheduled Castes/Scheduled Tribes and Backward Classes, wherein adherence to various GOI guidelines was reviewed. During FY 2025-26, two such review meetings were held in Mumbai on 24 June 2025 and 5 January 2026 respectively. Additionally, two study visits by the Parliamentary Committee on Welfare of SC/ST and Other Backward Classes were conducted on 6 June 2025 and 17 November 2025.

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.

- The Bank has deployed an Online Risk Assessment Matrix (RAM), a technology enabled evaluation tool available to branches, controlling offices and security officials through the internal website. RAM serves as a scorecard, enabling systematic identification and assessment of physical security vulnerabilities at the branch level. Branches record inputs against prescribed security indicators, which are examined by the respective Zonal Security Officers. Based on the assessment, branches are assigned an overall risk classification of 'High Risk', 'Normal Risk' or 'Low Risk'. The branch controller gives final approval after reviewing the results.
- As a measure to obviate security incidents in Branches, the Centralized Monitoring Station (CMS) Command Centre and Incident Management System is proposed to be established at Bank level, by CO(S) department. The project envisages proactive 24x7 monitoring and response mechanism through e-surveillance with access control at Branch level, Command Centre at each LHO and Corporate Centre.
- On-site visits by security officers are being conducted in the event of burglary incidents to facilitate detailed root cause analysis and preventive action planning.
- The parameters and workflow of the Online Security Audit have been realigned with the current security landscape.
- Arranged visit by security officers on site of burglary for root cause analysis.

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).

A) Employees* - Yes, the Bank extends a compensatory package in the event of death of an employee. Details are provided below:

a. Payment of Ex-Gratia Scheme in lieu of Compassionate Appointment:
In September 2020, the Bank introduced the new Ex-gratia Scheme in lieu of Compassionate Appointment and Scheme for Financial Support on Education to the dependent children of deceased employees. The Scheme provides immediate monetary assistance to the distressed family and financial support/help to recover from the sudden deprivation of the income of the deceased employees. The Scheme has the following financial components:

- Ex-gratia Lumpsum Amount as per Cadre
- Financial assistance equal to the last drawn salary of deceased employees for the period of 12 months or residual services, whichever is lower
- Educational Support for dependent children up to Graduation or 21 years of age

b. Compassionate Appointment Scheme:

To provide support to indigent families who are in dire need of financial assistance due to death of employee, Comprehensive Compassionate Appointment Scheme was introduced in the Bank in March 2021 for the dependent family members of permanent employees who died (includes suicide and Covid 19 deaths) while in service or retired on medical ground due to incapacitation before reaching the age of 55 in line with IBA guidelines. Compassionate Appointments are done in Clerical and Sub-Ordinate cadre based on the respective educational qualification of the applicants, subject to fulfilment of other eligibility criteria.

c. Bank has also policy for payment of compensation under the following circumstances:

(i) To Bank Employees in the event of death (including death due to COVID-19) /disability/serious injury while on duty, which is known as Scheme-I in the Bank.

(ii) To Bank Employees/Members of Public/ Police Personnel who are killed/injured as a result of dacoities/ robberies/ attack by terrorists on Banks or actively resist them based on guidelines received from the Government of India, which is known as Scheme-II in the Bank.

(iii) To Watch & Ward staff, Drivers and Electricians under the Workmen Compensation Act, 1923, who dies or suffers injury/disability while on duty.

d. SBI Tribute Scheme:

The Bank launched the SBI Tribute Scheme on 1 July 2025 to provide compassionate support to the families of retired employees upon their demise. The scheme is aimed at providing immediate and holistic support to the families of our retired employees upon their passing. The scheme covers all the pensioners who have superannuated or opted for the Voluntary Retirement Scheme (VRS) and are in receipt of pension from the Bank. A one-time amount of ₹30,000/- is aimed to be provided as a gesture of gratitude and support to the bereaved family member, within 72 hours of receiving intimation of death.

B) Workers – Not Applicable

** Details pertain to employees posted in domestic offices*

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

Monthly certificates are obtained from Circles/Business Units regarding confirmation of settling all statutory dues related to the employees engaged by them. The vendor confirms settling all statutory dues related to the employees engaged and activities conducted and includes it in the value statement of audit by IAD.

The Bank has a Board-approved Code of Ethics applicable to all employees as well as suppliers and third parties engaged in business with the Bank. Anyone working with or for the Bank is expected to uphold the principles outlined in the Code and align their conduct with its values.

The Bank expects its suppliers and third-party partners, including their employees, to adopt environmentally responsible practices and comply with all relevant laws while fulfilling their contractual obligations. The Code also strictly prohibits employees from procuring goods or services from suppliers who fail to meet legal and regulatory requirements.

Outsourcing policies of the Bank outline the responsibility of compliance with applicable labour laws, specifically relating to terminal benefits such as pension, gratuity, provident fund or other benefits and laws relating to contract labor, minimum wages, etc. on the service providers in service level agreements.

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been 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 2025-26	FY 2024-25	FY 2025-26	FY 2024-25
Employees	Nil	3	Nil	Nil
Workers	Nil	2*	Nil	Nil

** 2 cases of work-related injuries were reported in FY 2024-25 for outsourced staff*

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

Yes.

'Transition to Retirement' is a flagship programme of the Bank for all officials who are due to retire along with their spouse. The programme helps manage the paradigm shift in the officials' post-retirement life, covering topics including financial planning, career prospects and spiritual well-being. The Bank's Regional Training Institutes such as SBILDs cover officials up to SMGS-V and Apex Training Institute SBIL, Kolkata arranges the programme for TEGS officials. A total of 1,338 employees were provided training during FY 2025-26.

5. Details on assessment of value chain partners:

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

Note: As a part of the Environmental, Social and Governance (ESG) framework for rating borrowers on ESG criteria, the Bank assesses ESG risks for identified corporate borrowers, taking into account environmental compliance, social practices, governance standards and reputational considerations. This is applied to borrowers (existing/prospective) in India with existing/proposed total exposure with SBI of above ₹100 crore (for listed borrowers) and above ₹250 crore (for unlisted borrowers). The social parameters include the company's contribution towards occupational hazards, the number of complaints related to working conditions and health & safety, among others.

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

Not Applicable

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

Essential Indicators

1. **Describe the processes for identifying key stakeholder groups of the entity.**

   SBI is dedicated to maintaining a long-lasting relationship with its stakeholders, who play a vital role in the Bank's sustainable operations. Engaging with stakeholders fosters trust, builds strong relationships and provides invaluable insights that inform strategic decision-making. SBI prioritises clear and transparent communication and interaction with both internal and external stakeholders to foster sustainable growth and create long-term value.

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

   The Bank's key stakeholder groups include employees, customers, industry association, investors and shareholders, local communities, NGOs, regulatory bodies and suppliers and vendors.

   For more details on the Bank's stakeholder engagement framework, refer to the 'Stakeholder Engagement and Materiality Assessment' section in the Sustainability Report FY 2025-26 (Page 86-89).

2. **List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.**

   For details on the Bank's stakeholder engagement framework, refer to the 'Stakeholder Engagement and Materiality Assessment' section in the Sustainability Report FY 2025-26 (Page 86-89).

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 Stakeholders Relationship Committee (SRC) cum Customer Service Committee of the Board (CSC) addresses issues or concerns raised by shareholders and investors whereas the Corporate Social Responsibility (CSR) Committee of the Board evaluates and monitors the Bank's CSR initiatives in alignment with its Corporate Social Responsibility policy and addresses stakeholders' concerns and feedback.

   Additionally, the Corporate Centre Sustainability Committee (CCSC), headed by the DMD, CCO & Chief Sustainability Officer, oversees the Bank's sustainability performance, ensuring alignment with its sustainability strategy through regular stakeholder interactions and materiality assessments.

   The sustainability performance on various initiatives in ESG and Climate Finance is also put up to the Risk Management Committee of the Board in quarterly meetings.

   SBI is dedicated to driving positive change and believes that sustainable growth is key to creating long-term value for all stakeholders. The Bank actively engages with stakeholders through Board-level committees and Annual General Meetings (AGMs) to ensure that the stakeholder concerns are heard and resolved.

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

   Yes. Stakeholder consultation forms the basis of the Bank's materiality assessment process. The Bank engages with its key stakeholders on an ongoing basis to identify the ESG material topics and addresses them through various policies and programs. The Bank carried out a Materiality Assessment exercise in FY 2023-24.

   As a part of the materiality assessment, the Bank collected feedback and input from internal and external stakeholders through a customised questionnaire for each stakeholder group. Post collection and analysis of responses, the Bank identified and prioritised material topics in consultation with management.

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

   For more details, refer to the 'Stakeholder Engagement and Materiality Assessment' section in the Sustainability Report FY 2025-26 (Page 86-107).

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

   The Bank has identified women employees, people with special abilities, pensioners and local communities as vulnerable and marginalised stakeholders. Details of engagement with them and actions taken are described below:

   - The Bank is committed towards nurturing an inclusive, secure and safe environment for its employees including employees with special abilities.
   - The Bank has undertaken several initiatives in this direction, helping women to pursue leadership roles within the organisation.
   - The Bank has a dedicated 'Garima' Policy for the implementation of Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal), Act 2013. Female employees can report their complaints related to sexual harassment on the Garima portal.
   - The Bank extends Doorstep Banking facility for senior citizens and differently abled customers. SBI promotes inclusive banking with 91.33% of the branches having been made accessible to Divyangjans. To support Divyangjan customers, the Bank provides wheelchair facilities at approximately 19,649 branches, covering approximately 85.26% of the total branch network, particularly at branches with registered Divyangjan customers.
   - The Bank's 'HRMS Portal' has integrated all staff needs and relevant business processes into one app, offering enhanced web and mobile versions for employees and pensioners.
   - Through its financial inclusion initiatives, the Bank ensures access of affordable financial products and services to vulnerable groups, including weaker sections and low-income groups.
   - The Bank supports several government schemes, including loans to street vendors, artisans, MSMEs, women, entrepreneurs and farmers, contributing to employment generation and improved livelihood opportunities.
   - The Bank leverages its extensive network of 15,174 branches across rural and semi-urban areas, complemented by digital platforms such as YONO and other initiatives, to drive financial inclusion. Its outreach is further strengthened by 24 National and 38 Circle Business Correspondents (BCs), along with 79,134 Customer Service Points (CSPs), enabling it to deliver financial and non-financial support to unserved and underserved communities. Through these efforts, the Bank promotes local entrepreneurship, creates income-generating opportunities and empowers individuals towards greater financial independence.
   - Bank dedicatedly uses CSR funds to address the concerns and support the vulnerable and marginalised groups of the community. The Bank has engaged in activities such as distributing wheelchairs to persons with disabilities, upgrading old age homes and orphanages, distributing sewing machines for women's empowerment, providing reusable sanitary pads to underprivileged girls, transforming Anganwadis, upgrading primary health centres with medical equipment, and enhancing schools with smart classrooms and computer labs for underprivileged children.
   - For further details, refer to the 'Human Capital' (Page 158-185) and 'Social & Relationship Capital' section (Page 186-233) of the Sustainability Report FY 2025-26.

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 2025-26			FY 2024-25		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	2,41,717	46,285	19.15%	2,33,531	22,126	9.47%
Other than permanent	2,978	Nil	Nil	2,695	Nil	Nil
Total Employees	**2,44,695***	**46,285**	**18.92%**	**2,36,226#**	**22,126**	**9.37%**
Workers						
Permanent	Not Applicable					
Other than permanent						
Total Workers						

 # For FY 2024-25, Total employees include employees posted at foreign offices.
** For FY 2025-26, data pertains to employees posted in domestic offices considering the BRSR boundary.*

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

Category	FY 2025-26					FY 2024-25				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent*	**2,41,717**	**Nil**	**0%**	**2,41,717**	**100%**	**2,33,078**	**Nil**	**0%**	**2,33,078**	**100%**
Male	1,72,422	Nil	0%	1,72,422	100%	1,68,176	Nil	0%	1,68,176	100%
Female	69,295	Nil	0%	69,295	100%	64,902	Nil	0%	64,902	100%
Other than Permanent	**2,978**	**Nil**	**0%**	**2,978**	**100%**	**2,695**	**Nil**	**0%**	**2,695**	**100%**
Male	2,424	Nil	0%	2,424	100%	2,509	Nil	0%	2,509	100%
Female	554	Nil	0%	554	100%	186	Nil	0%	186	100%

Category	FY 2025-26					FY 2024-25				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Workers										
Permanent	Not Applicable									
Male										
Female										
Other than Permanent										
Male										
Female										

** Data pertains to employees posted in domestic offices*

3. **Details of remuneration/salary/wages**
   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 (Executive Directors)*	5*	42,56,904	Nil	Nil
Key Managerial Personnel#	22#	6,754,668	1	7,161,204
Employees other than BoD and KMP	1,74,819^	1,512,156	69,848	1,354,968
Workers	-	-	-	-

**Details of remuneration submitted include only the Chairman and WTDs*
#Details of remuneration submitted include only KMPs other than the Chairman and WTDs
^ Number includes both Permanent Employees and Other than Permanent Employees, posted in domestic offices.
2,511 employees (1,175 Male employees and 1,336 female employees) have not received salary during the period, out of the total number of employees, on account of unauthorised leave, Sabbatical Leave, Suspension, etc.

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

	FY 2025-26	FY 2024-25
Gross wages paid to females as % of total wages	26.31%	25.20%

An independent reasonable assurance has been carried out by the Bank's Statutory Central Auditor, M. Bhaskara Rao and Co. on the indicator above.

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

   The Bank has different committees to address human rights impact and to address to the grievances raised by individuals.

The Bank has designated Circle-wise Nodal Officers for reporting POSH-related complaints, the details of whom are available in the POSH Policy.

The Bank has designated General Managers as Chief Liaison Officers (CLOs) for employees belonging to SC/ST/PWD/EWS and OBC categories respectively, enabling timely resolution of grievances of the employees belonging to such categories. An Internal Grievances Redressal Committee (IGRC) for SCs and STs employees has been formed at the Corporate Centre for the resolution of cases that remain unresolved at the circle-level.

5. **Describe the internal mechanisms in place to redress grievances related to human rights issues.**
State Bank of India (SBI) is actively committed to upholding human rights across its operations and has taken meaningful steps to address related grievances. The Bank's Sustainability & Business Responsibility Policy promotes human rights through the prohibition of human trafficking, forced labour and child labour across all operations. The Bank safeguards the rights of freedom of association, equal remuneration and collective bargaining, covering all employees (permanent and contractual), implementing processes and remediation plans to address and mitigate human rights risks.

- Sanjeevani, a multimodal and integrated grievance management platform, enables employees to raise concerns transparently and ensures timely resolution through a well-defined escalation mechanism. In addition to the Sanjeevani portal, employees can submit grievances through HelpHR or escalate their concerns via designated social media platforms, ensuring multiple accessible channels for grievance redressal.
- The Bank has designated General Managers as Chief Liaison Officers (CLOs) for employees belonging to SC/ST/PWD/EWS and OBC categories respectively, enabling timely resolution of grievances of the employees belonging to such categories. An Internal Grievances Redressal Committee (IGRC) for SCs and STs employees has been formed at the Corporate Centre for the resolution of cases that remain unresolved at the circle-level.
- For matters related to sexual harassment, the Bank has a dedicated Garima Policy in line with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The Bank has GARIMA Portal wherein female employees can lodge their complaints related to sexual harassment apart from manual submission.

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

	FY 2025-26*			FY 2024-25*		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	45	5	The cases under process will be resolved in the first quarter of FY 2026-27	36	9	All pending cases have been closed in the first quarter of FY 2025-26
Discrimination at workplace	332	11	The pending grievances are in various stages of resolution (investigation by Circles etc.) and shall be closed in accordance with Bank's instructions.	302	Nil	-
Child Labour	Nil	Nil	-	Nil	Nil	-
Forced Labour/ Involuntary Labour	Nil	Nil	-	Nil	Nil	-
Wages	1,238	17	Complaints raised under category 'Salary' and currently under investigation in coordination with HRMS.	432	Nil	-
Other human rights related issues	554#	20	Complaints under Harassment category excluding 'Discrimination at workplace' are being resolved as per the Bank's extant instructions.	Nil	Nil	-

**Data pertains to employees posted in domestic offices*
#Data pertains to all other categories

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

	FY 2025-26	FY 2024-25
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	45	36
Complaints on POSH as a % of female employees / workers	0.067%	0.056%
Complaints on POSH upheld	20	14

An independent reasonable assurance has been carried out by the Bank's Statutory Central Auditor, M. Bhaskara Rao and Co. on the indicator above.

8. **Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.**
The Bank has well defined mechanism for grievance redressal on complaints related to discrimination and harassment cases. SBI's Garima Policy on Sexual Harassment of Women at the Workplace (Prevention, Prohibition and Redressal) commits to ensure that no woman who raises a concern related to sexual harassment is subjected to any form of retaliation or reprisal. Any reprisal is subject to disciplinary action. The Bank also ensures that the aggrieved woman or witnesses are not victimised or discriminated against while dealing with the complaints of sexual harassment.

GARIMA portal has been specifically implemented for POSH-related complaints. Strict confidentiality is maintained, and the details of the complaints are only available to the Internal Committee (IC), which takes appropriate steps for redressal of the complaints.

Further, the Bank's Whistle Blower Policy include distinct clauses for protection of the whistle blower, which ensures confidentiality and no adverse penal action against employees in retaliation to their disclosure of any wrongful conduct.

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

Yes

Bank has in place Board approved Code of Ethics which expects all the employees to recognise and respect human rights and strive to promote it across the entire value chain comprising of customers, suppliers, and communities. Bank policies prohibit procuring goods &services from suppliers who do not respect human rights. Employees should also not indulge in abuse of human rights in any form- obvious or subtle. The Bank vendors and suppliers are expected to comply with all statutory regulations and adherence to laws addressing child, forced or trafficked labour.

Outsourcing policies of the Bank lays down the responsibility of compliance of applicable labour laws in particular laws relating to terminal benefits such as pension, gratuity, provident fund or other benefits and laws relating to contract labor, minimum wages etc. on the service providers in service level agreements.

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Sexual Harassment	Nil
Discrimination at workplace	
Child Labour	
Forced Labour/ Involuntary Labour	
Wages	
Others – please specify	

Periodic reviews on different human rights parameters are conducted on a regular basis. Three Parliamentary Committee meetings have been conducted at Chennai (23 August 2025), Tirupati (15 September 2025) and Hyderabad (20 November 2025) on the implementation of Garima (POSH) in the Bank during the current reporting period.

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

Not Applicable

Leadership Indicators

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

There have been no business process modifications introduced as a result of human rights grievances/complaints.

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

The Bank has instituted a comprehensive framework to assess borrowers based on Environmental, Social and Governance (ESG) parameters. This ESG rating is considered in conjunction with the Credit Rating Agency (CRA) rating to arrive at a holistic evaluation at the sanction level. The ESG rating framework comprises detailed value statements addressing ESG aspects in line with applicable regulatory disclosure requirements. The social parameters include disclosures on the number of complaints raised by employees and workers relating to working conditions, including sexual harassment, workplace discrimination, child labour, forced or involuntary labour, wages, occupational health and safety and other human rights-related issues that remain unresolved at the end of the reporting period. This ESG framework is applicable to existing and prospective borrowers with total exposure exceeding ₹100 crore for listed entities and ₹250 crore for unlisted entities.

During FY 2025-26, the Bank's implementation of the Government of India's reservation policies was reviewed by the National Commission for Scheduled Tribes and the National Commission for Backward Classes. Additionally, the Parliamentary Committee on Welfare of Scheduled Castes and Scheduled Tribes and the Parliamentary Committee on Welfare of Other Backward Classes conducted study visits to assess the representation of SC/ST and OBC employees, respectively. These statutory bodies expressed their appreciation for the Bank's meticulous compliance with Government of India policies and conveyed satisfaction with the welfare measures undertaken for the benefit of SC/ST/OBC/EWS/PWD employees.

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?

The Bank is committed to creating an inclusive banking environment in line with the provisions of the Rights of Persons with Disabilities Act, 2016. As of 31 March 2026, 20,519 of SBI branches are accessible to Divyangjan with ramp facilities, reflecting the Bank's commitment to increasing accessibility across the branch network. To enhance in-branch mobility, the Bank has deployed wheelchairs at branches, particularly where Divyangjan customers are registered. Currently, approximately 19,649 branches, representing about 84.46% of the total branch networks are equipped with wheelchair facilities.

Of the total ATMs/ADWMs, ramps are available in 43,114 (67.11%) ATMs/ADWMs. 14,846 premises do not require ramp as ATM is at ground level with easy access to Divyangjan. Further, out of the remaining premises, 568 ramps are under construction.

In addition, the Bank extends doorstep banking services, enabling Divyangjan customers to avail up to three free transactions per month, reaffirming SBI's commitment to inclusive, dignified and accessible banking for all.

4. Assessments for the year:

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

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

Not Applicable

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

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

Parameter	FY 2025-26	FY 2024-25
From renewable sources (in GJ)		
Total electricity consumption (A)	3,67,307	3,04,044
Total fuel consumption (B)	Nil	Nil
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	3,67,307	3,04,044
From non-renewable sources (in GJ)		
Total electricity consumption (D)	27,22,431	29,11,585
Total fuel consumption (E)	2,71,824	10,10,160
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	29,94,255	39,21,745
Total energy consumed (A+B+C+D+E+F)	33,61,562	42,25,789
Energy intensity per rupee of turnover (Total energy consumed / Revenue from Domestic Operations in ₹ crore)	6.53	8.78
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from domestic operations adjusted for PPP) (Revenue in USD million)	13.29	18.14
Energy intensity in terms of physical output	Not Applicable	Not Applicable
Energy intensity (optional) – Total energy consumed/Full time employees	13.74	17.92

Note: Energy consumed from fuels includes energy from the consumption of petrol and diesel in company-owned vehicles and the Bank-owned/rented DG sets

- *Calculation methodology for electricity and diesel consumption is disclosed in the 'Natural Capital' of the Sustainability Report FY 2025-26*
- *Energy intensity has been computed based on revenue from domestic operations, which includes Interest Earned under Schedule 13 and Other Income, excluding profit/(loss) on sale of buildings & other assets (net) earned under Schedule 14 of the Audited Standalone Financial Statements of the Bank.*
- *PPP rate for India is available at: https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/IND*

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, an independent reasonable assurance has been carried out by the Bank's Statutory Central Auditor, M. Bhaskara Rao and Co., in accordance with SEBI guidelines. The assurance statement has been included as an 'Annexure' to this report.

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

No

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

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	29,28,999	28,22,203
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	**29,28,999**	**28,22,203**
Total volume of water consumption (in kilolitres)	**16,27,222**	**15,67,890**
Water intensity per rupee of turnover (Total water consumption / Revenue from domestic Operations in ₹ crore)	3.16	3.26
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (Revenue in USD million)	6.43	6.73
Water intensity in terms of physical output	-	-
Water intensity (optional) – Total volume of Water consumption / Full time employees	6.65	6.65

- *Water withdrawal is estimated based on the document by the Central Ground Water Authority (CGWA), which specifies estimated consumptions to be 45 Litres per head per working day for offices. This amount is recorded as Water withdrawn from third-party sources.*
- *Thus, Water withdrawal has been calculated by multiplying the number of employees by the stipulated 45 litres per head per working day.*
- *Based on the Central Ground Water Authority (CGWA) 2016 document, "Estimation of water requirement for drinking and domestic use", water consumption of offices for domestic usage is 25 and flushing usage is 20 liters per head per day. Hence, the total water consumption has been calculated by multiplying the number of employees by the stipulated 25 litres per head per working day.*
- *PPP rate for India is available at: https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/IND*

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, an independent reasonable assurance has been carried out by the Bank's Statutory Central Auditor, M. Bhaskara Rao and Co., in accordance with SEBI guidelines. The assurance statement has been included as an 'Annexure' to this report.

4. Provide the following details related to water discharged:

Parameter	FY 2025-26	FY 2024-25
Water discharge by destination and level of treatment (in kilolitres)*		
(i) To Surface water	Nil	Nil
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater	Nil	Nil
- No treatment	-	-
- With treatment – please specify level of treatment	-	-

Parameter	FY 2025-26	FY 2024-25
Water discharge by destination and level of treatment (in kilolitres)*		
(iii) To Seawater	Nil	Nil
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	Nil	Nil
- No treatment	-	-
-With treatment – please specify level of treatment	-	-
(v) Others	13,01,777	12,54,312
- No treatment	12,05,260	11,35,544.06
-With treatment – Primary level of treatment	96,518	1,18,768.3
Total water discharged (in kilolitres)	**13,01,777**	**12,54,312**

** Total water discharged has been calculated by multiplying the number of employees by the stipulated 20 litres per head per working day.*
Water treatment with Primary level figures of water treatment through 32 STPs installed at major establishments/offices during FY 2025-26.

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, an independent reasonable assurance has been carried out by the Bank's Statutory Central Auditor, M. Bhaskara Rao and Co., in accordance with SEBI guidelines. The assurance statement has been included as an 'Annexure' to this report.

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

No.

The Bank's operations do not result in the generation of industrial wastewater. However, to treat domiciliary wastewater, the Bank has installed 32 Sewage Treatment Plants (STPs) across India on its own premises to manage the wastewater generated in its large establishments.

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

Parameter	Please specify unit	FY 2025-26	FY 2024-25
NOx	-	Not Applicable	Not Applicable
SOx	-	Not Applicable	Not Applicable
Particulate matter (PM)	-	Not Applicable	Not Applicable
Persistent organic pollutants (POP)	-	Not Applicable	Not Applicable
Volatile organic compounds (VOC)	-	Not Applicable	Not Applicable
Hazardous air pollutants (HAP)	-	Not Applicable	Not Applicable
Others – please specify	-	Not Applicable	Not Applicable

Note: Given the nature of the Bank's operations, emissions other than GHG is not material to the Bank.

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

Not Applicable

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

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO_2 equivalent	1,12,866	49,583
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)*	Metric tonnes of CO_2 equivalent	5,77,290	6,56,819
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from domestic Operations in ₹ crore)	Metric tonnes of CO_2 equivalent /₹ crore	1.34	1.47
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) (Revenue in USD million)	Metric tonnes of CO_2 equivalent Revenue from domestic operations adjusted for PPP	2.73	3.03
Total Scope 1 and Scope 2 emission intensity in terms of physical output		Not Applicable	Not Applicable
Total Scope 1 and Scope 2 emission intensity (optional) - **Total Scope 1 and Scope 2 emission/ Full-time employees**	Metric tonnes of CO_2 equivalent / FTE	2.82	3.00

Scope 1 emissions include emissions from the Bank-owned cars, Bank-owned diesel gensets, fugitive emissions from air conditioners and fire extinguishers. Calculation methodology for emissions is disclosed in the 'Natural Capital' of the Sustainability Report FY 2025-26. Further, the emission factors as per Intergovernmental Panel on Climate Change (IPCC) guidelines 2006 have been applied to the calculated quantities for calculating emissions.

- *Fugitive emissions for fire extinguishers on leakage from USEPA's guidance, with Global Warming Potential (GWP) values derived from the IPCC Sixth Assessment Report (AR 6).*
- *For air conditioners (ACs), refrigerant leakage as considered from Council on Energy, Environment and Water (CEEW) and GWP derived factors from IPCC AR 6.*
- *For Scope 2 emissions, grid emission factor from Version 21 of the Central Electrical Authority's CO2 database.*
- *Scope 1 & 2 emission intensity has been computed based on revenue from domestic operations, which includes Interest Earned under Schedule 13 and Other Income, excluding profit/(loss) on sale of buildings & other assets (net) under Schedule 14 of the Audited Standalone Financial Statements of the Bank.*
- *PPP rate for India is available at: https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/IND*

**As part of its carbon neutrality strategy, SBI procures renewable electricity through the green tariff mechanism from State DISCOMS. The Bank currently sources green power for 361 key locations, primarily bigger offices such as Corporate Centre Mumbai, Local Head offices, Administrative offices, Regional offices, Main Branches, etc. Consequently, the Bank's Scope 2 location-based emissions are 5,36,924 $MTCO_2e$, while market-based emissions, reflecting renewable electricity procurement have been reduced to 5,10,955 $MTCO_2e$ (as detailed above)*

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, an independent reasonable assurance has been carried out by the Bank's Statutory Central Auditor, M. Bhaskara Rao and Co., in accordance with SEBI guidelines. The assurance statement has been included as an 'Annexure' to this report.

8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.

Yes, the Bank has undertaken projects to reduce greenhouse gas emissions. The project details are mentioned below:

Paper Savings through YONO	Digitisation of the Bank's products and processes through YONO has significantly reduced paper consumption by transitioning key services to digital platforms.	Through the digitalisation of existing processes and introduction of new digital products, SBI has achieved paper savings of approximately 394.13 lakh pages avoiding 2,24,615 $MTCO_2e$ emissions
Green Power through DISCOM	The Bank procures green power through DISCOMs across 361 buildings, supporting the transition to cleaner energy sources.	25,969 $MtCO_2e$ of emissions avoided through procurement 36,576 MWh of green power.
Power through wind	The Bank owns 10 windmills with a total installed capacity of 15 MW, generating renewable energy through wind power	5,478 $MtCO_2e$ of emissions avoided through procurement of wind power via open access
Solar Installations	As of 31 March 2026, solar rooftop installations have been deployed across 831 Bank buildings and 4,647 ATMs, with an aggregate capacity of over 34.68 MWp.	Solar Electricity Consumption for FY2025-26 is 5,77,38 MWh, avoiding 41,976 $MTCO_2e$ of emissions.
E-waste recycling	The Bank ensures safe and responsible disposal of electronic waste in compliance with its e-waste policy and promotes battery waste disposal under the buyback scheme.	193.87 MT of e-waste was handed over to authorised recyclers and 828 MT of battery waste was disposed of under the buyback scheme.

The Bank has obtained 117 Green Building certifications from IGBC/GRIHA until now, of which 53 buildings were certified during this FY 2025-26. The Bank is undertaking energy efficiency measures by replacing conventional fans with BLDC fans and Air Conditioners (ACs) older than five years with 5-star rated ACs. Further, all the new owned/leased buildings, wherever feasible, have to obtain green building certifications.

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

Parameter	FY 2025-26	FY 2024-25
Total Waste generated (in metric tonnes)		
Plastic waste (A)	531.60	683.42
E-waste (B)	449.49	215.90
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	829.68	879.16
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated - Paper Waste (Break-up by composition i.e. by materials relevant to the sector)	963.90	1,657.04
Other Non-hazardous waste generated - Food Waste (Break-up by composition i.e. by materials relevant to the sector)	1,052.02	1,490.78
Total (A+B + C + D + E + F + G + H)	**3,826.69**	**4,926.30**

Parameter	FY 2025-26	FY 2024-25
Waste intensity per rupee of turnover (Total waste generated / Revenue from domestic Operations in ₹ crore)	0.007	0.010
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) (Revenue in USD million)	0.015	0.021
Waste intensity in terms of physical output	Not Applicable	Not Applicable
Waste intensity (optional) – **Total waste generated/ Full time employees**	0.016	0.021
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste – Plastic Waste		
(i) Recycled	107.84	84.00
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	**107.84**	**84.00**
Category of waste – Paper Waste		
(i) Recycled	216.21	487.09
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	**216.21**	**487.09**
Category of waste – E-Waste		
(i) Recycled	209.87	9.27
(ii) Re-used	-	1.00
(iii) Other recovery operations	1.25	-
Total	**211.12**	**10.27**
Category of waste – Battery Waste		
(i) Recycled	0.30	-
(ii) Re-used	0.50	-
(iii) Other recovery operations	0.50	-
Total	**1.30**	**-**
Category of waste – Other Non-hazardous waste (Food Waste)		
(i) Recycled	306.25	262.67
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	**306.25**	**262.67**
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		

Parameter	FY 2025-26	FY 2024-25
Category of waste – Plastic Waste		
(i) Incineration	-	-
(ii) Landfilling	424.19	599.29
(iii) Other disposal operations	-	-
Total	**424.19**	**599.29**
Category of waste – Paper Waste		
(i) Incineration	-	-
(ii) Landfilling	748.70	1,169.78
(iii) Other disposal operations	-	-
Total	**748.70**	**1,169.78**
Category of waste – E-Waste		
(i) Incineration	5.03	0.75
(ii) Landfilling	0.38	-
(iii) Other disposal operations	193.88	204.85
Total	**199.29**	**205.60**
Category of waste – Battery Waste		
(i) Incineration	-	33.24
(ii) Landfilling	-	-
(iii) Other disposal operations	828.01	845.92
Total	**828.01**	**879.16**
Category of waste – Other Non-hazardous waste (Food Waste)		
(i) Incineration	-	-
(ii) Landfilling	746.50	1,227.78
(iii) Other disposal operations	-	-
Total	**746.50**	**1,227.78**

- *The Bank ensures safe and responsible disposal of electronic waste generated in its operational activities in conformance with its e-waste policy.*
- *The Bank encourages disposal of battery waste under a buyback scheme. Plastic waste crushers are installed at various offices.*
- *Calculation methodology has been mentioned in the 'Natural Capital' of the Sustainability Report FY 2025-26*
- *waste and battery waste under buy back has been considered under other disposal operations*
- *PPP rate for India is available at: https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/IND*

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, an independent reasonable assurance has been carried out by the Bank's Statutory Central Auditor, M. Bhaskara Rao and Co., in accordance with SEBI guidelines. The assurance statement has been included as an 'Annexure' to this report.

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

SBI follows a comprehensive waste management approach aligned with the Reduce, Reuse, Recycle (3R) principle, supported by structured practices in compliance with applicable environmental regulations and internal sustainability policies. Waste generated from operations mainly includes paper, plastic, e waste, battery waste and food waste. The Bank prioritises waste reduction at source through extensive digitalisation, paperless banking initiatives and responsible procurement practices.

Paper and plastic waste are segregated at source wherever feasible, with recyclable waste routed to authorised recyclers and non recyclable waste disposed of to landfill through authorised municipal systems. Plastic waste crushers have been installed at large offices to facilitate responsible plastic waste management. The Bank segregates and recycles dry waste and select large offices. Electronic waste is managed under a dedicated E-waste Management Policy, ensuring safe collection, transportation, dismantling and recycling, supported by systematic record keeping and transparent reporting. A revenue of ₹31,10,000 (excluding GST) was generated from the disposal of e-waste during FY 2025-26, contributing to environmental protection and reducing pollution caused by GHG emissions. Battery waste is disposed of through authorised vendors under the buyback scheme. Under a Special Campaign, Circles have cleaned waste of 12,063 sites and 22,51,755 sq. ft. of space was freed. A revenue of ₹1,44,92,000 was generated from the disposal of waste during FY 2025-26.

The Bank has significantly reduced paper consumption by embedding digital solutions across key banking operations, including end to end digital loan processing, digital account opening and fully digitised processes such as deceased claim settlements. Initiatives such as Green PIN, Green Channel Counters (GCC), virtual debit cards, cardless cash withdrawals through YONO and UPI apps, and a shift to digital communication through WhatsApp, emailers, SMS and digital marketing campaigns have further reduced paper and plastic usage. These measures have also lowered branch visits, courier movements and physical record storage requirements, supporting resource efficient banking operations. YONO remains a key enabler of these efforts, contributing to paper savings of approximately 394.13 lakh pages during FY 2025-26.

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

SBI has operations or offices across the country. The Bank's branches are opened at all types of centres with proper licence for conducting business and all clearances/approvals are complied with.

S.No.	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
State Bank of India does not have any operations or offices in or around ecologically sensitive areas.			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
State Bank of India did not undertake any projects that require Environmental Impact Assessments.					

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

S.No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Yes, the Bank complies with all the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and rules thereunder. There have been no instances of non-compliance with respect to the above-mentioned regulations.				

Leadership Indicators

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

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

(i) Name of the area

(ii) Nature of operations

(iii) Water withdrawal, consumption and discharge in the following format:

(iv) Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Total water consumption / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
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	-	-
(iv) Parameter	FY 2025-26	FY 2024-25
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
-With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
-With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	**-**	**-**

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

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

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 3 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	Metric tonnes of CO_2 equivalent	54,542	48,494
Total Scope 3 emissions per rupee crore of turnover	$MtCO_2e$/₹ crore	0.11	0.10
Total Scope 3 emission intensity (optional) – (Total Scope 3 emissions/Full-time employees)	$MtCO_2e$/FTE	0.22	0.20

- *Scope 3 includes Waste generated in operations (Category-5) and Business Travel (Category-6)*
- *The methodology for the calculation of Emissions under Scope 3 is reported in the Natural Capital of Sustainability Report FY 2025-26*

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, an independent limited assurance of Scope 3 emissions has been carried out by the Bank's Statutory Central Auditor, Gopal Sharma and Co. The assurance statement has been included as an 'Annexure' to this report.

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

Given the nature of the banking business, SBI does not have a significant direct impact on biodiversity. However, the Bank ensures that large projects it lends to, are in compliance with all extant environmental regulations, including those related to biodiversity, Further, to manage indirect environmental impacts and ensure responsible lending, the Bank has instituted a framework to assess borrowers on Environmental, Social and Governance (ESG) parameters. ESG ratings are evaluated alongside Credit Rating Agency (CRA) ratings to arrive at a holistic assessment at the sanction level. The ESG ratings include detailed value statements covering environment related parameters in line with applicable regulatory disclosure requirements, thereby encouraging borrowers to comply with environmental norms and promote sustainable business practices.

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:

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Digitalisation and automation of Banking Processes	The Bank's flagship digital platform, YONO, enables extensive digitalisation of products and services across segments	Promotes adoption of digital products and services, leading to reduced paper usage, fewer branch visits and improved resource efficiency through paper savings
2	Green Building Certification	117 of the Bank's buildings have been certified by the Indian Green Building Council (IGBC).	Optimised use of natural resources, improved energy and water efficiency and enhanced green cover at certified premises.
3	Installation of Electric Vehicle Chargers	The Bank has installed 173 Electric Vehicle Chargers at its major establishments to encourage the use of electric vehicles.	Increased adoption of electric vehicles by staff, supporting sustainable mobility.
4	Rainwater Harvesting	620 Rainwater harvesting systems have been installed across the Bank.	Improved water efficiency and utilisation of harvested water for internal purposes.
5	Sewage Treatment Plant (STP)	32 STPs have been installed at large establishments across India to manage wastewater.	Facilitate treatment and reuse of wastewater for internal use, reducing freshwater consumption.
6	Solar installations in Bank buildings and ATMs	Solar rooftop installations have been deployed across 831 Bank buildings and 4,647 ATMs, with an aggregate capacity of over 34.68 MWp	Avoidance of 41,976 $MTCO_2e$ emissions through renewable energy generation.
7	Green tariff Procurement	The Bank procures green power through DISCOMs across 361 buildings, supporting the transition to cleaner energy sources.	25,969 $MTCO_2e$ of emissions avoided through procurement of green power.
8	Installation of Plastic Crushing machines	Around PET bottle crushing machines have been installed across major Bank offices in India.	Ensures safe and responsible disposal of plastic waste, reducing landfill burden.

The initiatives taken by data centres to improve efficiency or reduce impact due to emissions/waste generated are detailed in the 'Natural Capital' in the Sustainability Report FY 2025-26 (Page 140-157)

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

   To ensure seamless operations during disruptions such as disasters, pandemic, cyber-attacks, terrorism, human errors, software errors or hardware failures, the Bank has implemented Board approved Business Continuity & Operational Resilience (BC&OR) Policy and Manual for an effective Business Continuity Management (BCM). The Policy brings out a (i) Comprehensive framework: Objective, Approach, Key Terms and Concepts; (ii) Reporting Structure: Incident Command Structure and Communication Plan; and (iii) Roles and Responsibilities of different stakeholders. By adhering to industry-leading best practices, complying with ISO 22301:2012, and regularly reviewing and evaluating the Business Continuity Plan, the Bank is well-prepared to navigate any potential disruptions and maintain its operational resilience. Individual business and operational units at the Bank have developed and implemented contingency plans, BC&OR strategies and DRPs in alignment with these policies, with regular testing conducted to maintain preparedness for potential disruptions.

   Besides the Bank-wide BC&OR Policy, a comprehensive GITC-BC&OR Policy is also in place to deal with IT applications and operations. The Bank's Outsourcing Policy and IT Sourcing Policy incorporates the provision of business continuity planning in respect of outsourced activities.

   Additionally, the Business Continuity Management Systems (BCMS) Policy aims to support Disaster Recovery Planning (DRP), ensuring the continuity of IT applications and critical banking operations.

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.**

   Centralised monitoring of outsourcing is done through Outsourcing Lifecycle Management System (OLMS) portal. The Bank is also in the process of procuring an integrated and robust end to end Lifecycle Management Software solution for all Third-Party activities in the Bank, which is expected to be operationalized during the FY 2026-27. Various digital journeys have also been rolled out for end-to-end processing of various activities for resources of our subsidiary State Bank Operations Support Services (SBOSS), thereby eliminating manual intervention. Contact center play major roles to resolve customer queries/information through specialised services.

   The Bank recognises the critical role of the banking sector in advancing climate resilience and supporting India's transition towards a low-carbon, sustainable economy. To manage potential environmental and social risks arising from its diverse financing portfolio, including emission-intensive sectors, SBI has implemented a robust Environmental, Social and Governance (ESG) rating framework. Borrowers are evaluated on ESG parameters, with these assessments integrated alongside Credit Risk Assessment (CRA) during the sanctioning process. The framework applies to existing and prospective borrowers with aggregate exposure exceeding ₹100 crore for listed entities and ₹250 crore for unlisted entities. Parallelly, the Bank is actively working on measuring emissions from its financed portfolio to develop a structured roadmap towards achieving net-zero emissions.

   Reinforcing its commitment to sustainable investments, SBI has invested in initiatives such as the Neev Fund, which supports enterprises delivering economic, social and environmental benefits across sectors, including renewable energy, agricultural value chains, education, healthcare and waste management

7. **Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.**

   The Bank has planned to assess its value chain partners on the environment impacts in the subsequent years based on regulatory guidelines and shall take appropriate corrective and mitigation measures

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

   a. **By the listed entity:** Nil

   b. **By the top ten (in terms of value of purchases and sales, respectively) value chain partners:** Nil

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

Essential Indicators

1. **a. Number of affiliations with trade and industry chambers/ associations.**

   The Bank is affiliated to seven (7) national industry associations/chambers.

   b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S.No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Indian Banks' Association (IBA)	National
2	Indian Institute of Banking and Finance (IIBF)	National
3	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
4	Confederation of Indian Industry (CII)	National
5	The Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
6	Secondary Loan Market Association (SLMA)	National
7	United Nations Global Compact Network India (UNGCNI)	International

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

Name of authority	Brief of the case	Corrective action taken
Nil	Nil	Nil

Leadership Indicators

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

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

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

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

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
As per the BRSR, this section pertains to Social Impact Assessment in compliance with Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013. Given the nature of the banking business, this is not applicable.					

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

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

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

   SBI Foundation, the CSR arm of the Bank, is committed to uplifting economically and socially disadvantaged communities while effectively addressing their grievances. The Bank's operations are designed to avoid adverse impacts on nearby communities. SBI encourages communities to raise their grievances on the website: https://sbifoundation.in/Contact-us and the Email ID of SBI Foundation: coo@sbifoundation.co.in

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

	FY 2025-26	FY 2024-25
Directly sourced from MSMEs/ small producers	0.63%	0.10%
Directly from within India	97.76%	97.23%

An independent reasonable assurance has been carried out by the Bank's Statutory Central Auditor, M. Bhaskara Rao and Co. on the indicator above.

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

Location	FY 2025-26	FY 2024-25
Rural	14.50%	14.12%
Semi-urban	23.94%	23.84%
Urban	28.26%	28.46%
Metropolitan	33.29%	33.57%

Location of branches: categorised as per RBI Classification System - rural/semi-urban/urban/metropolitan

An independent reasonable assurance has been carried out by the Bank's Statutory Central Auditor, M. Bhaskara Rao and Co. on the indicator above.

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
Not Applicable to the Bank	

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

S. No.	State	Aspirational District	Amount Spent (In INR)
1	Andhra Pradesh	Jay Shankar Bhpalapally	70,000.00
	Andhra Pradesh	KB Asifabad	3,230,000.00
	Andhra Pradesh	Bhadradri Kothagudem	3,000,000.00
2	Assam	Baksa	18,000,000.00
	Assam	Barpeta	700,000.00
	Assam	Darrang	431,000.00
	Assam	Goalpara	1,000,000.00
	Assam	Dhubri	247,720.00
	Assam	Udalguri	3,881,000.00
3	Bihar	Begusarai	487,328.00
	Bihar	Banka	205,000.00
	Bihar	Gaya	5,250,765.00
	Bihar	Katihar	8,353,888.00
	Bihar	Muzaffarpur	2,356,397.00
	Bihar	Purnea	289,100.00
	Bihar	Sheikhpura	346,000.00
	Bihar	Sitamarhi	54,900.00
4	Chhattisgarh	Bastar	697,630.00
	Chhattisgarh	Kanker	1,745,040.00
	Chhattisgarh	Rajnandgaon	105,905.00
	Chhattisgarh	Korba	2,158,673.00
	Chhattisgarh	Mahasamund	471,000.00
	Chhattisgarh	Bijapur	2,060,000.00
	Chhattisgarh	Dantewara	1,203,000.00
	Chhattisgarh	Narayanpur	1,966,000.00
	Chhattisgarh	Sukma	6,136,000.00
5	Himachal Pradesh	Chamba	840,000.00
6	Jammu & Kashmir	Baramulla	1,693,010.00
	Jammu & Kashmir	Kupwara	1,575,065.00
7	Jharkhand	Bokaro	399,948.00
	Jharkhand	Chatra	592,338.00
	Jharkhand	Giridih	2,259,651.00
	Jharkhand	Godda	97,500.00
	Jharkhand	Hazaribagh	334,496.00
	Jharkhand	Latehar	133,100.00
	Jharkhand	Lohardaga	158,000.00
	Jharkhand	Pashchimi Singhbhum	146,000.00
	Jharkhand	Ramgarh	1,675,501.00
	Jharkhand	Ranchi	2,128,235.00
8	Karnataka	Raichur	9,600,614.00
	Karnataka	YADGIR	10,733,184.00
9	Kerala	Wayanad	5,466,786.00
10	Madhya Pradesh	Vidisha	1,609,040.00
	Madhya Pradesh	Khandwa	131,868.00
	Madhya Pradesh	Chhatarpur	367,986.79
	Madhya Pradesh	Guna	2,532,350.00
	Madhya Pradesh	Rajgarh	527,505.08
	Madhya Pradesh	Damoh	3,071,000.00
	Madhya Pradesh	Singraulli	288,982.00

S. No.	State	Aspirational District	Amount Spent (In INR)
11	Maharashtra	Dharashiv	10,295,254.00
	Maharashtra	Washim	798,500.00
	Maharashtra	Gadhchiroli	4,475,000.00
12	Meghalaya	Ribhoi	2,500,000.00
13	Mizoram	Mamit	200,000.00
14	Nagaland	Kiphire	400,000.00
15	Odisha	Balangir	253,000.00
	Odisha	Gajapati	1,353,411.00
	Odisha	Kalahandi	1,721,470.00
	Odisha	Kandhamal	2,971,000.00
	Odisha	Koraput	4,934,010.00
	Odisha	Malkangiri	3,903,961.00
	Odisha	Nabarangapur	887,400.00
	Odisha	Rayagada	1,722,212.00
16	Punjab	Ferozepur	605,300.00
	Punjab	Moga	561,700.00
17	Rajasthan	Karauli	400,350.00
	Rajasthan	Sirohi	1,194,230.00
	Rajasthan	Jaisalmer	4,396,764.00
	Rajasthan	Baran	1,659,650.00
	Rajasthan	Sawai Madhopur	685,400.00
18	Sikkim	Soreng	62,500.00
19	Tamil Nadu	Ramanathapuram	2,685,000.00
20	Telangana	Alluri Sitharamaraju	1,406,330.00
	Telangana	Parvatipuram Manyam	1,496,829.00
	Telangana	YSR Kadapa	807,230.00
21	Tripura	Dholai	400,000.00
22	Uttar Pradesh	Bahraich	2,168,000.00
	Uttar Pradesh	Sonbharda	542,000.00
	Uttar Pradesh	Fatehpur	190,000.00
	Uttar Pradesh	Chandauli	200,000.00
	Uttar Pradesh	Sarawasti	245,000.00
	Uttar Pradesh	Balrampur	245,000.00
23	Uttarakhand	Udham Singh Nagar	1,487,548.00
	Uttarakhand	Haridwar	3,950,156.00
Total			**172,612,710.87**

3. a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)

No.

The Bank does not have a preferential procurement policy. However, it is committed to procuring materials and services from suppliers comprising marginalised or vulnerable groups.

b. From which marginalized /vulnerable groups do you procure?

Not Applicable

c. What percentage of total procurement (by value) does it constitute?

Not Applicable

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

S.No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
Not Applicable. State Bank of India does not own, nor has the Bank acquired any intellectual property based on traditional knowledge.				

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

Name of authority	Brief of the Case	Corrective action taken
Not Applicable. State Bank of India does not own, nor has the Bank acquired any intellectual property based on traditional knowledge.		

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Disaster Management	44,000	100.00%
2	Education	8,77,583	85.80%
3	Empowerment of Women and Sr Citizen	1,20,300	100.00%
4	Environment	5,42,070	52.58%
5	Healthcare and Sanitation	30,03,400	73.42%
6	Other CSR	8,39,250	71.02%
7	Protection of National Heritage	24,200	10.33%
8	Rural and Slum Area Development	3,25,050	92.60%
9	Sports	29,100	85.91%
10	War Veterans	52,750	11.18%

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

Essential Indicators

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

State Bank of India has adopted a comprehensive 'Customer Rights, Grievance Redressal and Compensation Policy' to effectively address customer complaints, concerns, and suggestions received through any service channel. The Policy applies uniformly across all products and services, whether delivered through branches, telephone, post, digital platforms or any other medium, ensuring consistent standards of fairness, transparency and accountability.

Customers can lodge their grievances on servicesproducts through the Bank's website, Internet Banking or Mobile Banking App, Contact Centre, Designated email IDs (available on the Bank's website) or by visiting our branches. All complaints received through these channels are recorded in the CRM CMS portal with a unique ticket number, which is communicated to the customer through their registered mobile number or email.

Complaint Resolution in the Bank is dealt with by dedicated teams, details of which are as under:

i. Circle Complaint Resolution Centres (CCRC), placed at all LHOs, for resolution of non- digital complaints in a two-tiered structure of Resolvers and Approvers.

ii. Customer Liability Identification Cells (CLIC) at each LHOs are dealing with Unauthorized Electronic Debit (UAED) related complaints.

iii. Other digital complaints are being handled by specialized teams at Complaint Management Department at GITC.

The resolution of grievances is also communicated through SMS or email to the customers. Customers have the feedback option to rate the quality of resolution of their grievances. Partially/fully rejected complaints of customers are auto-escalated to Internal Ombudsman. Further, the low rated feedback automatically triggers reopening of the underlying complaints.

Complaints received from external channels like Banking Ombudsman and Centralized Public Grievance Redress and Monitoring System (CPGRAMS) are dealt with by the dedicated teams at Corporate Centre and LHOs with inputs from the concerned operating officials at AOs/RBOs/Branches. Banking Ombudsman complaints are closed by the concerned Banking Ombudsman of RBI. On the other hand, CPGRAMS complaints are closed by the Bank and ATR is submitted to the Department of Financial Services (DFS), Government of India for review at their end.

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	Not Applicable*
Safe and responsible usage	100%#
Recycling and/or safe disposal	Not Applicable^

** Given the nature of the banking business, SBI does not offer products that are required to carry information about environmental and social parameters. However, the Bank undertakes various initiatives to integrate environmental parameters into its operations.*

Bank has reduced paper usage through digitalisation in all areas of Banking including loan sanction, appraisal, documentation through end-to-end digital loan products, digital account opening, green initiatives such as green pin, Green Channel Counters (GCC), virtual debit cards, end-to-end digitised deceased claim settlement process, reducing communication by shifting to digital marketing campaigns, personalised WhatsApp outreach, emailers and SMS messaging. These digital services reduce carbon-intensive branch visits, courier services and archival storage needs, contributing to greener and resource-efficient banking operations.

YONO plays a critical role in reducing paper usage at the bank through digitalisation of existing processes and the development of new digital products. In FY 2025-26, SBI achieved paper savings of approximately 394.13 lakh pages.

 # SBI ensures that customers are well-informed and educated on the safe and responsible usage of its products and services.

- The Bank has a dedicated 'Cyber Security' section on its website to create awareness on digital safety, fraud prevention and secure banking practices.
- Customers are sensitised through consent-based communications and self-registration processes.
- Information on cyber risks, security features and grievance reporting mechanisms is shared during customer onboarding.
- Features, benefits and responsible usage of products and services are explained at the time of product offering.
- Social media platforms are actively used to disseminate awareness messages and safety advisories.
- Town hall meetings are regularly organised across Circles with participation from customers and staff.
- Financial literacy and awareness camps are conducted, particularly in rural areas.
- Nukkad Nataks (street plays) are used as an effective medium to spread awareness.
- Customer Meets are held across all 17 Circles to engage customers and promote awareness initiatives.

 # Given the service-oriented nature of the banking business, SBI does not offer products or services for which information on recycling or safe disposal is applicable

3. **Number of consumer complaints in respect of the following:**

	FY 2025-26		Remarks	FY 2024-25		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	-	-
Advertising	Nil	-	-	Nil	-	-
Cyber-security*	6,87,661	1,02,017	-	6,87,591	1,05,196	-
Delivery of essential services#	5,357	22	-	12,502	Nil	-
Restrictive Trade Practices	Nil	-	-	Nil	-	-
Unfair Trade Practices	Nil	-	-	Nil	-	-
Other	14,16,502	13,070	Other complaints include digital complaints other than Cyber Security complaints, Operation of accounts, Advances, levy of charges/ excessive, etc.	21,50,385	14,923	Other complaints include digital complaints other than Cyber Security complaints, Operation of accounts, Advances, levy of charges/ excessive, etc.

*Unauthorised Electronic Debit Transaction complaints reported by customers have been classified under Cyber–security.
#Complaints received under delay in sanction of loans have been classified under Delivery of essential services.*

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 established a robust Information Security and Cybersecurity Framework, underpinned by a comprehensive suite of policies, standards and action plans designed to strengthen its cyber resilience. Details of this framework are provided in the 'Intellectual Capital' section of the Sustainability Report (Page 114-139).

Additionally, the Bank has implemented a strong governance framework to ensure effective data privacy protection and regulatory compliance. A dedicated Data Protection Officer (DPO) is responsible for overseeing compliance with applicable privacy laws and for the ongoing monitoring of evolving regulatory requirements.

The Bank's governance model is aligned with EU GDPR principles and is supported by comprehensive data security and control mechanisms. As part of its Privacy Framework and in compliance with the Digital Personal Data Protection (DPDP) Act, 2023, the Bank has adopted a comprehensive Privacy Policy applicable across its operations, including third-party suppliers. This is further supported by the implementation of relevant Standard Operating Procedures (SOPs) and operational guidelines to embed privacy principles across the organisation.

For additional information on the Bank's approach to data privacy, please refer to the 'Driving Customer-Centric Banking and Service Excellence' under the Social & Relationship Capital section of the Sustainability Report FY 2025-26 (Page 194-195).

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

The Bank is committed to delivering superior customer service and places strong emphasis on enhancing customer awareness of cyber risks. In line with this commitment, the Bank has implemented a range of initiatives aimed at educating customers on cybersecurity threats and promoting safe digital banking practices, including:

- Maintaining a dedicated 'Cyber Security' section on the Bank's website to create awareness on digital safety, fraud prevention and secure banking practices
- Sharing information on cyber risks, security features and grievance reporting mechanisms during the customer onboarding process to ensure early awareness and preparedness
- Circulating cybercrime awareness flyers that highlight preventive measures and prominently display the Bank's helpline number along with the National Cyber Crime Reporting Portal (NCRP) helpline number. Clear operational guidelines and reporting processes are also in place for raising cyber incidents through the NCRP via Helpline Number 1930 and the official website (https://cybercrime.gov.in)
- Distributing educational leaflets outlining key "Do's and Don'ts" related to cybersecurity and safe digital behaviour.
- Leveraging mass media campaigns through television and radio (AIR/FM) to raise public awareness on cyber-enabled financial frauds and precautionary measures.
- Social media platforms are actively used to disseminate awareness messages and safety advisories on delivery of essential services, advertising and cyber security & customer data privacy.

Collectively, these initiatives reinforce the Bank's commitment to safeguarding customers against cyber threats and promoting the secure, responsible use of digital banking services.

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

Not Applicable

An independent reasonable assurance has been carried out by the Bank's Statutory Central Auditor, M. Bhaskara Rao and Co. on the indicator above.

Leadership Indicators

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

The information related to products and services of the Bank can be accessed on its website https://sbi.bank.in/

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

SBI ensures that customers are well-informed and educated on the safe and responsible usage of its products and services. These includes the following:

- The Bank has a dedicated 'Cyber Security' section on its website to create awareness on digital safety, fraud prevention and secure banking practices.
- Customers are sensitised through consent-based communications and self-registration processes.
- Information on cyber risks, security features and grievance reporting mechanisms is shared during customer onboarding.
- Features, benefits and responsible usage of products and services are explained at the time of product offering.
- Social media platforms are actively used to disseminate awareness messages and safety advisories.
- Town hall meetings are regularly organised across Circles with participation from customers and staff.
- Financial literacy and awareness camps are conducted, particularly in rural areas.
- Nukkad Nataks (street plays) are used as an effective medium to spread awareness.
- Customer Meets are held across all 17 Circles to engage customers and promote awareness initiatives.

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

SBI proactively keeps customers informed of service disruptions or potential risks through its official website, social media channels and internet banking platforms. The Bank also undertakes targeted awareness campaigns through broadcast SMS and social media to educate customers and enhance preparedness during such events.

To ensure seamless operations during disruptions such as disasters, pandemic, cyber-attacks, terrorism, human errors, software errors or hardware failures, the Bank has implemented Business Continuity & Operational Resilience (BC&OR) Policy for an effective Business Continuity Management (BCM). The BC&OR Plan is the Bank's preparedness for managing disruptions, adapting itself quickly, continuing to render services and becoming operationally resilient.

Besides the Bank-wide BC&OR Policy, a comprehensive GITC-BC&OR Policy is also in place to deal with IT applications and operations. The Bank's Outsourcing Policy and IT Sourcing Policy incorporates the provision of business continuity planning in respect of outsourced activities.

Additionally, the Business Continuity Management Systems (BCMS) Policy aims to support Disaster Recovery Planning (DRP), ensuring the continuity of IT applications and critical banking operations. Individual business and operational units at the Bank have developed and implemented contingency plans, BC&OR strategies and DRPs in alignment with these policies and conduct regular testing to maintain preparedness for potential disruptions.

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

Yes. The Bank provides product information to customers beyond statutory disclosure requirements through concise Most Important Terms and Conditions (MITCs), enabling customers to make informed decisions. Additionally, the Bank integrates sustainability considerations by aligning select products with the United Nations Sustainable Development Goals (SDGs). These alignments are proactively communicated and highlighted alongside product information through print materials and the Bank's social media platforms, thereby enhancing transparency and customer awareness.

Yes. The Bank measures customer satisfaction across its major products, services and delivery channels using structured feedback mechanisms, including the Customer Satisfaction Score (CSAT), Net Promoter Score (NPS) and Customer Effort Score (CES). These surveys capture customer feedback for transactions conducted through multiple touchpoints, including branch banking (via SMS), Business Correspondent/Customer Service Point (BC/CSP) channel and digital platforms such as ATM, Retail Internet Banking (RINB), UPI, Mobile Banking and YONO. Feedback is also obtained post-resolution of customer grievances on the Customer Relationship Management (CRM) platform.

For further information on customer grievances, feedback mechanisms and satisfaction outcomes, please refer to the 'Driving Customer-Centric Banking and Service Excellence' under the Social & Relationship Capital section of the Sustainability Report FY 2025-26 (Page 196-199).

Reasonable Assurance Statement

M. BHASKARA RAO & CO
CHARTERED ACCOUNTANTS
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Independent Practitioner's Reasonable Assurance Report on Identified Sustainability Information – BRSR Core of State Bank of India

To the Board of Directors of State Bank of India,

Reasonable Assurance Report on the Sustainability disclosures in the Business Responsibility and Sustainability Report (BRSR) Core Format (as per SEBI vide circular number SEBI/HO/CFD-PoD-2/CIR/P/0155 dated 11th November, 2024 and changes made vide SEBI circular number SEBI/HO/CFD-PoD-1/D/CIR/2024/177 dated 20th December, 2024, circular number SEBI/HO/CFD-PoD-1/CIR/2025/42 dated 28th March, 2025 and SEBI master circular number HO/49/14/14(7)2025-CFD-POD2/I/3762/2026 dated 30th January 2026 and in compliance with Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements Regulations, 2015 as amended on 22nd January 2026 (called 'Identified Sustainability Information' of State Bank Of India (SBI) for the period from 01st April 2025 to 31st March 2026 in accordance with the reporting criteria (Refer table below).

We have undertaken to perform a Reasonable Assurance engagement for State Bank of India (the "Bank") vide agreement dated 23rd April 2026, in respect of agreed Sustainability information listed below (the "Identified Sustainability Information"), pertaining to the BRSR Core (Annexure 1) as notified by SEBI vide circulars dated 11th November 2024, 28th March 2025 and 30th January 2026. The Sustainability information is as included in the Business Responsibility and Sustainability Report ("BRSR") of the Bank for the year ended 31st March 2026. This engagement was conducted by a multidisciplinary team including assurance practitioners, and environmental and social professionals.

Identified Sustainability Information for the year ended 31st March 2026 is summarised below:

Identified Sustainability Information subject to Assurance	Period subject to Assurance	Reporting Criteria
BRSR Core (Annexure 1) notified by SEBI Circular No. SEBI/HO/CFD/PoD2/CIR/P/0155 dated 11 November, 2024, SEBI/HO/CFD-PoD-1/CIR/2025/42 dated 28 March, 2025 and SEBI master circular SEBI/HO/49/14/14(7)2025-CFD-	From 1st April 2025 to 31st March 2026	a. Regulation 34(2)(f) of the Securities and Exchange Board of India (SEBI) (Listing Obligations and Disclosure Requirements), Regulations, 2015 as amended. b. Guidance Note for BRSR Format issued by the SEBI. c. Industry Standards on Reporting of BRSR Core vide SEBI circular no.

M. BHASKARA RAO & CO Chartered Accountants

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Identified Sustainability Information subject to Assurance	Period subject to Assurance	Reporting Criteria
POD2/I/3762/2026 dated 30th January 2026.		SEBI/HO/CFD-PoD-1/D/CIR/2024/177 dated 20th December 2024. d. Emission factors as per standard. e. World Resource Institute (WRI)/ World Business Council for Sustainable Development (WBCSD) / Greenhouse Gas (GHG) Protocol (A corporate accounting and reporting standard). f. Standard on Sustainability Assurance Engagement (SSAE) 3000, "Assurance Engagement on Sustainability Information" issued by the Sustainability Reporting Standards Boards of the Institute of Chartered Accountants of India.

Our reasonable assurance engagement was with respect to the year ended 31 March, 2026 information only unless otherwise stated and we have not performed any procedures with respect to earlier periods or any other elements included in the BRSR and do not express any conclusion thereon.

Management's Responsibilities

The Bank's Management is responsible for selecting or establishing suitable criteria for preparing the Sustainability Information, taking into account applicable laws and regulations, if any, related to reporting on the Sustainability Information, Identification of key aspects, engagement with stakeholders, content, preparation, and presentation of the Identified Sustainability Information in accordance with the Criteria. This responsibility includes design, implementation, and maintenance of internal control relevant to the preparation of the BRSR and measurement of the Identified Sustainability Information, which is free from material misstatement, whether due to fraud or error.

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CONTINUATION SHEET _____

Inherent Limitations

The absence of a significant body of established practice on which to draw to evaluate and measure non- financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities.

Our Independence and Quality Control

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics issued by the Institute of Chartered Accountants of India and have the required competencies and experience to conduct this assurance engagement. The firm applies Standard on Quality Control (SQC) 1, "Quality Control for Firms that Perform Audits and Reviews of Historical Financial Information, and Other Assurance and Related Services Engagements", and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

Our Responsibility

Our responsibility is to express a reasonable assurance conclusion on the Identified Sustainability Information based on the procedures we have performed and evidence we have obtained.

We conducted our engagement in accordance with the Standard on Sustainability Assurance Engagements (SSAE) 3000, "Assurance Engagements on Sustainability Information", issued by the Sustainability Reporting Standards Board of the Institute of Chartered Accountants of India. This standard requires that we plan and perform our engagement to obtain reasonable assurance about whether the Identified Sustainability Information are prepared, in all material respects, in accordance with the Reporting Criteria.

A reasonable assurance engagement involves assessing the risks of material misstatement of the identified Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances.

The procedures we performed were based on our professional judgement and included inquiries, observation of processes performed, inspection of documents, evaluating the appropriateness of quantification methods and reporting policies, analytical procedures and agreeing or reconciling with underlying records.

M. BHASKARA RAO & Co Chartered Accountants

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CONTINUATION SHEET _____

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

a. Interviewed relevant personnel of Bank's management responsible for Sustainability, Environmental Social Governance (ESG) and the bank's consultant and their team for understanding the process of collecting, collating, and reporting the subject matter as per Global Reporting Initiative (GRI) Standards and SEBI Circular for BRSR Core.
b. Checked the consolidation for various branches, offices, and other locations (excluding international operations) to ensure the completeness of data being reported.
c. Relied on the total income from the published audited financial statements for turnover based intensity indicators.
d. Performed substantive testing on a sample basis of the Identified sustainability indicators at sample branches, offices and other locations covered, to verify that data had been appropriately measured with the underlying documents recorded, collated and reported. This included assessing records and performing testing including recalculation of sample data.
e. Assessed the appropriateness of basis used for selecting sample branches for extrapolation.
f. Assessed the appropriateness of calculations used for extrapolation of data for sample branches to arrive at estimated annual data.
g. Assessed the appropriateness of various assumptions, estimations and materiality thresholds used by the bank and its consultant for data analysis.
h. Performed analytical procedures to analyze trends in the historical data and accordingly ascertain the reasonableness of the data reported in the current year.

Exclusions

Our reasonable assurance engagement scope excludes the following and therefore, we do not express a conclusion on the same:

a. Operations of the Bank other than those mentioned in the "Scope of Assurance".
b. Aspects of the BRSR and the data/ information (qualitative or quantitative) other than the Identified Sustainability Information.
c. Data and Information outside the defined reporting period, i.e., the Financial Year from 01 April 2025 to 31 March 2026.
d. Data and Information relating to the International Branches, Locations and Operations of the Bank.
e. The statements that describe expression of opinion, belief, aspiration, expectation, aim, or future intentions provided by the Bank.

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CONTINUATION SHEET _____

Reasonable Assurance Opinion

Based on the procedures we have performed and the evidence we have obtained, the Identified Sustainability Information for the financial year ended 31 March 2026 are prepared, in all material respects, in accordance with the criteria as stated under reporting criteria above.

Restriction on use

Our Reasonable Assurance report has been prepared and addressed to the Board of Directors of the Bank at the request of the Bank solely, to assist the Bank in reporting on Bank's sustainability performance and activities. Accordingly, we accept no liability to anyone, other than the Bank. Our Reasonable Assurance report should not be used for any other purpose or by any person other than the addressees of our report. We neither accept nor assume any duty of care or liability for any other purpose or to any other party to whom our report is shown or into whose hands it may come without our prior consent in writing.

for **M. Bhaskara Rao & Co.,**
Chartered Accountants
Firm Registration No.000459S

M. BHASKARA RAO & CO Chartered Accountants

Vikas Chobey
Partner
Membership No. 223363
UDIN: 26223363TFZPHT3425

Mumbai, 22 May 2026

M. BHASKARA RAO & CO

CONTINUATION SHEET _____

Annexure I

BRSR Core Attributes

BRSR Indicator	Type of Assurance
Principle 6: Businesses should respect and make efforts to protect and restore the environment	
Attribute 1: Green-house gas (GHG) footprint	
Question 7: Details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity owned or controlled sources.	Reasonable
Total Scope 1 emissions	
Total Scope 2 emissions	
Total Scope 1 and Scope 2 emission intensity per rupee crore of turnover	
Total Scope 1 and Scope 2 emission intensity per rupee crore of turnover adjusted for Purchasing Power Parity (PPP)	
Total Scope 1 and Scope 2 emission intensity in terms of physical output/ any other relevant metric	
Attribute 2: Water footprint	
Question 3: Details of the following disclosures related to water:	Reasonable
Water withdrawal by source (in kiloliters)	
Total volume of water withdrawal (in kiloliters)	
Total volume of water consumption (in kiloliters)	
Water intensity per rupee crore of turnover (Total water consumption / Revenue from operations)	
Water intensity per rupee crore of turnover adjusted for Purchasing Power Parity (PPP)	
Water intensity in terms of physical output/ any other relevant metric	
Question 4: Details related to water discharged:	
Water discharge by destination and level of treatment (in kiloliters)	
Total water discharged (in kiloliters)	
Attribute 3: Energy footprint	
Question 1: Details of total energy consumption (in Joules or multiples) and energy intensity:	Reasonable
Total energy consumed from renewable sources	
Total energy consumed from non-renewable sources	
Energy intensity per rupee crore of turnover (Total energy consumed / Revenue from operations)	
Energy intensity per rupee crore of turnover adjusted for Purchasing Power Parity (PPP)	
Energy intensity in terms of physical output/ any other relevant metric	

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BRSR Indicator	Type of Assurance
Attribute 4: Embracing circularity - details related to waste management by the entity	
Question 9: Provide details related to waste management by the entity:	Reasonable
Total Waste generated for each category of waste (in metric tonnes)	
Waste intensity per rupee crore of turnover (Total waste generated / Revenue from Operations)	
Waste intensity per crore of turnover adjusted for Purchasing Power Parity (PPP)	
Waste intensity in terms of physical output/ any other relevant metric	
For each category of waste generated, total waste recovered through recycling, reusing or other recovery operations (in metric tonnes)	
For each Category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)	
Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains	
Attribute 5: Enhancing Employee Wellbeing and Safety	
Question 1(C): Spending on measures towards well-being of employees and workers (including permanent and other than permanent): Cost incurred on well-being measures as a % of total revenue of the company	Reasonable
Question 11: Details of safety related incidents for Employees and Workers:	
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	
Total recordable work-related injuries	
No. Of fatalities	
High consequence work-related injury or ill-health (excluding fatalities)	
Principle 5: Businesses should respect and promote human rights	
Attribute 6: Enabling Gender Diversity in Business	
Question 3(b): Gross wages paid to females as % of total wages paid by the entity	Reasonable
Question 7: Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013:	
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act. 2013 (POSH)	
Complaints on POSH as a % of female employees /workers	
Complaints on POSH upheld	

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BRSR Indicator	Type of Assurance
Principle 8: Businesses should promote inclusive growth and equitable development	
Attribute 7: Enabling Inclusive Development	
Question 4: Percentage of input material (inputs to total inputs by value) sourced from suppliers:	Reasonable
a. Directly sourced from MSMEs/ small producers	
b. Directly from within India	
Question 5: Job creation in smaller towns — Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis) in smaller towns, as % of total wage cost.	
Principle 9: Businesses should engage with and provide value to their customer in a responsible manner	
Attribute 8: Fairness in Engaging with Customers and Suppliers	
Question 7: Provide the following information relating to data breaches:	Reasonable
a. Number of instances of data breaches	
b. Percentage of data breaches involving personally identifiable information of customers	
c. Impact, if any, of the data breaches	
Question 8: Number of days of accounts payable ((Accounts payable*365) / Cost of goods/services procured)	
Principle 1: Businesses should conduct and govern themselves with Integrity, and in a manner that is Ethical, Transparent and Accountable.	
Attribute 9: Open-ness of business	
Question 9: Details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties:	Reasonable
Concentration of Purchases	
Concentration Of Sales	
Share of RPTs in	
a. Purchases (Purchases With related parties / Total purchases)	
b. Sales (Sales to related parties / Total Sales)	
c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	
d. Investments (Investments in related parties / Total Investments made)	

M. BHASKARA RAO & CO Chartered Accountants

Limited Assurance Statement

Gopal Sharma & Co.

Chartered Accountants

ASSURANCE STATEMENT OF GRI INDICATORS AND S&P GLOBAL CORPORATE SUSTAINABILITY ASSESSMENT (CSA) DISCLOSURES

Independent Practitioner's Limited Assurance Report to State Bank of India on selected non-financial sustainability disclosures for Financial Year 2025-26

To the Board of Directors of State Bank of India

We, Gopal Sharma & Co., have been engaged by State Bank of India ("the Bank") for the purpose of providing an independent Limited Assurance on the selected non-financial sustainability disclosures presented in the Sustainability Report 2025-26 of the Bank for the period covering 1st April 2025 to 31st March 2026, as described in the "Scope, Boundary and Limitations" in Annexure 1.

We have undertaken to perform Limited Assurance engagement, for State Bank of India vide engagement letter dated 23rd April 2026 in respect of the agreed sustainability disclosures listed below (the "Identified Sustainability Information"), in accordance with the criteria stated below. The Sustainability Information is as included in the Sustainability Report of the Bank for the year from 1st April 2025 to 31st March 2026. This engagement was conducted by a multidisciplinary team including assurance practitioners, and environmental and social professionals.

Identified Sustainability Information (ISI) subject to assurance	Period subject to assurance	Reporting Criteria
Limited Assurance as per Scope, Boundary and Limitation (**refer Annexure I**)	From 1st April 2025 to 31st March 2026	- GRI Standards 2021 - Gender Pay Gap Assessment as per S&P Global CSA guidance and GRI Indicators. - World Resource Institute (WRI) / World Business Council for Sustainable Development (WBCSD), Greenhouse Gas (GHG) Protocol (A Corporate Accounting and Reporting Standards). - Standard on Sustainability Assurance Engagements (SSAE) 3000, "Assurance Engagements on Sustainability Information", issued by the Sustainability Reporting Standards Board of the Institute of Chartered Accountants of India

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Gopal Sharma & Co. JAIPUR 002803C Chartered Accountants

Our Limited Assurance engagement was with respect to the year ended 31st March, 2026 information only unless otherwise stated and we have not performed any procedures with respect to earlier periods or any other elements included in the Sustainability Report and, therefore, do not express any conclusion thereon.

Management's Responsibilities for the identified non-financial sustainability disclosures

The Bank's Management is responsible for preparing the report that is free from any material misstatement in accordance with the reporting criteria (GRI Standards 2021 as well as S&P Global CSA Guidance) for disclosures under identified sustainability information.

The Bank's Management responsibilities include designing, implementing and maintaining internal controls relevant to the preparation and presentation of the report that is free from any material misstatement, whether due to fraud or error. The Bank ensures that it complies with the GRI Standards 2021 and all local regulations. It designs, implements and effectively operates controls to achieve the stated control objectives; selects and applies policies; makes judgements and estimates that are reasonable in the circumstances; and maintains adequate records in relation to the Report.

The Bank's Management is also responsible for preventing and detecting fraud and for identifying and ensuring that the Bank complies with laws and regulations applicable to its activities. The Bank's Management is responsible for ensuring that the Bank's staff involved with the preparation of the report are properly trained, systems are properly updated and that any changes in reporting encompass all significant operational sites.

Inherent limitations

The absence of a significant body of established practice on which to draw, to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities.

Our Independence and Quality Control

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics issued by the Institute of Chartered Accountants of India and have the required competencies and experience to conduct this assurance engagement.

The firm applies Standard on Quality Control (SQC) 1, "Quality Control for Firms that Perform Audits and Reviews of Historical Financial Information, and Other Assurance and Related Services Engagements", and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

Our Responsibilities

Our responsibility is to examine the Report prepared by the Bank and to report on the select non-financial sustainability disclosures in the form of an Independent Limited Assurance conclusion based on the evidences obtained. We conducted our Limited Assurance engagement in accordance with the Standard on Sustainability Assurance Engagements (SSAE) 3000, "Assurance Engagements on Sustainability Information", issued by the Sustainability Reporting Standards Board of the Institute of Chartered Accountants of India. That standard requires that we plan and perform our procedures to obtain a meaningful level of assurance about whether the select non-financial sustainability disclosures in the Report comply with the GRI standards 2021 in all material respects, as the basis for our Limited Assurance conclusion.

Gopal Sharma & Co. JAIPUR 002803C Chartered Accountants

A Limited Assurance engagement involves assessing the suitability in the circumstances of the Bank's use of the Criteria as the basis for the preparation of the Identified Sustainability Information, assessing the risks of material misstatement of the Identified Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the Identified Sustainability Information.

A Limited Assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, evaluating the appropriateness of quantification methods, calculations and reporting policies, analytical procedures and agreeing or reconciling with underlying records.

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

- Interaction with the Bank's relevant officials to understand the entity's sustainability vision.
- Conducted virtual/physical interviews with key personnel responsible for data management.
- Obtained an understanding of the working of the concerned departments that are relevant for disclosure of the GRI Standards in the Sustainability Report.
- Assessment of the disclosures for identified sustainability information that it was prepared in accordance with the sustainability reporting standards that is GRI and S&P Global CSA.
- Assessed the suitability of the quantification techniques to determine the identified sustainability disclosures outlined in the report as well as evaluation of systems and procedures used for compilation and examination of identified sustainability disclosures incorporated in the report.
- Evaluation of the suitability of different assumptions, estimations, and materiality thresholds employed by bank for data analysis.
- Assessed the appropriateness of calculations used for extrapolation of data for Sample Branches to arrive at the estimated GHG Emission calculations.
- Evaluation of the bank's reporting protocol in relation to their alignment with the implementation of sustainability standards.
- Checking the compliance of absentee rate disclosure in accordance with the S&P Global CSA's specific requirements.

The procedures performed in a Limited Assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a Limited Assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the Identified Sustainability Information have been prepared, in all material respects, in accordance with the Criteria.

Exclusions

- Information related to Bank's financial performance.
- Strategy and other related linkages expressed in the Report.
- Mapping of the Report with reporting frameworks other than those mentioned specifically.
- Review of legal compliance.

Gopal Sharma & Co. JAIPUR 002803C Chartered Accountants

• The reliability of the assured data is subject to inherent uncertainties, given both the available methods for determining, calculating or estimating the underlying information.

• We did not undertake source data verification in-person at any operated facilities.

• Operations of the Bank other than those mentioned in the "Scope of Assurance".

• Aspects of the BRSR and the data/information (qualitative or quantitative) other than Identified Sustainability Information.

• Data and information outside the defined reporting period i.e. 1st April 2025 to 31st March 2026.

• Data and information relating to International branches, locations and operations of the Bank.

• The statements that describe expression of opinion, belief, aspiration, expectation, aim or future intentions provided by the Bank.

Limited Assurance Conclusion

Based on our limited review and procedures performed, nothing has come to our attention that causes us to believe that the selected non-financial sustainability disclosures in the Bank's Sustainability Report are not properly prepared, in all material respects, in accordance with the applicable GRI Standards 2021 and S&P Global CSA Guidance.

Restrictions on use

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

For Gopal Sharma & Co.
Chartered Accountants
FRN: 002803C

Gopal Sharma & Co. JAIPUR CA 002803C Chartered Accountants

CA. Preetam Sharma

Partner
Membership No.: 437669
Place: Mumbai
Date: 23.05.2026
UDIN: 26437669PEZLWU4684

Annexure 1: Scope, Boundary and Limitations

The assurance scope encompasses the selected non-financial sustainability data pertaining to the disclosures, which are aligned with the reference reporting criteria outlined in the table below:

Reference reporting criteria - GRI Standards 2021

Universal Standards
• GRI 3 – Material Topics 2021
  ○ 3-1 Process to determine material topics
  ○ 3-2 List of material topics

Topic Standards
• GRI 302 – Energy (2016)
  ○ 302-4 Reduction of energy consumption
• GRI 305 – Emissions (2016)
  ○ 305-3 Other indirect (Scope 3) GHG emissions
  ○ 305-5 Reduction of GHG emissions
• GRI 404 – Training and Education (2016)
  ○ 404-1 Average hours of training per year per employee
  ○ 404-2 Programs for upgrading employee skills and transition assistance programs
  ○ 404-3 Percentage of employees receiving regular performance and career development reviews
• GRI 405 – Diversity and Equal Opportunities (2016)
  ○ 405-1 Diversity of governance bodies and employees
• GRI 406 – Non-Discrimination (2016)
  ○ 406-1 Incidents of discrimination and corrective actions taken
• GRI 413 – Local Communities (2016)
  ○ 413-1 Operations with local community engagement, impact assessments and development programs
• Gender Pay Gap Assessment as per S&P Global CSA Guidance and GRI 405-2 (Ratio of basic salary and remuneration of women to men)

S&P Global CSA Guidance (3.4.3 as per S&P Global CSA FY 2026) • Absentee Rate as per S&P Global CSA Guidance
The boundary of the assurance covers operations of State Bank of India across India covering only offices and 23265 branches.
The review of sustainability performance data was limited to the above locations only.

Gopal Sharma & Co. JAIPUR CA 002803C Chartered Accountants

GRI CONTENT INDEX

GRI Standard	Disclosures	Page No.	Remarks or reason for omission (if any)	
			Reason for omission	Explanation
General Disclosures				
GRI 2: General Disclosures 2021	2-1 Organizational details	21-24	-	-
	2-2 Entities included in the organization's sustainability reporting	6	-	-
	2-3 Reporting period, frequency and contact point	6-7	-	-
	2-4 Restatements of information	7	-	-
	2-5 External assurance	297-309	-	-
	2-6 Activities, value chain and other business relationships	21-22	-	-
	2-7 Employees	161, 236	-	-
	2-8 Workers who are not employees	161, 236	-	-
	2-9 Governance structure and composition	62-65	-	-
	2-10 Nomination and selection of the highest governance body	62-65	-	-
	2-11 Chair of the highest governance body	62-65	-	-
	2-12 Role of the highest governance body in overseeing the management of impacts	62-65	-	-
	2-13 Delegation of responsibility for managing impacts	60-68	-	-
	2-14 Role of the highest governance body in sustainability reporting	64-65	-	-
	2-15 Conflicts of interest	66, 250	-	-
	2-16 Communication of critical concerns	60-68	-	-
	2-17 Collective knowledge of the highest governance body	60-68	-	-
	2-18 Evaluation of the performance of the highest governance body	63	-	-
	2-19 Remuneration policies	63	-	-
	2-20 Process to determine remuneration	63	-	-
	2-21 Annual total compensation ratio	269	-	-
	2-22 Statement on sustainable development strategy	18-19	-	-
	2-23 Policy commitments	75	-	-
	2-24 Embedding policy commitments	75	-	-
	2-25 Processes to remediate negative impacts	94-107	-	-
	2-26 Mechanisms for seeking advice and raising concerns	240-242	-	-
	2-27 Compliance with laws and regulations	67-71	-	-
	2-28 Membership associations	286	-	-
	2-29 Approach to stakeholder engagement	87-89	-	-
	2-30 Collective bargaining agreements	258-259	-	-
Material topics				
GRI 3: Material Topics 2021	3-1 Process to determine material topics	90-93	-	-
	3-2 List of material topics	94-107	-	-
Brand Image and Management				
GRI 3: Material Topics 2021	3-3 Management of material topics	292	-	-
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	292	-	-
	417-2 Incidents of non-compliance concerning product and service information and labeling	292	-	-

GRI Standard	Disclosures	Page No.	Remarks or reason for omission (if any)	
			Reason for omission	Explanation
	417-3 Incidents of non-compliance concerning marketing communications	292	-	-
Economic Performance				
GRI 3: Material Topics 2021	3-3 Management of material topics	109	-	-
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	110	-	-
	201-3 Defined benefit plan obligations and other retirement plans	183	-	-
	201-4 Financial assistance received from government	110	-	-
Climate Action				
GRI 3: Material Topics 2021	3-3 Management of material topics	141-142	-	-
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	83, 94-95	-	-
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	150-151	-	-
	305-2 Energy indirect (Scope 2) GHG emissions	150-151	-	-
	305-3 Other indirect (Scope 3) GHG emissions	150, 152	-	-
	305-4 GHG emissions intensity	152	-	-
	305-5 Reduction of GHG emissions	144-147	-	-
	305-6 Emissions of ozone-depleting substances (ODS)	-	Not Applicable	SBI's operations do not have significant material emissions due to the nature of the industry
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	-	Not Applicable	SBI's operations do not have significant material emissions due to the nature of the industry

GRI Standard	Disclosures	Page No.	Remarks or reason for omission (if any)	
			Reason for omission	Explanation
Corporate Governance and Ethics				
GRI 3: Material Topics 2021	3-3 Management of material topics	160	-	-
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	160, 286	-	-
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	160, 270, 271	-	-
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	160, 270, 271	-	-
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	160, 271	-	-
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	160, 271	-	-
GRI 415: Public Policy 2016	415-1 Political contributions	67, 160	-	-
Customer Satisfaction and Experience				
GRI 3: Material Topics 2021	3-3 Management of material topics	191	-	-
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	-	Not applicable	SBI's operations does not have significant material emissions due to the nature of the industry
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	292	-	-
Data Security and Customer Privacy				
GRI 3: Material Topics 2021	3-3 Management of material topics	194	-	-

GRI Standard	Disclosures	Page No.	Remarks or reason for omission (if any)	
			Reason for omission	Explanation
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	295	-	-
Digital Leadership				
GRI 3: Material Topics 2021	3-3 Management of material topics	115	-	-
Risk Management				
GRI 3: Material Topics 2021	3-3 Management of material topics	76	-	-
Sustainable and Responsible Finance				
GRI 3: Material Topics 2021	3-3 Management of material topics	29-46	-	-
Employee Engagement				
GRI 3: Material Topics 2021	3-3 Management of material topics	159	-	-
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	269	-	-
	202-2 Proportion of senior management hired from the local community	-	Not applicable	Most of our senior management is hired from the country of operations
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	175	-	-
	404-2 Programs for upgrading employee skills and transition assistance programs	175-185	-	-
	404-3 Percentage of employees receiving regular performance and career development reviews	173	-	-

GRI Standard	Disclosures	Page No.	Remarks or reason for omission (if any)	
			Reason for omission	Explanation
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	161, 236	-	-
	405-2 Ratio of basic salary and remuneration of women to men	269	-	-
Employee Well-being and Safety				
GRI 3: Material Topics 2021	3-3 Management of material topics	167	-	-
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	168	-	-
	403-2 Hazard identification, risk assessment, and incident investigation	168	-	-
	403-3 Occupational health services	169-171	-	-
	403-4 Worker participation, consultation, and communication on occupational health and safety	-	Not Applicable	SBI does not employ workers in its organisation
	403-5 Worker training on occupational health and safety	169-171	-	-
	403-6 Promotion of worker health	-	Not Applicable	SBI does not employ workers in its organisation
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	169-171	-	-
	403-8 Workers covered by an occupational health and safety management system	169-171	-	-
	403-9 Work-related injuries	261	-	-
	403-10 Work-related ill health	265	-	-
Financial Inclusion and Community Development				
GRI 3: Material Topics 2021	3-3 Management of material topics	204	-	-

GRI Standard	Disclosures	Page No.	Remarks or reason for omission (if any)	
			Reason for omission	Explanation
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	215-233	-	-
	413-2 Operations with significant actual and potential negative impacts on local communities	215-233	-	-
Natural Resource Management				
GRI 3: Material Topics 2021	3-3 Management of material topics	141-142	-	-
GRI 302: Energy 2016	302-1 Energy consumption within the organization	148	-	-
	302-2 Energy consumption outside of the organization	148	-	-
	302-3 Energy intensity	149	-	-
	302-4 Reduction of energy consumption	144-147	-	-
	302-5 Reductions in energy requirements of products and services	-	Not Applicable	SBI's products and services do not result in energy consumption during use phase
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	-	Not Applicable	SBI's operations do not have a significant impact on water resources
	303-2 Management of water discharge-related impacts	-	Not Applicable	SBI's operations do not have a significant impact on water resources
	303-3 Water withdrawal	154	-	-
	303-4 Water discharge	154	-	-
	303-5 Water consumption	154	-	-

GRI Standard	Disclosures	Page No.	Remarks or reason for omission (if any)	
			Reason for omission	Explanation
GRI 101: Biodiversity 2024	101-1 Policies to halt and reverse biodiversity loss	-	Not Applicable	SBI's operations do not have a significant impact on biodiversity
	101-2 Management of biodiversity impacts	-	Not Applicable	SBI's operations do not have a significant impact on biodiversity
	101-3 Access and benefit-sharing	-	Not Applicable	SBI's operations do not have a significant impact on biodiversity
	101-4 Identification of biodiversity impacts	-	Not Applicable	SBI's operations do not have a significant impact on biodiversity
	101-5 Locations with biodiversity impacts	-	Not Applicable	SBI's operations do not have a significant impact on biodiversity
	101-6 Direct drivers of biodiversity loss	-	Not Applicable	SBI's operations do not have a significant impact on biodiversity
	101-7 Changes to the state of biodiversity	-	Not Applicable	SBI's operations do not have a significant impact on biodiversity
	101-8 Ecosystem services	-	Not Applicable	SBI's operations do not have a significant impact on biodiversity
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	155	-	-
	306-2 Management of significant waste-related impacts	155	-	-
	306-3 Waste generated	155	-	-
	306-4 Waste diverted from disposal	156	-	-
	306-5 Waste directed to disposal	156	-	-

GRI Standard	Disclosures	Page No.	Remarks or reason for omission (if any)	
			Reason for omission	Explanation
Product Innovation with ESG Impact				
GRI 3: Material Topics 2021	3-3 Management of material topics	117-128	-	-
Regulatory Compliance				
GRI 3: Material Topics 2021	3-3 Management of material topics	70	-	-
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	249	-	-
	205-2 Communication and training about anti-corruption policies and procedures	178	-	-
	205-3 Confirmed incidents of corruption and actions taken	249	-	-
Sustainable Business Strategy				
GRI 3: Material Topics 2021	3-3 Management of material topics	50-55	-	-
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	50-55	-	-
	203-2 Significant indirect economic impacts	50-55	-	-
GRI 2: General Disclosures 2021	2-12 Role of the highest governance body in overseeing the management of impacts	62-65	-	-
	2-22 Statement on sustainable development strategy	18-19	-	-
Training Leadership and Succession Planning				
GRI 3: Material Topics 2021	3-3 Management of material topics	161-162	-	-
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	163	-	-
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	255	-	-
	401-3 Parental leave	171, 255	-	-

GRI Standard	Disclosures	Page No.	Remarks or reason for omission (if any)	
			Reason for omission	Explanation
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	175	-	-
	404-2 Programs for upgrading employee skills and transition assistance programs	175-185	-	-
	404-3 Percentage of employees receiving regular performance and career development reviews	173, 259	-	-
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	161	-	-
	405-2 Ratio of basic salary and remuneration of women to men	269	-	-
Value Chain Management				
GRI 3: Material Topics 2021	3-3 Management of material topics	188	-	-
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	287	-	-
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	285	-	-
	308-2 Negative environmental impacts in the supply chain and actions taken	-	Not applicable	No concerns identified in the supply chain
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	273	-	-
	414-2 Negative social impacts in the supply chain and actions taken	-	Not applicable	No concerns identified in the supply chain

Alignment with United Nations Global Compact Principles

Principle Number	UNGC Principle	Section in the Report	Page Number
Human Rights			
1	Business should support and respect the protection of internationally proclaimed human rights	Human Capital | Social & Relationship Capital	158-185 | 186-233
2	Make sure that they are not complicit in human right abuses	Human Capital | Social & Relationship Capital	158-185 | 186-233
Labour			
3	Business should uphold the freedom of association and the effective recognition of the right to collective bargaining	Human Capital | Social & Relationship Capital	158-185 | 186-233
4	Elimination of all forms of forced and compulsory labour	Human Capital | Social & Relationship Capital	158-185 | 186-233
5	Effective abolition of child labour	Human Capital | Social & Relationship Capital	158-185 | 186-233
6	Elimination of discrimination in respect of employment and occupation	Human Capital | Social & Relationship Capital	158-185 | 186-233
Environment			
7	Business should support a precautionary approach to environmental challenge	Natural Capital	140-157
8	Undertake initiatives to promote greater environmental responsibility	Responsible Banking | Natural Capital | Intellectual Capital |	28-47 | 140-157 | 114-139
9	Encourage the development and diffusion of environmentally friendly technologies	Natural Capital	140-157
Anti-Corruption			
10	Business should work against corruption in all its forms including extortion and bribery	Approach to Governance and Risk Management	60-83

Alignment with International Finance Corporation – Performance Standards (IFC-PS)

Performance Standard Number	Description	Section in the Report	Page Number
Performance Standard 1	Assessment and Management of Environmental and Social Risks and Impacts	Stakeholder Engagement and Materiality Assessment | Risk Management |	86-107 | 60-83
Performance Standard 2	Labour and Working Conditions	Human Capital	158-185
Performance Standard 3	Resource Efficiency and Pollution Prevention	Natural Capital	140-157
Performance Standard 4	Community Health, Safety, and Security	Social & Relationship Capital	186-233
Performance Standard 5	Land Acquisition and Involuntary Resettlement	-	-
Performance Standard 6	Biodiversity Conservation and Sustainable Management of Living Natural Resources	Natural Capital	140-157
Performance Standard 7: Indigenous Peoples	-	-	-

Glossary of Abbreviations

ACB	Audit Committee of the Board
ABEP	Annual Branch Expansion Plan
ACE	Achievement, Celebration and Empowerment
ADB	Asian Development Bank
ADP	Aspirational District Programme
ADWM	Automated Deposit cum Withdrawal Machine
AFC	Automated Fare Collection
AFFDF	Armed Forces Flag Day Fund
AGL	Agri Gold Loan
AI	Artificial Intelligence
ALIMCO	Artificial Limbs Manufacturing Corporation of India
AML	Anti-Money Laundering
AO	Application/Asset Owner
AOF	Account Opening Form
APLMA	Asia Pacific Loan Market Association
APMAS	Andhra Pradesh Mahila Abhivrudhi Society
APY	Atal Pension Yojana
ATI	Apex Training Institute
ATM	Automated Teller Machine
BC	Business Correspondent
BC&OR	Business Continuity and Operational Resilience
BCMS	Business Continuity Management System
BCSBI	The Banking Codes and Standards Board of India
BEMS	Building Energy Management Systems
BLS	Basic Life Support
BRE	Business Rule Engine
BRSR	Business Responsibility and Sustainability Reporting
BSBD	Basic Savings Bank Deposit
BSE	Bombay Stock Exchange
CAG	Corporate Accounts Group
CAM	Compliance Awareness Meeting
CBG	Compressed Biogas
CCG	Commercial Clients Group
CCL	Centre for Creative Leadership
CCO	Chief Credit Officer
CCRC	Customer Communication and Response Committee
CCRMC	Climate Change Risk Management Committee
CCSC	Corporate Centre Sustainability Committee
CCTS	Carbon Credit Trading Scheme
CDK	Cheque Deposit Kiosk
CDMS	Centralized Dispensary Management System
CDP	Customer Data Platform
CDS	Career Development System
CEET	Centre for Excellence in Energy and Telecommunication
CEP	Cash Efficiency Project
CERT-SBI	Computer Emergency Response Team - SBI
CES	Customer Effort Score
CFCFRMS	Citizens Financial Cyber Fraud Reporting and Management System
CFL	Centres for Financial Literacy
CFU	Climate Finance Unit
CHAKRA	Centre of Excellence for Sunrise Sectors
CIC	Credit Information Companies
CISO	Chief Information Security Officer
CLAP	Customer Loan Assistance Portal
CLO	Chief Liaison Officer
CMP	Cash Management Products
CoE	Centre of Excellence
CPC	Centralized Processing Cell
CPR	Cardio-Pulmonary Resuscitation
CRCF	Customer Request Complaint Form
CRFC	Customer Request and Complaint Form
CRH	Complaint Resolution Hub
CRM	Customer Relationship Management
CRMC	Credit Risk Management Committee
CRO	Chief Risk Officer
CRSC	Climate Risk Scorecard
CSAT	Customer Satisfaction Score
CSC	Circle Sustainability Committee
CSCB	Customer Service Committee of the Board
CSDB	Case Study Discussion Board
CSIRT	Computer Security Incident Response Team
CSO	Chief Sustainability Officer
CSP	Customer Service Point
CSR	Corporate Social Responsibility
CSRM	Corporate Salary Relationship Manager
CTC	Cost to Company
CVC	Central Vigilance Commission
CVO	Chief Vigilance Officer
DA	Dearness Allowance
DB&T	Digital Banking and Transaction
DBT	Direct Benefits Transfer
DDE	Digital Document Execution
DEA	Department of Economic Affairs
DEI	Diversity, Equity and Inclusion
DFIs	Development Financial Institutions
DGM	Deputy General Manager
DICCI	Dalit Indian Chamber of Commerce and Industry
DISCOM	Distribution Company
DLT	Distributed Ledger Technology
DMD	Deputy Managing Director
DPDP	Digital Personal Data Protection
DPIA	Data Privacy Impact Assessment
DPMS	Disciplinary Proceedings Management System
DQI	Data Quality Index
DRP	Disaster Recovery Planning
D-SIB	Domestic-Systemically Important Bank
EASE	Enhanced Access and Services Excellence
eBG	Electronic Bank Guarantee
EBITDA	Earnings Before Interest, Taxes, Depreciation, and Amortization
ECB	External Commercial Borrowing
ECCB	Executive Committee of the Central Board
ECCCs	Establishment of Early Childhood Care Centres
EGRMC	Enterprise and Group Risk Management Committee
EGV	e-Gift Voucher
ERM	Enterprise Risk Management
ESG	Environmental, Social and Governance
ETB	Existing to Bank
ETBFSI	Economic Times Banking, Financial Services, and Insurance
EV	Electric Vehicle
EWS	Economically Weaker Sections
FATF	Financial Action Task Force
FCDO	Foreign Common Development Office
FEMA	Foreign Exchange Management Act
FIRST	Foundation for Innovation & Research in Science & Technology
FO	Foreign Office
FOS	Feet-on-Street
FPO	Farmer Producer Organisation
GBU	Government Business Unit
GCC	Green Channel Counter
GDP	Gross Domestic Product
GDR	Global Depository Receipt
GHG	Greenhouse Gas
GITC	Global IT Centre
GM	Global Markets
GM	General Manager
GMB	Google My Business
GOI	Government of India
GPAI	Group Personal Accident Insurance

GRC	Green Remit Card
GRI	Global Reporting Initiative
GCSOC	Global Cyber Security Operations Centre
GWP	Global Warming Potential
HRMS	Human Resource Management System
HVAC	Heating, Ventilation and Air Conditioning
IAD	Internal Audit Department
IBA	Indian Banking Association
IBG	International Banking Group
ICAAP	Internal Capital Adequacy Assessment Process
ICE	Internal Combustion Engine
ICMA	International Capital Market Association
IEHRT	Internal Ethical & Hacking Red Team
IFC	International Finance Corporation
IFRS	International Financial Reporting Standards
IFSCA	International Financial Services Centres Authority
IGBC	Indian Green Building Council
IIA	Institute of Internal Auditors
IRRBB	Interest Rate Risk in the Banking Book
IS	Information Security
ISD	Information Security Department
ISMS	Information Security Management System
iTRAMS	Intranet-based Training Management System
IUCN	International Union for Conservation of Nature
JAWS	Job Access with Speech
JV	Joint Venture
KaaS	KYC as a Service
KCC	Kisan Credit Card
KMP	Key Managerial Personnel
KPIs	Key Performance Indicators
KRA	Key Responsibility Areas
KYC	Know Your Customer

LCF	Lighthouse Communities Foundation
LCPC	Liability Central Processing Centre
LEA	Law Enforcement Agency
LEAD	Leveraging Efficient Administrative Design
LEAP	Leveraging Engagement & Achieving Persistently
LeMS	Learning Management System
LHO	Local Head Office
LMA	Loan Market Association
LoCs	Lines of Credit
LoD	Line of Defence
LSTA	Loan Syndications and Trading Association
LTIFR	Lost Time Injury Frequency Rate
MDBs	Multilateral Development Banks
MHA	Ministry of Home Affairs
MIGA	Multilateral Investment Guarantee Agency
ML	Machine Learning
MNRE	Ministry of New and Renewable Energy
MoU	Memorandum of Understanding
MRMC	Market Risk Management Committee
MSEDCL	Maharashtra State Electricity Distribution Company Ltd.
MSME	Micro, Small, and Medium Enterprises
MVDA	Mathura Vrindavan Development Authority
NCRP	National Crime Reporting Portal
NGO	Non-Governmental Organisation
NGRBC	National Guidelines on Responsible Business Conduct
NIMHANS	National Institute of Mental Health and Neuro Sciences
NOC	Network Operations Centre
NPS	Net Promoter Score
NPS	New Pension Scheme
NRC	Nomination and Remuneration Committee
NRI	Non-Resident Indian
NRLM	National Rural Livelihood Mission

NSBL	Nepal SBI Bank
NSE	National Stock Exchange
NSRCEL	Nadathur S Raghavan Centre for Entrepreneurial Learning
NTB	New-to-Bank
NTFP	Non-Timber Forest Products
OBC	Other Backward Class
OCB	Overseas Corporate Body
ODAC	Outsourced Document Archival Centres
OLMS	Outsourcing Lifecycle Management System
OPR	Operations Process Re-engineering
ORMC	Operational Risk Management Committee
OTP	One-Time Password
PABL	Pre-approved Business Loan
PAC	Precision Air Conditioning
PAT	Profit after Tax
PCAF	Partnership for Carbon Accounting Financials
PCI DSS	Payment Card Industry Data Security Standard
PF	Provident Fund
PFSBU	Project Finance and Structuring Strategic Business Unit
PFRDA	Pension Fund Regulatory and Development Authority
PHC	Primary Health Center
PLI	Performance-Linked Incentive
PMSVANidhi	Pradhan Mantri Street Vendor's Atma Nirbhar Nidhi
PMJJBY	Pradhan Mantri Jeevan Jyoti Bima Yojana
PMMY	Pradhan Mantri Mudra Yojana
PMSBY	Pradhan Mantri Suraksha Bima Yojana
POD	Proof of Delivery
POSH	Prevention of Sexual Harassment
PPA	Power Purchase Agreement
PSUs	Public Sector Undertaking
PV	Photovoltaic

PwBD	Persons with Benchmark Disabilities
PwD	People with Disabilities
QMS	Queue Management System
RAAS	Retail Assets Acquisition System
RACC	Retail Asset Credit Centre
RACPC	Retail Asset Central Processing Centre
RAROC	Risk-Adjusted Return on Capital
RBI	Reserve Bank of India
RBO	Retail Business and Operations
RCSE	Rajasthan Council for School Education
RE	Renewable Energy
REC	Renewable Energy Certificate
REPP	Renewable Energy-based Power Plant
RSETI	Rural Self-employment Training Institute
RFIA	Risk Focused Internal Audit
RMCB	Risk Management Committee of the Board
RoA	Return on Asset
ROC	Resiliency Operations Centre
RoE	Return on Equity
RTA	Registrar & Transfer Agent
RUSU	Rural and Semi-urban
SASB	Sustainability Accounting Standards Board
SATAT	Sustainable Alternative Towards Affordable Transportation
SBIIT	State Bank Institute of Innovation & Technology
SBILD	State Bank Institute of Learning and Development
SBSOC	State Bank Security Operations Centre
SC	Scheduled Caste
SCBMF	Special Committee of the Board for Monitoring of Large Value Frauds
SEBI	The Securities and Exchange Board of India
SEED	Society for Socio Economic & Ecological Development
SEO	Search Engine Optimisation
SFC	Sustainable Finance Committee

SGMS	Security Gadget Monitoring System
SHG	Self Help Group
SLB	Sustainability-Linked Bond
SLL	Sustainability-Linked Loan
SMEs	Small and Medium Enterprises
SOC	Security Operations Centre
SPT	Sustainability Performance Target
SRC	Stakeholders Relationship Committee
SSAIT	Sanjeeva Singh Archery Institute Trust
STEPS	Service, Transparency, Ethics, Politeness & Sustainability
STP	Specialized Training Programme
STP	Sewage Treatment Plant
SVICCAR	Sri Venkateswara Institute of Cancer Care & Advanced Research
TCFD	Task Force on Climate-related Financial Disclosures
TMG	Treasury Management Group
TSPCB	Telangana State Pollution Control Board
TTR	Transition to Retirement
UEDT	Unauthorized Electronic Debit Transaction
UN SDGs	United Nations Sustainable Development Goals
UNGC	United Nations Global Compact
UPS	Uninterrupted Power Supply
URC	Unbanked Rural Centres
VAPT	Vulnerability assessment and Penetration Test
VAW	Vigilance Awareness Week
V-CIP	Video-based Customer Identification Process
VMS	Voluntary Medicare Society
VPS	Vendor Payment System
WASH	Water, Sanitation & Hygiene
YSSACT	Yugrish Shriram Sharma Acharya Charitable Trust

State Bank Bhavan, Corporate Centre, Madame Cama Road,
Mumbai, Maharashtra 400021, India

Annexure B

List of changes in submitted Sustainability Report for FY 2025-26

1. **PRINCIPLE 5: Businesses should respect and promote human rights.**
   Essential Indicators:

   Indicator 3: Details of remuneration/salary/wages: -

   Reported Data: - **(Amount in Rs.)**

	Male		Female		Other	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	5	354742	0	0	0	0
Key Managerial Personnel	22	562889	1	596767	0	0
Employees other than BoD and KMP	174819	126013	69848	112914	0	0
Workers	0	0	0	0	0	0

   Revised Data: - **(Amount in Rs.)**

	Male		Female		Other	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	5	4256904	0	0	0	0
Key Managerial Personnel	22	6754668	1	7161204	0	0
Employees other than BoD and KMP	174819	1512156	69848	1354968	0	0
Workers	0	0	0	0	0	0

STATE BANK OF INDIA CORPORATE CENTRE • ESG & CFU DEPT

2. PRINCIPLE 5: Businesses should respect and promote human rights.

Essential Indicators:

Indicator 1: Employees and workers who have been provided training on human Human rights issues and policy(ies) of the entity: -

Reported Data

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D / C)
Employees						
Permanent	244695	46285	18.92%	233531	22126	9.47%
Other than permanent	Nil	Nil	Nil	Nil	Nil	Nil
Total Employees	244695	46285	18.92%	233531	22126	9.47%

Revised Data

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D / C)
Employees						
Permanent	241717	46285	19.15%	233531	22126	9.47%
Other than permanent	2978	Nil	Nil	2695	Nil	Nil
Total Employees	244695	46285	18.92%	236226	22126	9.37%