

August 14, 2025

National Stock Exchange of India Limited Exchange Plaza Bandra Kurla Complex Mumbai - 400051	BSE Limited Phiroze Jeejeebhoy Towers Dalal Street Mumbai - 400 001
Symbol : EQUITASBNK	Scrip Code : 543243,976218 & 976979

Dear Sir

**Sub: Business Responsibility and Sustainability Report (BRSR) for the FY 2024-2025**

Pursuant to Regulation 34 (2) (f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed the Business Responsibility and Sustainability Report (BRSR) of the Bank for the FY 2024-25. This Report also forms part of the Annual Report for the FY 2024-25, submitted to the Stock Exchanges vide letter dated August 14, 2025 and the same is available on the website of the Bank at <https://ir.equitasbank.com/shareholder-services/>

Kindly take the above information on record.

Thanking you,

Yours faithfully,  
For Equitas Small Finance Bank Limited

**N Ramanathan**  
Company Secretary  
Encl: a/a



**BEYOND BANKING**

When you bank with us, you contribute towards a better society.

**Equitas Small Finance Bank Limited**  
(Previously known as Equitas Finance Limited)

4<sup>th</sup> Floor, Phase II, Spencer Plaza, No.769, Mount Road, Anna Salai, Chennai, Tamil Nadu, India - 600 002

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# Business Responsibility & Sustainability Report

At Equitas Small Finance Bank (also referred to as 'Equitas,' 'ESFB,' 'The Bank' or 'We'), our journey towards sustainability has entered a decisive new phase, one where each action is not just progress, but a purposeful leap towards long-term impact. Guided by this year's theme, '**NEXT: Where every step is a leap forward,**' we are advancing a future where responsible finance, inclusive growth, and environmental consciousness are seamlessly woven into our business model.

Central to this transformation is the Equitas ESG Policy 2025, which provides a clear and actionable framework to embed sustainability across our operations. Rooted in our belief that finance can be a powerful force for inclusive development, the policy defines our commitments to environmental stewardship, social equity, and robust governance. It outlines our strive towards net zero emissions, green financing, and empowering underserved communities through impactful healthcare, education, and livelihood initiatives. The policy also formalises our ESG governance structure, ensuring strategic alignment, continuous improvement, and integration with global standards such as the UN Sustainable Development Goals (UN SDGs).



Our Business Responsibility and Sustainability Report (BRSR) for 2024–25 reflects how this policy is being put into practice. In alignment with SEBI's BRSR framework and the National Guidelines on Responsible Business Conduct (NGRBC), this report provides transparent, measurable insights into our ESG performance for the year ended March 31, 2025. It evaluates our progress across the nine principles prescribed under Regulation 34(2)(f) of the SEBI (LODR) Regulations, 2015, and captures our actions across defined focus areas such as emissions reduction, community engagement, and responsible lending.

As we move towards our 'Next', our ESG commitments are not just aspirations, they are the foundation of a resilient, inclusive, and sustainable future. This BRSR stands as a testament to our belief that every step forward must create meaningful value, for people, the planet, and the prosperity of generations to come.

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# Section A: General Disclosures

At Equitas, we are committed to conducting our business responsibly and transparently, in alignment with our mission to serve the underserved and unbanked. As a purpose-driven institution, we have embedded inclusive growth, ethical governance, and stakeholder accountability at the heart of our operations. Over the years, we have evolved from a pure-play microfinance institution into a stable, sustainable, and scalable retail-focussed bank, with over 88% of our portfolio now comprising secured lending. We continue to operate at the grassroots of the economy, catering to micro-entrepreneurs, small businesses, and individuals in rural and semi-urban areas, while mobilising deposits from mass and mass affluent segments.

In 2024–25, we further strengthened our structured policy framework by formally adopting a comprehensive ESG Policy to deepen our sustainability integration and enhance our BRSR disclosures.

## SDGs Impacted



### Linkage with the <IR> Components

- ➔ Corporate Overview
- ➔ Human Capital
- ➔ Financial Capital
- ➔ Risk Management



### Linkage with the Stakeholders

- ➔ Customers
- ➔ Employees
- ➔ Shareholders
- ➔ Communities
- ➔ Value Chain Partners

**I. DETAILS OF THE LISTED ENTITY**

1.	Corporate Identity Number (CIN) of the listed entity	L65191TN1993PLC025280
2.	Name of the listed entity	Equitas Small Finance Bank Limited
3.	Year of incorporation	1993
4.	Registered office address	4 <sup>th</sup> Floor, Phase II, Spencer Plaza No. 769, Mount Road, Anna Salai, Chennai – 600 002, Tamil Nadu
5.	Corporate address	4 <sup>th</sup> Floor, Phase II, Spencer Plaza No. 769, Mount Road, Anna Salai, Chennai – 600 002, Tamil Nadu
6.	Email	<a href="mailto:cs@equitasbank.com">cs@equitasbank.com</a>
7.	Telephone	+91 44 42995000
8.	Website	<a href="http://www.equitasbank.com">www.equitasbank.com</a>
9.	Financial year for which reporting is being done	2024-25
10.	Name of the Stock Exchange(s) where shares are listed	1. BSE Limited 2. National Stock Exchange of India Ltd.
11.	Paid-up capital	₹ 11,39,86,24,210
12.	Name and contact details (telephone, Email address) of the person who may be contacted in case of any queries on the BRSR report	Name: Mr. N. Ramanathan Company Secretary Telephone: +91 44 4299 5000 Email: <a href="mailto:cs@equitasbank.com">cs@equitasbank.com</a>
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)	This report has been made on a standalone basis
14.	Name of assurance provider	NA
15.	Type of assurance obtained	NA

**II. PRODUCTS/SERVICES****16. Details of business activities (accounting for 90% of the turnover)**

S. no.	Description of main activity	Description of business activity	% of turnover of the entity
1.	Financial and insurance services	Banking activities by central, commercial and savings banks	<b>100%</b>

**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.	Monetary intermediation services provided by commercial banks, savings banks, postal savings bank and discount houses.	<b>64191</b>	<b>100%</b>

We offer a wide range of banking products designed to meet the diverse needs of individuals, businesses, and underserved segments. Our portfolio includes credit, deposit, and investment solutions, with a focus on financial inclusion, digital convenience, and sustainable growth.

Asset Products (Loan Offerings)	Liability Products (Deposit Offerings)	Third-Party Products
<ol style="list-style-type: none"> <li>1. Small Business Loans (SBL)</li> <li>2. Vehicle Financing                             <ol style="list-style-type: none"> <li>i. Used Commercial Vehicle</li> <li>ii. New Commercial Vehicle</li> <li>iii. Used Passenger Car</li> <li>iv. New Passenger Car</li> </ol> </li> <li>3. Microfinance and MicroLoans</li> <li>4. Affordable Housing Finance</li> <li>5. MSE Finance</li> <li>6. NBFC Finance</li> <li>7. Others (Gold and Staff Loans, among others)</li> </ol>	<ol style="list-style-type: none"> <li>1. Savings Accounts (SA)</li> <li>2. Current Accounts (CA)</li> <li>3. Term Deposits</li> <li>4. Lockers</li> <li>5. Family Banking</li> </ol>	<ol style="list-style-type: none"> <li>1. Life Insurance Products (Traditional, Term, ULIP)</li> <li>2. General Insurance Products (Motor, Fire, PA, Sachet)</li> <li>3. Health Insurance Products (including SAHI Plans)</li> <li>4. Mutual Funds (Lump Sum and SIP)</li> <li>5. FASTag</li> <li>6. 3-in-1 Account (Bank + Demat + Trading)</li> </ol>

### III. OPERATIONS

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

Location	Number of banking outlets	Number of ATMs	Number of offices	Total
National	994	375	1	1,370
International	-	-	-	-

#### 19. Markets served by the entity:

##### a. Number of locations

Locations	Number
National (No. of states)	18 States and UTs
International (No. of countries)	0



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

We primarily operate within the domestic market and do not export any products or services. Therefore, this disclosure is not applicable to our business activities.

**c. A brief on types of customers**

We cater to a diverse set of customers across various segments, reflecting our commitment to inclusive and accessible banking. Our customer base includes:

1. **Children and senior citizens**, with products tailored to different life stages.
2. **Non-Resident Indians (NRIs)** seeking convenient and secure banking from abroad.
3. **Entrepreneurs and small business owners** requiring flexible financial solutions.
4. **Corporates** across industries with comprehensive banking and treasury services.
5. **Farmers**, supported through dedicated agricultural financing offerings.
6. **Trusts, Associations, Societies, and Clubs (TASC)**, with customised account and transaction solutions.
7. **Millennials and digitally savvy individuals**, served through our intuitive digital banking platforms.

We continue to evolve our offerings to meet the specific needs of each customer segment, ensuring financial empowerment and inclusion for all.

#### IV. EMPLOYEES

##### 20. Details as at the end of financial year

###### a. Employees and workers (including differently abled)

Sr. no.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Employees</b>						
1.	Permanent (D)	25,409	22,205	87.39%	3,204	12.61%
2.	Other than permanent (E)	21	15	71.43%	6	28.57%
<b>3.</b>	<b>Total employees (D + E)</b>	<b>25,430</b>	<b>22,220</b>	<b>87.38%</b>	<b>3,210</b>	<b>12.62%</b>
<b>Workers</b>						
4.	Permanent (F)					
5.	Other than permanent (G)			NA		
<b>6.</b>	<b>Total workers (F + G)</b>					

###### b. Differently abled employees and workers

Sr. no.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Differently abled employees</b>						
1.	Permanent (D)	1	1	100%	0	0%
2.	Other than permanent (E)	-	-	-	-	-
<b>3.</b>	<b>Total differently abled employees (D + E)</b>	<b>1</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>
<b>Differently abled workers</b>						
4.	Permanent (F)					
5.	Other than permanent (G)			NA		
<b>6.</b>	<b>Total differently abled workers (F + G)</b>					

## 21. Participation/inclusion/representation of women

Board of Directors		
Total (A)	No. and percentage of females	
	No. (B)	% (B/A)
11	1	9.09%

Key Management Personnel		
Total (A)	No. and percentage of females	
	No. (B)	% (B/A)
4	0	0%

## 22. Turnover rate for permanent employees and workers

### (Disclose trends for the past 3 years)

We maintain a focussed and proactive approach to employee retention through structured engagement, fair practices, and development-driven policies.

Key initiatives to manage and reduce turnover include:

1. Retention-Focussed Programmes: Loyalty Exercise, VALAR and GROW, and High Achiever's Club to reward consistent performance and support career progression.
2. Fair Pay and Equal Opportunity: Market-aligned compensation and clear promotion pathways ensure transparency and equity.
3. Bias Elimination: Regular sensitisation of HR and line managers through 'Train the Trainer' sessions and regional workshops on unbiased hiring and appraisal practices.
4. Inclusive Workplace Culture: Strong emphasis on respect, non-discrimination (across religion, gender, caste, language, appearance), and employee dignity.
5. Talent Attraction and Deployment: 'Hire-Train-Deploy' model and robust recruitment channels to build a quality talent pipeline.
6. Attrition Management: Weekly reviews, leadership field visits, structured exit interviews, and responsive redressal of concerns.
7. Employee Well-Being: Flexible work support, mental health resources, and emergency/crisis assistance to reduce stress-related exits.

These combined efforts have contributed to enhanced employee engagement, lower attrition, and a stable, purpose-driven workforce.

	2024-25			2023-24			2022-23		
	(Turnover rate in current FY)			(Turnover rate in previous FY)			(Turnover rate in the Year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent employees	34%	34%	34%	38%	38%	38%	40%	43%	40%
Permanent workers	-	-	-	-	-	-	-	-	-

## V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

### 23. (a) Names of holding/subsidiary/associate companies/joint ventures

As on date, we do not have any holding, subsidiary or associate companies.

**VI. CSR DETAILS**

**24.**

Our CSR efforts are rooted in the belief that true progress extends beyond banking. While financial inclusion remains central to our mission, we also focus on uplifting communities through impactful initiatives in health, education, and livelihood. By voluntarily dedicating 5% of our net profit to these causes, we reaffirm our commitment to driving meaningful change and fostering a more equitable and empowered society.

**i. Whether CSR is applicable as per section 135 of Companies Act, 2013:**

Yes

**ii. Turnover (in ₹):**

₹ 7,223 Crore

**iii. Net worth (in ₹):**

₹ 6,073 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 was received	Grievance redressal mechanism in place (Yes/No)  (If yes, then provide a weblink to the grievance redress policy)	2024-25 (Current financial year)			2023-24 (Previous financial year)		
		Number of complaints filed during the year	Number of complaints with pending resolution at the close of the year	Remarks	Number of complaints filed during the year	Number of complaints with pending resolution at the close of the year	Remarks
Communities	Yes ( <a href="https://ir.equitasbank.com/wp-content/uploads/2025/04/Whistle-Blower-Policy.pdf">https://ir.equitasbank.com/wp-content/uploads/2025/04/Whistle-Blower-Policy.pdf</a> )	0	0	-	0	0	-
Investors (other than shareholders)	Yes ( <a href="https://ir.equitasbank.com/wp-content/uploads/2022/12/Whistle-Blower-Policy-v6.0.pdf">https://ir.equitasbank.com/wp-content/uploads/2022/12/Whistle-Blower-Policy-v6.0.pdf</a> )	0	0	-	0	0	-
Shareholders	Yes ( <a href="https://ir.equitasbank.com/wp-content/uploads/2022/12/Whistle-Blower-Policy-v6.0.pdf">https://ir.equitasbank.com/wp-content/uploads/2022/12/Whistle-Blower-Policy-v6.0.pdf</a> )	2	0	-	4	0	-
Employees and workers	Yes ( <a href="https://ir.equitasbank.com/wp-content/uploads/2022/12/Whistle-Blower-Policy-v6.0.pdf">https://ir.equitasbank.com/wp-content/uploads/2022/12/Whistle-Blower-Policy-v6.0.pdf</a> )	0	0	-	0	0	-
Customers	Yes ( <a href="https://ir.equitasbank.com/wp-content/uploads/2022/12/Whistle-Blower-Policy-v6.0.pdf">https://ir.equitasbank.com/wp-content/uploads/2022/12/Whistle-Blower-Policy-v6.0.pdf</a> )	25,990	1,030	-	5,849	91	-
Value chain partners	Yes ( <a href="https://ir.equitasbank.com/wp-content/uploads/2022/12/Whistle-Blower-Policy-v6.0.pdf">https://ir.equitasbank.com/wp-content/uploads/2022/12/Whistle-Blower-Policy-v6.0.pdf</a> )	0	0	-	0	0	-
Others	N/A	-	-	-	-	-	-

## 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, and approach to adapt or mitigate the risk along with its financial implications, as per the following format:






Opportunity



Risk

Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (indicate positive or negative implications)
Business Continuity		Given the Bank's exposure to small-ticket loans, unplanned events like natural disasters, regulatory shifts, or market disruptions can jeopardise operational continuity	<ul style="list-style-type: none"> <li>• Conducting comprehensive analysis</li> <li>• Diversification of products and geographies</li> <li>• Engaging with regulators and stakeholders proactively</li> </ul>	<b>Negative:</b> Disruptions can lead to customer attrition, missed collections, and reputational and financial losses.
Product Innovation and Responsible Lending		Investment in technology-led lending products tailored for underserved segments enables scalable growth and improved risk-adjusted returns while maintaining customer responsibility and compliance.	NA	<b>Positive:</b> Expands customer base, improves profitability, and strengthens portfolio resilience.
Branding and Reputation		Negative customer experiences, reputational events, or lack of brand clarity can weaken stakeholder trust, impact customer acquisition and retention, and hinder access to capital or partnerships.	<ul style="list-style-type: none"> <li>• Invest in consistent brand messaging and service delivery; monitor sentiment; address grievances promptly; align purpose-driven communication with actual practices</li> </ul>	<b>Negative:</b> Reputational setbacks may lead to customer attrition, regulatory concerns, and increased cost of funds.

Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (indicate positive or negative implications)
Employee Well-Being		Investing in employee well-being enhances productivity, morale, and retention, especially for frontline staff and in high-stress roles.	NA	<b>Positive:</b> Reduces absenteeism, boosts employee engagement, and strengthens organisational performance.
Values and Culture		A values-driven culture is fundamental to compliance, service quality, and ethical conduct. Misalignment may lead to governance lapses, fraud, or employee disengagement.	<ul style="list-style-type: none"> <li>Embedding values in performance systems, leadership communications, and employee recognition</li> <li>Strengthening whistleblower systems</li> </ul>	<b>Negative:</b> Poor culture can lead to reputational and regulatory risk, impacting financial stability.
Leadership Development and Succession		Absence of leadership pipelines can create continuity risks in strategic and risk management functions, affecting investor confidence and regulatory assessments.	<ul style="list-style-type: none"> <li>Institutionalising succession planning; nurture mid-management through structured mentorship and leadership programmes</li> </ul>	<b>Negative:</b> Disruption to strategic initiatives and reduced institutional confidence during transitions.
Digital Transformation		Investment in scalable digital infrastructure enables operational efficiency, personalised offerings, and access to previously underserved geographies, especially Tier II and III markets.	NA	<b>Positive:</b> Lowers cost-to-income ratio, enhances customer acquisition, and improves service delivery at scale.

# SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

At Equitas Small Finance Bank, our commitment to responsible business practices has long been anchored in a well-defined policy framework that guides our governance, ethical standards, and stakeholder engagement. Building on this foundation, we have also introduced a comprehensive Environmental, Social, and Governance (ESG) Policy during 2024-25 to deepen and formalise our sustainability agenda. This enhanced framework enables a more structured approach to identifying, managing, and monitoring material ESG risks and opportunities across the Bank. With dedicated oversight, cross-functional integration, and clearly articulated responsibilities, we are advancing towards a future where sustainability is seamlessly embedded into every decision and action.

## SDGs Impacted




**Linkage with the <IR> Capital**

- Governance



**Linkage with the Stakeholders**

- Employees
- Value Chain Partners

Sr. no.	Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and management processes</b>										
	<p>To reinforce our commitment to integrity, transparency, and accountability, we have instituted a robust policy framework. These policies are designed to guide the conduct and decision-making of our employees, leadership, and stakeholders, fostering consistent alignment with the Bank's vision, values, and strategic priorities.</p> <p>List of policies:</p> <ol style="list-style-type: none"> <li><a href="#">Code of Conduct for Directors</a></li> <li><a href="#">Code of Conduct for Senior Managers</a></li> <li><a href="#">CSR Policy</a></li> <li><a href="#">Customer Rights Policy</a></li> <li><a href="#">Data Privacy</a></li> <li><a href="#">Dividend Distribution Policy</a></li> <li><a href="#">Familiarisation Programme</a></li> <li><a href="#">Policy on materiality of related party transactions</a></li> <li><a href="#">Policy on Remuneration</a></li> <li><a href="#">Retention and Archival of Documents Policy</a></li> <li><a href="#">Whistle Blower Policy</a></li> <li><a href="#">Environmental Social and Governance Policy</a></li> </ol>									
1	1. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	N	Y	Y
	2. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	N	Y	Y
	3. Weblink of the policies, if available*	7, 8, 1, 2	12	9, 11, 12	11, 12	9, 11, 12	12	NA	3, 12	4, 5, 12
2	Whether the entity has translated the policy into procedures. (Yes/No)	Y	Y	Y	Y	Y	Y	N	Y	Y
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	N	Y	Y	Y	Y	N	Y	Y
4	Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trusted) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	NA								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	NA								
6	Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.	NA								

Sr. no.	Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Governance, leadership, and oversight</b>										
7	<b>Statement by the director responsible for the business responsibility report, highlighting ESG-related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure)</b> Please refer to the message from our MD & CEO on page number 10.									
8	<b>Details of the highest authority responsible for implementing and overseeing the Business Responsibility policy(ies).</b>									MD & CEO
9	<b>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.</b>									MD & CEO

#### 10 Details of review of NGRBCs by the Company:

Subject for review	Indicate whether the review was undertaken by Director/Committee of the Board/Any other Committee									Frequency (annually/half yearly/quarterly/any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Performance against the above policies and follow-up action</b>	Y	Y	Y	Y	Y	Y	N	Y	Y	The performance against the above policies and follow-up actions are reviewed at regular frequencies.								
<b>Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances</b>	Y	Y	Y	Y	Y	Y	N	Y	Y	All the applicable statutory and regulatory guidelines relevant to the principles are complied with..								

Sr. no.	Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
11	<b>Has the entity carried out an independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.</b>									
										No, evaluations are conducted internally, and the Heads of Departments are responsible for ensuring effective policy implementation. The Bank's policies are periodically reviewed at both management and Board levels.

#### 12 If the answer to question (1) above is 'No' i.e. not all Principles are covered by a policy, reasons to be stated

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the principles material to its business (Yes/No)									Y
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

# 01

# PRINCIPLE

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

We place the highest importance on conducting our business with integrity, transparency, and accountability. Our Board and senior management champion a culture of ethical conduct, reinforced by a clear Code of Conduct, rigorous compliance systems, and zero tolerance for misconduct. We have put in place robust grievance redressal and whistle-blower mechanisms, regular audits, and ongoing employee training to ensure that all stakeholders – customers, employees, vendors, and regulators, can rely on us to act honestly and responsibly in every interaction.

### Impact on <IR> Components

- Human Capital
- Social and Relationship Capital
- Financial Capital
- Risks and Opportunities
- Governance

### Stakeholders

- Employees
- Value Chain Partners





### SDGs Impacted



## Essential Indicators

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

We view learning and development as a continuous priority. Through our L&OD team, we deliver diverse training initiatives to ensure that all our people, including the Board and KMPs, are equipped with the knowledge and skills needed to make informed, value-driven decisions.

Segment	Total no. of training and awareness programmes held	Topics/principles covered under the training and impact	% of persons in respective category covered by the awareness programme
 Board of Directors	11	P1	100%
 Key Managerial Personnel	1	P1	67.00%
 Employees Other than BOD & KMPs	7,832	P1, P2, P3, P4, P8 & P9	99.30%
 Workers	NA	NA	NA

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

Monetary					
	NGRBC principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (in ₹)	Brief of the case	Has an appeal been preferred (Yes/No)
Penalty/fine	P1	Reserve Bank of India	₹ 65,00,000	Please refer to Schedule 18, Point 12 of the Notes forming part of the Financials	No
Settlement	NA	NA	NA	NA	NA
Compounding fee	NA	NA	NA	NA	NA
Non-Monetary					
	NGRBC principle	Name of the regulatory/enforcement agencies/judicial institutions		Brief of the case	Has an appeal been preferred (Yes/No)
Imprisonment		NA		NA	NA
Punishment		NA		NA	NA

**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
	NA

**4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details**

We uphold a stringent Code of Conduct that unequivocally prohibits any form of corruption or acceptance of illegal gratification. Our policy mandates that employees refrain from using personal resources for activities that can be undertaken using the Bank’s assets and strictly forbids any attempt to disguise bribes as payments, gifts, or business courtesies. Accepting gifts, entertainment, or incentives from current or potential customers or vendors is not permitted, and such courtesies, if received, are considered the property of ESFB and cannot be retained for personal use. Employees are also barred from accepting any gifts that could be perceived as bribes or that may influence their professional judgment.

To reinforce ethical governance, we have implemented a specific Code of Conduct for our Directors and Senior Management, ensuring the highest standards of integrity in managing the Bank’s operations. This commitment to ethics and accountability is embedded in all stakeholder interactions from the very outset of their association with us.

The Code of Conduct can be accessed by clicking on the link mentioned below: available in the HR portal:

- Directors – [ESFB-Policy-on-Code-of-Conduct-of-Directors-January-2021.pdf](#)
- Senior Management – [ESFB-Policy-for-Code-of-Conduct-for-Senior-Management-Jan-2021.pdf](#)
- For employees – It is available in the HR portal

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

	2024-25 (Current financial year)	2023-24 (Previous financial year)
<b>Directors</b>	0	0
<b>KMPs</b>	0	0
<b>Employees</b>	0	0
<b>Workers</b>	NA	NA

**6. Details of complaints with regard to conflict of interest:**

	2024-25 (Current financial year)	2023-24 (Previous financial year)
Number of complaints received in relation to issues of conflict of Interest of the Directors	0	0
Number of complaints received in relation to issues of conflict of Interest of the KMPS	0	0

**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.**

We did not encounter any instances of conflict of interest or corruption during the reporting period. Nonetheless, we remain fully prepared to address such challenges, should they arise, through well-established policies and procedures designed to ensure timely, diligent, and transparent resolution.

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

**2024-25 (Current financial year)**

Number of days of accounts payables **▶ 16**

**2023-24 (Previous financial year)**

Number of days of accounts payables **▶ 27**

**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	2024-25 (Current financial year)	2023-24 (Previous financial year)
Concentration of purchases	a. Purchases from trading houses as % of total purchases		
	b. Number of trading houses where purchases are made from		
	c. Purchases from top 10 trading houses as % of total purchases from trading houses		
Concentration of sales	a. Sales to dealers/distributors as % of total sales		
	b. Number of dealers/distributors to whom sales are made		NA
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors		
Share of RPTs in	a. Purchases (Purchases with related parties/Total purchases)		
	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)		

## Leadership Indicators

**1. 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.

Our governance framework is anchored in strong ethical foundations, including a well-defined Code of Conduct for Directors and a rigorous policy on material-related party transactions. These protocols are designed to pre-empt and address conflicts of interest, ensuring decisions are made with fairness and objectivity. Directors are required to declare any potential conflicts at the start of Board meetings and refrain from participating in related discussions, fostering accountability at the highest levels.

During 2024-25, no instances of conflict of interest or corruption were reported. However, we remain fully equipped with robust mechanisms to address such matters swiftly and transparently, should they arise.

# 02

## PRINCIPLE

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

As a service-oriented financial institution, our operations inherently have a low environmental footprint. However, at Equitas, while our direct resource consumption is limited, we are committed to adopting practices that minimise environmental impact, promote operational safety, and align with long-term sustainability goals. We remain fully compliant with applicable environmental regulations and strive to go beyond compliance by embedding sustainability considerations into our infrastructure, digital processes, and stakeholder engagement.

### Impact on <IR> Components

Service Capital  
Social and Relationship Capital  
Financial Capital

### Stakeholders

Customers  
Government and Regulators  
Value Chain Partners

### SDGs Impacted



## Essential Indicators

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

NGRBC principle	2024-25	2023-24	Details of improvements in environmental and social impacts
R&D	NA	NA	NA
Capex	NA	NA	NA

- Does the entity have procedures in place for sustainable sourcing (Yes/No)

No. Given the nature of our business, we do not rely on physical goods or raw materials in our core operations. Our material dependencies are largely confined to office facilities, administrative essentials, and IT infrastructure and services. Even with limited procurement needs, we place emphasis on responsible sourcing and strive to ensure that our vendors and service providers align with our ethical and sustainability standards.

- If yes, what Percentage of inputs were sourced sustainably?

NA.

- 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.

NA.

- 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.

NA.



# 03

## PRINCIPLE

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

At Equitas Small Finance Bank, we are committed to fostering a supportive, inclusive, and empowering workplace where employee well-being and growth take centre stage. In 2024–25, we enhanced our human capital strategies to align with business expansion and regulatory changes, introducing focussed initiatives in leadership development, wellness, talent retention, and diversity. From structured upskilling programmes and ethical conduct campaigns to health-focussed benefits and inclusive workplace practices, we continue to invest in creating a safe, engaging, and future-ready environment for our employees and those across our value chain.

### Impact on <IR> Components

Human Capital

### Stakeholders

Employees

Value Chain Partners

Government and Regulators

### SDGs Impacted



## Empowering People, Enabling Purpose

At Equitas, our culture is central to our identity and progress. In 2024–25, we strengthened this foundation by aligning our human capital practices with the Bank’s evolving business and regulatory landscape.

We nurture a vibrant, inclusive, and high-performance culture through a multi-dimensional approach:

1

### Leadership Advocacy:

Senior leaders actively promote cultural values across internal forums.

2

### Culture Champions:

Peer influencers drive deeper cultural engagement by modelling core behaviours.

3

### Communication and Training:

Initiatives like Aarambh, Did You Know, and Sanskriti reinforce value-based conduct.

4

### Recognition and Rewards:

Programmes such as High Five Champion and Value Victor celebrate exemplary behaviour.

5

### Employee Engagement:

Wide range of initiatives focussed on holistic health, well-being, and creative engagement (e.g., health camps, fitness challenges, festival celebrations, R&R ceremonies, Branch Family Day).

6

### Strategic Design:

All engagement programmes are designed to deliver an ideal employee experience that supports the Bank’s growth goals.

7

### Multi-Channel Communication:

Engagement efforts are communicated via HR Connect Mail, calls, SMS, WhatsApp, MS Teams, and HRMS Work Groups, among others.

8

### External Recognition:

Ranked #1 in the Ambition Box Employee Choice Awards 2024 under Large Banking and Large Companies categories.

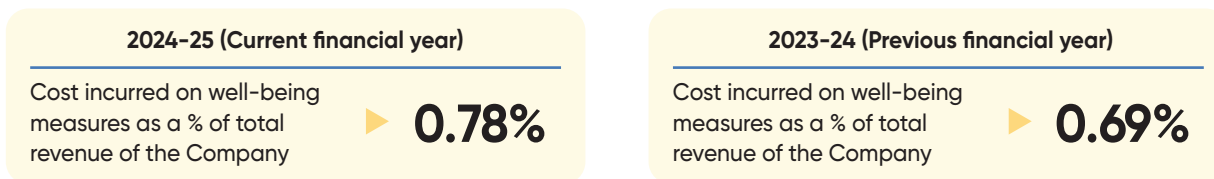
### 1. a. Details of measures for the well-being of employees

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
	Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)	
<b>Permanent employees</b>											
Male	22,205	22,205	100%	22,205	100%	0	0	22,205	100%	22,205	100%
Female	3,204	3,204	100%	3,204	100%	3,204	100%	0	0	3,204	100%
Total	25,409	25,409	100%	25,409	100%	3,204	12.61%	22,205	87.39%	25,409	100%
<b>Other than permanent employees</b>											
Male	15	4	27%	4	27%	0	0	0	0	0	0
Female	6	1	17%	1	17%	0	0	0	0	0	0
Total	21	5	44%	5	44%	0	0	0	0	0	0

**b. Details of measures for the well-being of workers**

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent workers</b>											
Male											
Female						NA					
Total											
<b>Other than permanent workers</b>											
Male											
Female						NA					
Total											

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



**2. Details of retirement benefits, for current FY and previous financial year**

Benefits	2024-25 (Current financial year)			2023-24 (Previous financial year)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with 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 authority (Y/N/N.A.)
PF	100%	NA	Yes	100%	NA	Yes
Gratuity	100%	NA	Not deducted from the employee but deposited with the authority	100%	NA	Not deducted from the employee but deposited with the authority
ESI	0	NA	NA	0	NA	NA
Others – please specify	NA	NA	NA	NA	NA	NA

**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, to enhance accessibility for differently abled employees and customers, a feasibility study was conducted by our Infrastructure (Administration) team. Based on the findings, ramps have been installed at locations where feasible, in alignment with our commitment to creating an inclusive and accessible environment.

**4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.**

No.

While we do not have a standalone Equal Opportunity Policy under the Rights of Persons with Disabilities Act, 2016, our Code of Conduct upholds strong principles of equality and non-discrimination. We ensure fair treatment for all individuals, regardless of background or ability, and continue to enhance our internal frameworks to promote an inclusive and respectful workplace.

**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%	100%	NA	NA
Female	66%	100%	NA	NA
Total	94%	100%	NA	NA

**6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.**

Yes, we have a clearly defined Grievance Redressal Mechanism applicable to all categories of employees.

The mechanism is structured in a multi-tiered escalation format to ensure timely and impartial resolution of grievances. An employee can initially raise a grievance with their reporting manager or Regional HR either orally or in writing. If unresolved within 5 working days, the grievance is escalated progressively to the second-level manager, then to the functional head, and subsequently to the Grievance Redressal Officer via a designated Email ID (grievance@equitasbank.com), with each level having a resolution timeline of 3–7 working days.

If still unresolved, the grievance is reviewed by the Grievance Redressal Committee and, if necessary, escalated to the Managing Director, whose decision is final and binding. All grievances are documented and tracked, with quarterly reports submitted to the Managing Director, ensuring accountability and transparency in the process.

Gender	Yes/No (If yes, then give details of the mechanism in brief)
Permanent workers	NA
Other than permanent workers	NA
Permanent employees	Yes
Other than permanent employees	Yes

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

None of our employees are members of associations or unions. However, we regularly engage with our workforce to encourage open communication and address grievances.

Employee engagement initiatives are integral to our organisational culture, fostering a supportive environment where feedback is valued. Through various initiatives, we prioritise connecting with our employees to ensure their well-being, satisfaction, and active participation in shaping our workplace.

- Onboarding Call: Within the first 30 days of joining, our HR team personally connects with new employees to ensure they are comfortable in their roles. This initiative is highly valued as it aids in their adjustment to the new environment and role, fostering a proactive approach to addressing any concerns.

- Branch Visits: Through our Connect Programme, our HR team visits branches nationwide annually, engaging with employees to provide solutions and promote collaboration across functions.
- Feedback Channels: We actively seek employee feedback through audio bridges, enabling direct communication of views, ideas, and feedback to senior management. These channels enhance employee engagement and contribute to a culture of open communication and continuous improvement.

Additionally, effective communication is crucial to ensuring that our initiatives achieve their intended goals. To facilitate timely and precise communication, we utilise a variety of channels, including calls, HR Connect Mail, SMS, WhatsApp, MS Teams, and HRMS Work Groups. These channels help us keep our employees informed and engaged.

Category	2024-25 (Current financial year)			2023-24 (Previous financial year)		
	Total employees/workers in the respective category (A)	No. of employees/workers in the respective category who are part of association(s) or Union (B)	% (B/A)	Total employees/workers in the respective category (C)	No. of employees/workers in the respective category who are part of association(s) or Union(D)	% (D/C)
<b>Total permanent employees</b>						
Male						
Female						
<b>Total permanent workers</b>						
Male						
Female						

NA



## 8. Details of training given to employees and workers:

At Equitas, we focus on building a future-ready workforce through continuous learning and targeted skill development. In 2024–25, we introduced a variety of training programmes to enhance functional expertise, leadership readiness, and behavioural competencies across roles and levels.

### Key initiatives included:

1. External learning opportunities for CXOs and senior leaders on emerging technologies, ESG, and regulatory trends.
2. Skill-building workshops on product management, core banking systems, data analytics (Power BI), fraud prevention, Forex management, and audit efficiency.
3. Leadership-focussed programmes such as:
  - a. **Leader's Edge** for asset leadership development
  - b. **RCC Training** on operational risk and compliance
  - c. **1000 Women Leaders Programme** for developing high-potential women professionals
4. Behavioural modules covering Resilience Mindset, Winning Habits, and Result-Focussed Leadership for individual contributors and managers.
5. System and application training on platforms like MS Dynamics CRM, Hetra LOS, and Newgen to improve operational proficiency.

### Division-specific interventions:

1. **INSPIRE, Sutradhar**, and **Samadhan** to support onboarding, team engagement, and retention in the Assets vertical.
2. **ELEVATE** programme for Branch Managers in Liabilities, focussing on business growth and people management.

### Impact and Leadership Development:

We measure the effectiveness of our training through performance improvements, feedback, and business outcomes.

1. Programmes like ELEVATE and Sutradhar led to improved branch ratings and smoother onboarding, respectively.
2. Samadhan helped address attrition risks through targeted engagement with employees serving notice.
3. System trainings improved productivity, reduced errors, and enhanced loan processing metrics.

Our structured Leadership Development Programme (LDP) continues to nurture high-potential talent using a framework based on Ambition, Ability, and Adaptability. Customised development plans focus on domain expertise, strategic exposure, and behavioural coaching.

**Notable leadership outcomes included:**

1. Internal transitions to national business roles
2. Promotions to Zonal Business Head positions
3. Establishment of a new Cross-Sell vertical led by an experienced leader to drive synergy across product lines

Category	2024-25 (Current financial year)				2023-24 (Previous financial year)					
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Male	22,205	2,953	13%	22,070	99.40%	19,915	1,170	6%	19,180	96%
Female	3,204	782	24%	3,168	99.00%	2,939	495	17%	2,828	96%
<b>Total</b>	<b>25,409</b>	<b>3,735</b>	<b>15%</b>	<b>25,238</b>	<b>99.30%</b>	<b>22,854</b>	<b>1,665</b>	<b>7%</b>	<b>22,008</b>	<b>96%</b>
<b>Workers</b>										
Male										
Female	NA									
<b>Total</b>										

**9. Details of performance and career development reviews of employees and workers:**

We place strong emphasis on developing our internal talent and preparing them for future leadership roles. We conduct regular performance reviews to identify high-potential individuals and support their growth through tailored learning and development programmes. Our initiatives such as VALAR CEP, VALAR PET, Potential Hero, and S.T.A.R. are designed to facilitate career advancement, enhance capabilities, and build a future-ready workforce aligned with our values of fairness, transparency, and performance excellence.

Benefits	2024-25 (Current financial year)			2023-24 (Previous financial year)		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	22,205	16,625	75%	19,915	15,416	77%
Female	3,204	2,537	79%	2,939	2,257	77%
<b>Total</b>	<b>25,409</b>	<b>19,162</b>	<b>75%</b>	<b>22,854</b>	<b>17,673</b>	<b>77%</b>
<b>Workers</b>						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

**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.

Equitas Small Finance Bank has implemented several measures to ensure a safe and healthy working environment across all locations. A dedicated Emergency Response Team (ERT) is in place, with trained personnel equipped to manage on-site emergencies. Regular fire drills are conducted to familiarise employees with safety protocols during fire-related incidents. In addition, to combat seasonal illnesses like the flu, preventive measures such as temperature checks, hand sanitisers, and mandatory masks for symptomatic individuals have been introduced at all branches and offices. These practices collectively form part of our workplace safety framework, ensuring preparedness and protection for 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?**

At Equitas, we maintain a proactive approach to workplace safety through structured feedback mechanisms and preventive practices. Our 'Voice of Employee' initiative provides a direct channel for employees to report any workplace issues, including safety hazards, by writing to [voiceofemployee@equitasbank.com](mailto:voiceofemployee@equitasbank.com). These concerns are reviewed and addressed promptly to mitigate risk. Additionally, for field staff, many of whom use two-wheelers, precautionary checks are in place to ensure possession of valid driving licences, along with regular reminders to use safety gear such as helmets. These combined efforts help us identify, assess, and address both routine and non-routine work-related risks effectively.

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

Yes.

Equitas has established clear and accessible channels, such as the 'Voice of Employee' platform, to allow employees to report work-related hazards. Employees are encouraged to raise concerns without fear of reprisal, and necessary actions are taken promptly to mitigate risks. They are also empowered to withdraw from situations that present a threat to their health or safety, ensuring their well-being is never compromised.

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

Yes.

The Bank offers a wide range of non-occupational medical and wellness services to promote the holistic well-being of employees. This includes Group Medical Coverage (GMC) top-ups and Corporate Buffer for financial support during hospitalisation, comprehensive health check-ups for employees aged 40+, on-desk wellness camps, vaccination drives, and OPD plan coverage (including dental and vision care). Mental health support is provided through a 24/7 Employee Assistance Programme (EAP). Additional wellness tools such as RoundGlass Living and Alyve Health apps offer digital access to fitness coaching, doctor consultations, yoga, diet plans, and mental health resources, ensuring both physical and emotional well-being.



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

Safety incident/Number	Category	2024-25 (Current financial year)	2023-24 (Previous financial year)
Lost Time Injury Frequency Rate (LTIFR) (per one million person-hours worked)	Employees	0	0
	Workers	NA	NA
Total recordable work-related injuries	Employees	11	21
	Workers	NA	NA
No. of fatalities	Employees	6	11
	Workers	NA	NA
High-consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	NA	NA

**12. Describe the measures taken by the entity to ensure a safe and healthy workplace.**

In 2024–25, we reinforced our commitment to employee well-being through a variety of targeted physical, mental, and emotional health initiatives. While we do not have a standalone health and safety policy, all our initiatives are designed in alignment with World Health Organization (WHO) health days and reflect our proactive approach to workplace wellness.

**Our key initiatives included:**

1. **Health & Wellness Calendar:** A year-round engagement plan with wellness activities, expert talks, and contests mapped to WHO calendar days.
2. **Group Medical Coverage (GMC):** Insurance top-up and corporate buffer support during hospitalisation, ensuring financial protection during health emergencies.
3. **Comprehensive Health Check-ups:** Annual master health screenings for employees aged 40+, covering key diagnostics and physician consultations.
4. **Preventive & On-Site Care:**
  - i. Wellness camps and doctor consultations with BP, blood sugar, and BMI checks
  - ii. Vaccination drives and blood donation camps for proactive health and community impact
5. **Fitness and Lifestyle Engagement:**
  - i. Team Steps Challenge, Dream Runners Half Marathon sponsorships
  - ii. Yoga-at-desk sessions, Tai Chi and self-defence workshops
  - iii. CPR training sessions on World Heart Day

**6. Medical & Financial Assistance:**

- i. OPD plan coverage including in-clinic and at-home diagnostics, vision, and dental care
- ii. Partnership with Apollo Pharmacy for discounts on medicines and lab tests
- iii. 0% interest medical emergency loans to support physical and mental well-being

**7. Mental Health & Digital Wellness:**

- i. 24x7 Employee Assistance Programme (EAP) extended to families, supporting stress, grief, workplace challenges, and more
- ii. Access to RoundGlass Living Platform for breathwork, meditation, healthy recipes, and music therapy
- iii. Alyve Health App providing doctor-on-call, counselling, diet planning, yoga, and fitness services

**8. Awareness Initiatives:**

- i. Cancer awareness talks, stress management sessions, and educational drives throughout the year

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

Benefits	2024-25 (Current financial year)			2023-24 (Previous financial year)		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working conditions	0	0	NA	0	0	NA
Health & safety	0	0	NA	0	0	NA

**14. Assessments for the year:**

Gender	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	0
Working conditions	0

**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.**

NA.

## Leadership Indicators

**1. Does the entity extend any life insurance or any compensatory package in the event of the death of (A) Employees (Y/N) (B) Workers (Y/N).**

(A) Employees – Yes.

(B) Workers – NA.

**2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.**

NA.

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

Benefits	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	
	2024-25 (Current financial year)	2023-24 (Previous financial year)	2024-25 (Current financial year)	2023-24 (Previous financial year)
Working conditions	6	11	NA	NA
Health & safety				

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

Yes.

We support smooth career transitions through initiatives such as a Sabbatical Policy for women and the extension of tenure for essential roles, which may continue on a contract or consultancy basis, depending on role requirements, promoting continued employability and workforce flexibility.

# 04

## PRINCIPLE

**Businesses should respect the interests of and be responsive to all their stakeholders**

Active and inclusive stakeholder engagement is key to building trust, driving shared value, and ensuring long-term sustainability. We maintain continuous dialogue with a diverse set of stakeholders, including customers, employees, investors, regulators, and communities, to understand their expectations and respond with accountability and transparency. By embedding stakeholder feedback into our decision-making processes, we are able to align our strategies with evolving needs and social priorities, fostering outcomes that are both responsible and impactful.

### Impact on <IR> Components

Human Capital  
Social and Relationship Capital

### Stakeholders

Customers  
Government and Regulators  
Investors  
Suppliers  
Employees  
Local Communities

### SDGs Impacted



## Essential Indicators

### 1. Describe the processes for identifying key stakeholder groups of the entity.

We believe that engaging with our stakeholders meaningfully is essential to our long-term success. We follow a structured and strategic approach to identify and prioritise key stakeholder groups, guided by the principles of inclusivity, transparency, and proactive communication.

To do this, we have adopted a five-step process:

- 1. Reviewing our stakeholder universe:** We start by mapping all individuals and groups who are impacted by or have an impact on our business.
- 2. Clarifying the purpose of engagement:** We understand the rationale for identifying each group and what role they play in our operations and strategic goals.
- 3. Assessing influence and impact:** We evaluate how much influence stakeholders have on our decisions, policies, and performance.
- 4. Understanding stakeholder expectations:** We consider their interests, concerns, and what they expect from our business.
- 5. Prioritising stakeholders:** Based on our assessment, we prioritise the stakeholder groups that are most critical to our sustainability and value creation journey.

This process helps us stay aligned with our stakeholders' evolving needs and reinforces our commitment to building trusted, long-term relationships.



**2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.**

Stakeholder group	Whether identified as vulnerable & marginalised group (Yes/No)	Channels of communication (Email, SMS, newspaper, pamphlets, advertisement, community meetings, notice board, website), other	Frequency of engagement (annually/half yearly/quarterly/others – please specify)	Purpose and scope of engagement, including key topics and concerns raised during such engagement
Communities	Yes, 100% of the communities are identified as marginalised and vulnerable.	Meetings, awareness sessions, need assessments, review, and monitoring job fairs and workshops	Regularly	Developing communities and promoting financial and social inclusion
Investors and shareholders	No	Email, newspapers, quarterly reports, press releases, websites, investor conferences, and analyst meets, earnings call, branch visits	Quarterly/Need Based	Financial results, AGM, dividend intimation, fund raise Intimation, merger/ demerger intimation, Company guidance and strategy
Employees	NA	Channels for reaching out to employees include E-mail, SMS, WhatsApp, workgroups (available in the HRMS portal), notice boards placed at work locations, audio bridge calls, one-on-one meetings through branch visits with leaders, HR, and MS Teams (video connect)	Others: Communication happens as and when need arises	Amendment to a change in the existing policy or implementation of a new policy, change in leadership roles, benefits extended to employees, information regarding the closure of the trading window, BCP during natural calamities, and IT security
Customers	Yes, a segment of customers may be considered marginalised	On-ground hoardings, online platforms, direct interactions, and branch meetings	Monthly branch meetings, periodic customer location visits, and quarterly online conferences	Enhancing product awareness, gathering feedback on services, and addressing customer expectations
Value chain partners	No	Emails, meetings, and phone calls	Ongoing and need-based	Product, service, and technology quality and support; contract commercial and technical terms and conditions
Regulatory bodies	No	Regulatory filings, compliance statements, meetings, and Emails	Need-based	License request and renewal, compliance with filings and other regulatory requirements, participation in government financial sector plans and programmes

# 05

## PRINCIPLE

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

At Equitas, we are committed to delivering financial products and services in a manner that is both sustainable and responsible, with a strong emphasis on customer safety, ethical conduct, and human rights. Our Fair Practices Code and Employee Code of Conduct lay down clear principles to ensure transparency, fairness, and dignity in every interaction. We continuously work towards building secure, inclusive, and trustworthy systems, both physical and digital, that protect customer interests and foster long-term well-being. As we progress in our 'Next' journey, we remain steadfast in upholding the highest standards of safety, service integrity, and social responsibility.

#### Impact on <IR> Components

Human Capital  
Social and Relationship Capital  
Governance

#### Stakeholders

Employees  
Suppliers

#### SDGs Impacted



## 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:

We are committed to fostering a workplace built on inclusivity, dignity, and respect for human rights. To support this, we conduct structured training programmes that educate our employees on their rights, responsibilities, and the Bank's policies, reinforcing our zero-tolerance stance on discrimination and our commitment to equal opportunity for all, regardless of caste, creed, religion, gender, or ethnicity.

In 2024-25, we further strengthened our ethics and compliance culture through the 'Ethical Excellence Journey', which included awareness campaigns, visual guides, and interactive quizzes on ethical behaviour. Through the 'Equitas Way', we shared real-life ethical scenarios to guide decision-making, and introduced role-specific behavioural standards aligned with our core values across key business segments.

These efforts reflect our belief that a diverse, respectful, and ethically grounded workplace is essential to driving sustainable success.

Category	2024-25 (Current financial year)			2023-24 (Previous financial year)		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	25,409	23,244	92%	22,854	21,543	94%
Other than permanent	21	0	NA	19	0	NA
<b>Total employees</b>	<b>25,430</b>	<b>23,244</b>	<b>92%</b>	<b>22,873</b>	<b>21,543</b>	<b>94%</b>
<b>Workers</b>						
Permanent						
Other than permanent				NA		
<b>Total workers</b>						

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

Category	2024-25 (Current financial year)					2023-24 (Previous financial year)				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>										
Male	22,205	0	NA	22,205	100%	19,915	0	NA	19,915	100%
Female	3,204	0	NA	3,204	100%	2,939	0	NA	2,939	100%
<b>Other than permanent</b>										
Male	15	0	NA	15	100%	17	0	NA	17	100%
Female	6	0	NA	6	100%	2	0	NA	2	100%

Category	2024-25 (Current financial year)				2023-24 (Previous financial year)					
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Workers</b>										
<b>Permanent</b>										
Male										
Female										
NA										
<b>Other than permanent</b>										
Male										
Female										

**3. Details of remuneration/salary/wages, in the following format:**

Male		Benefits	Female	
Number	Median remuneration/salary/wages of the respective category		Number	Median remuneration/salary/wages of the respective category
10	10,00,000	Board of Directors (BoD)	1	10,00,000
4	2,04,72,213	Key Managerial Personnel	0	0
22,201	3,57,249	Employees other than BoD and KMP	3,204	3,42,663
	NA	Workers		NA

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

2024-25 (Current financial year)	2023-24 (Previous financial year)
Gross wages paid to females as % of total wages <b>▶ 9.63%</b>	Gross wages paid to females as % of total wages <b>▶ 8.49%</b>

**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)**

At Equitas, human rights-related concerns, including misconduct or violations, are addressed through a structured internal framework. The responsibility lies with designated focal points, including the Disciplinary Committee and Appellate Authority, supported by departments such as Vigilance, Risk Containment Unit (RCU), Regional Operations Managers (ROMs), HR, and Functional/Business Heads (SVP level and above). Investigations are conducted by a competent Investigating Officer (IO) from any of these departments, depending on the nature of the issue. This multi-tiered structure ensures accountability and timely resolution of human rights-related matters across the organisation.

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

Respect for human rights is embedded in our culture, Code of Conduct, and policies. Through these grievance mechanisms, we ensure every employee feels heard, respected, and supported, reflecting our deep commitment to fairness, equity, and dignity in the workplace.

We have put in place a structured and transparent grievance redressal system to ensure that all employee concerns are addressed fairly and promptly.

1. Any employee with a grievance can raise it with their first-level supervisor or Regional HR Manager, either orally or in writing.
2. If the issue remains unresolved or involves the supervisor, it can be escalated to the second-level supervisor, and subsequently to the respective Functional Head. Each level is expected to respond within five working days.
3. If the matter still remains unresolved, employees can write to us at [grievance@equitasbank.com](mailto:grievance@equitasbank.com). The Grievance Redressal Officer, in consultation with the Grievance Redressal Committee, will provide a resolution within one week.
4. As a final step, the employee can escalate the issue to our Managing Director, who will respond within two weeks. The resolution provided at this stage is final and binding.

**6. Number of complaints on the following made by employees and workers:**

Category	2024-25 (Current financial year)			2023-24 (Previous financial year)		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual harassment	18	3	NA	21	2*	NA
Discrimination at workplace	0	0	NA	0	0	NA
Child labour	0	0	NA	0	0	NA
Forced labour/Involuntary labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights-Related issues	0	0	NA	0	0	NA

\*Pending complaints as on March 31, 2024, have since been closed

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

We are fully committed to ensuring a safe and respectful workplace, and we follow the guidelines under the Prevention of Sexual Harassment (POSH) Act.

1. We have constituted an Internal Complaints Committee (ICC) to handle complaints of sexual harassment.
2. Any woman employee who has experienced harassment can file a complaint in writing or Email us at [nirbhaya@equitasbank.com](mailto:nirbhaya@equitasbank.com), ideally within three months of the incident.
3. Our ICC members help if a complaint cannot be made in writing, and may allow time extensions in genuine cases.
4. If the complainant is unable to report due to physical or mental incapacity, their legal heir or authorised person may file the complaint.

5. Once the inquiry is complete, the ICC submits its findings to us within 10 days. We act on these recommendations within 60 days.
6. We strictly maintain confidentiality throughout the process, ensuring that identities and details are protected at all times.
7. In rare cases where a complaint is proven to be malicious, the ICC may recommend appropriate disciplinary action, though we ensure no action is taken solely due to lack of evidence.

Safety incident/Number	2024-25 (Current financial year)	2023-24 (Previous financial year)
Total complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	18	21
Complaints on POSH as a % of female employees/workers	0.6%	0.7%
Complaints on POSH upheld	12	19

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

We uphold a strict policy on maintaining the confidentiality of complaints related to harassment and discrimination. Details such as the identities and locations of the aggrieved individual, respondent, and witnesses, as well as information regarding conciliation and inquiry proceedings, recommendations from the Internal Complaints Committee (ICC), and actions taken by management, are treated as strictly confidential and cannot be disclosed to anyone under any circumstances. However, information about the resolution attained for any victim under this policy may be shared, ensuring anonymity by refraining from disclosing any details that could potentially identify the aggrieved individual or witnesses.

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

Yes, we embed human rights principles into our business agreements and contracts. Our policies and Code of Conduct reflect our strong commitment to respecting and protecting human rights across all stakeholder interactions.

**10. Assessments for the year:**

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

**11. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 9 above.**

NA.

# 06

## PRINCIPLE

### Businesses should respect and make efforts to protect and restore the environment

We recognise our responsibility to protect and preserve the environment, even as a service-oriented institution with limited direct ecological impact. Guided by our ESG Policy, we strive to embed environmental sustainability into our operations through energy-efficient infrastructure, responsible resource consumption, digitalisation, and waste reduction initiatives. Our focus includes promoting green practices, enhancing climate resilience, and encouraging environmentally conscious behaviour across our value chain. As we advance on our sustainability journey, we remain committed to minimising our environmental footprint and supporting the transition to a low-carbon, resource-efficient future.

#### Impact on <IR> Components

External Environment  
Natural Capital

#### Stakeholders

Local Communities  
Government and Regulators  
Value Chain Partners

#### SDGs Impacted



## Policy Framework

At Equitas, our commitment to sustainable and inclusive growth is reinforced by a robust Micro and Small Enterprises (MSE) Policy Framework, which now aligns closely with our overarching Environmental, Social and Governance (ESG) Policy. This framework embeds environmental and social risk considerations directly into the loan application and evaluation process for micro and small enterprises, ensuring that credit decisions support responsible and resilient business practices.

As part of our ESG-led operational culture, we actively encourage employees to adopt environmentally conscious practices such as Email-based communication and digital document storage. These efforts improve operational efficiency while significantly reducing paper usage.

In line with our objective to lower environmental impact and promote digital inclusion, we offer our microfinance customers with a QR code-based digital solution, the Pragati Card. This Card replaces traditional sticker-based collections and also functions as a digital passbook, enhancing convenience and sustainability.

Further advancing our ESG agenda, we continue to promote paperless banking solutions such as Email statements, Internet and mobile banking, e-wallets, and electronic toll collection. Our digital ecosystem is supported by innovations like:

1

The Loan Origination System (Hetra) to streamline processes and reduce paper use.

2

Green PIN technology for secure and paper-free debit card activation.

Together, these initiatives demonstrate our commitment to operational excellence, environmental stewardship, and inclusive digital finance, core pillars of our ESG Policy.



## Essential Indicators

### 1. Details of total energy consumption (in joules or multiples) and energy intensity in the following format:

Parameter	2024-25 (Current financial year)	2023-24 (Previous financial year)
<b>From renewable sources (in GJ)</b>		
Total electricity consumption (A)		
Total fuel consumption (B)		
Energy consumption through other sources (C)		NA
<b>Total energy consumed from renewable sources (A + B + C)</b>		
<b>From non-renewable sources (in GJ)</b>		
Total electricity consumption (D)	6,761.44	4,755.75
Total fuel consumption (E)	1,73,629.03	1,66,732.54
Energy consumption through other sources (F)	NA	NA
<b>Total energy consumed from non-renewable sources (D + E + F)</b>	<b>1,80,390.46</b>	<b>1,71,488.29</b>
<b>Total energy consumed (A + B + C + D + E + F)</b>	<b>1,80,390.46</b>	<b>1,71,488.29</b>
Energy intensity per rupee of turnover (Total energy consumption/Revenue from operations)	0.00000286	0.00000314
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)	0.00005905	0.00006408
Energy intensity in terms of physical output (Total energy consumed/employee)	81.96	91.51
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA

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

No.

**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.**

NA.

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

Parameter	2024-25 (Current financial year)	2023-24 (Previous financial year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	NA	NA
(ii) Groundwater	NA	NA
(iii) Third party water	3,43,305.00	3,08,785.50
(iv) Seawater/desalinated water	NA	NA
(v) Others	NA	NA
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>3,43,305.00</b>	<b>3,08,785.50</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>3,43,305.00</b>	<b>3,08,785.50</b>
<b>Water intensity per rupee of turnover</b> (Water consumed/Revenue from operations)	0.000005	0.000006
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption/Revenue from operations adjusted for PPP)	0.000112	0.000115
<b>Water intensity in terms of physical output</b>	13.50	13.50
<b>Water intensity in terms of physical output</b> (KL/employee)	NA	NA

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

No.

**4. Provide the following details related to water discharged:**

Parameter	2024-25 (Current financial year)	2023-24 (Previous financial year)
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
<b>(i) To surface water</b>		
No treatment		
With treatment – please specify level of treatment		
<b>(ii) To groundwater</b>		
No treatment		NA
With treatment – please specify level of treatment		
<b>(iii) To seawater</b>		
No treatment		
With treatment – please specify level of treatment		

Parameter	2024-25 (Current financial year)	2023-24 (Previous financial year)
<b>(iv) Sent to third parties</b>		
No treatment		
With treatment – please specify level of treatment		
<b>(v) Others</b>		NA
No treatment		
With treatment – please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>		

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

No.

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

NA.

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

Parameter	Please specify unit	2024-25 (Current financial year)	2023-24 (Previous financial year)
NOx			
SOx			
Particulate Matter (PM)			
Persistent Organic Pollutants (POP)		NA	
Volatile Organic Compounds (VOC)			
Hazardous Air Pollutants (HAP)			
Others – please specify			

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

No.

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

Parameter	Unit	2024-25 (Current financial year)	2023-24 (Previous financial year)
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	1,365.43	960.40
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	16,738.30	16,073.46
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations)		0.00000029	0.00000031
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations adjusted for PPP)		0.00000593	0.00000637
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>		8.23	9.09
<b>Total Scope 1 and Scope 2 emission intensity</b> (optional) – the relevant metric may be selected by the entity		NA	NA

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

No.

**8. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.**

Yes, we have undertaken several initiatives aimed at reducing our greenhouse gas emissions and fostering environmental stewardship. Guided by our Environmental, Social and Governance (ESG) Policy, we focus on energy efficiency, digitisation, and sustainable operational practices. Key measures include:

1. Optimising HVAC run-time to conserve energy.
2. Replacing conventional lighting with energy-efficient CFLs and LED fixtures.
3. Procuring office equipment that meets energy-saving standards.

4. Transitioning to digital operations, such as electronic board and committee papers, to minimise paper usage.
5. Implementing digital loan origination systems to reduce the environmental footprint and enhance customer convenience.
6. Adopting paperless banking technologies like tablets, video banking, and video KYC, which reduce the need for branch visits and help lower associated emissions.

These actions align with our broader commitment to climate action, as outlined in our ESG Policy, which advocates for operational excellence that minimises adverse environmental impacts.

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

Parameter	2024-25 (Current financial year)	2023-24 (Previous financial year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	NA	NA
E-waste (B)	15.25	8.76
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)	NA	NA
Radioactive waste (F)	NA	NA
Other hazardous waste. Please specify, if any. (G)	NA	NA
Other non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	NA	NA
<b>Total (A + B + C + D + E + F + G + H)</b>	<b>15.25</b>	<b>8.76</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated/Revenue from operations)	0.0000000002	0.0000000002
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated/Revenue from operations adjusted for PPP)	0.00000000050	0.00000000033
<b>Waste intensity in terms of physical output</b>	0.0006	0.0004
<b>Waste intensity (optional) – the relevant metric may be selected by the entity</b>	NA	NA
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	13.73 (e-waste)	8.76 (e-waste)
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
<b>Total</b>	<b>13.73 (e-waste)</b>	<b>8.76 (e-waste)</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	NA	NA
<b>Total</b>	NA	NA

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

No.

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

As a service-based financial institution, our operations have minimal dependency on hazardous materials. However, we recognise our responsibility to manage waste effectively and reduce environmental risks. Our waste management practices are aligned with the principles outlined in our ESG Policy and include the following:

1. Collaboration with municipal authorities for the safe disposal of general waste such as paper and dustbin liners.
2. Engaging authorised vendors for responsible e-waste disposal, ensuring compliance with environmental regulations.
3. Reducing plastic usage by switching to sustainable alternatives across our branches and offices.

In line with our digital-first approach, we have significantly curtailed paper consumption by shifting key processes to electronic platforms:

1. Customer onboarding is now done through mobile devices and e-KYC, integrated with the NSDL platform.
2. Loan agreements are digitally signed, removing the need for physical documentation.

3. In our microfinance operations, 100% of new customer onboarding is conducted via e-KYC, with e-signature adoption reaching 80–90%.

This transition to paperless processes not only improves accuracy and operational efficiency but also supports our sustainability goals by reducing resource usage and waste generation.

**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:**

Equitas does not have any offices situated in or near ecologically sensitive areas.

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

NA.

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

The Bank adheres to all relevant environmental laws/regulations/guidelines in India.

## Leadership Indicators

**1. Please provide details of total Scope 3 emissions and its intensity, in the following format:**

Parameter	Unit	2024-25 (Current financial year)	2023-24 (Previous financial year)
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	24999	Not reported
<b>Total Scope 3 emissions per rupee of turnover</b>	tCO <sub>2</sub> e/Rupee of turnover	0.0000000040	Not reported
<b>Total Scope 3 emission intensity</b> (optional) – the relevant metric may be selected by the entity			

# 07

## PRINCIPLE

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

We engage with public policy and industry platforms in a responsible, transparent, and constructive manner. Our participation in trade bodies, industry associations, and collaborative forums enables us to contribute meaningfully to policy discussions, share sectoral insights, and stay aligned with regulatory developments. We also work closely with government agencies, academic institutions, and peer organisations to address broader social and environmental challenges, reinforcing our commitment to ethical advocacy and inclusive growth.

### Impact on <IR> Components

External Environment

Social and Relationship Capital

### Stakeholders

Government and Regulators

### SDGs Impacted



## Essential Indicators

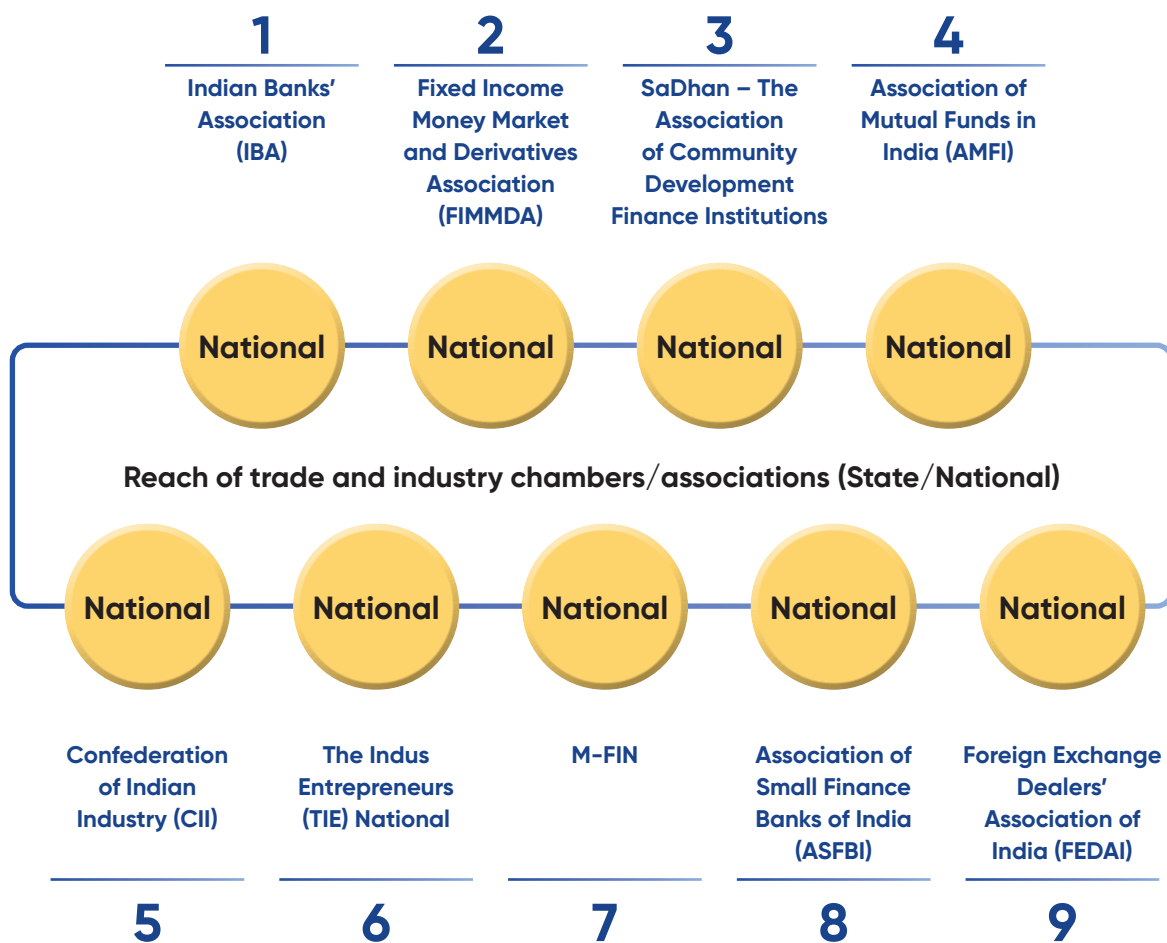
We actively engage with industry associations and forums to strengthen our capabilities and drive growth across our business verticals. Alongside, we promote social welfare through initiatives like responsible lending and financial literacy programmes. These efforts contribute to a more transparent and inclusive financial ecosystem, enhancing credit access for the underbanked and unbanked, and streamlining the loan process for economically marginalised communities.

1. a. Number of affiliations with trade and industry chambers/associations.

9

- 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.

### Name of the trade and industry chambers/associations



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
NA	NA	NA

# 08

# PRINCIPLE

## Businesses should promote inclusive growth and equitable development

At Equitas, we view inclusive growth as a core responsibility and a catalyst for sustainable development. Our efforts go beyond financial inclusion to encompass access to education, healthcare, and livelihood opportunities for underserved communities. Through the Equitas Development Initiatives Trust (EDIT), we voluntarily dedicate 5% of our profits to social development, reflecting our belief that meaningful progress must be equitable and far-reaching. By proactively addressing societal challenges and empowering individuals at the grassroots, we continue to foster holistic and inclusive growth that aligns with the true spirit of responsible banking.

### Impact on <IR> Components

Social and Relationship Capital  
Human Capital

### Stakeholders

Local Communities  
Employees

### SDGs Impacted



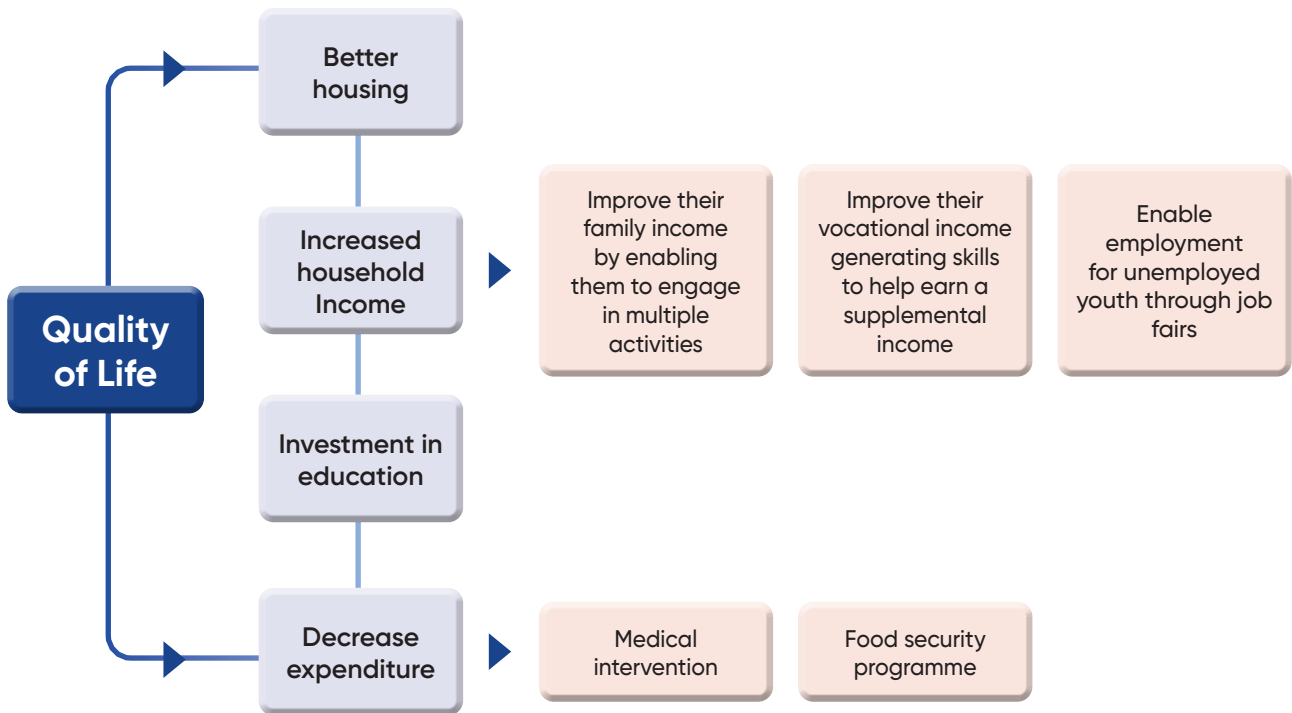
## Our CSR Philosophy and Approach

At Equitas, our Corporate Social Responsibility is driven by a strong commitment to holistic community development, delivered through two dedicated trusts, Equitas Development Initiatives Trust (EDIT) and Equitas Healthcare Foundation (EHF).

Through EDIT, we focus on inclusive growth by supporting pavement dwellers with sustainable livelihoods, conducting skill training for women, organising health camps, offering affordable education for underprivileged children, and hosting job fairs to help youth access formal employment.

EHF manages our healthcare outreach, including the Sringeri Sharada Equitas Cancer-cum-Multi-Speciality Hospital, and works to ensure accessible, quality healthcare across underserved communities.

Together, these initiatives embody our efforts to create lasting social impact across healthcare, education, skill development, employment, and rehabilitation.



## COMPASSIONATE CANCER CARE FOR ALL

SRINGERI SHARADA EQUITAS HOSPITAL – CANCER-CUM-MULTI-SPECIALTY

At Equitas, we believe healthcare must be both equitable and empathetic. The Sringeri Sharada Equitas Hospital was established to extend affordable, holistic cancer care to underserved communities, backed by clinical excellence and patient-first values.

A major milestone was the launch of the Radiation Therapy Department in November 2024, equipped with advanced Elekta technologies, bringing precision treatment within reach for all. The hospital's empanelment under CMCHIS-ABPMJAY enabled free access to high-end treatments for economically weaker patients.

By embedding service excellence through SOPs, the hospital continues to deliver consistent care with compassion. Its high patient satisfaction metrics and NABH accreditation affirm its growing role as a model for socially responsible healthcare.



### Impact Snapshot

Key Performance Indicators (From Inception)	Numbers
Outpatient Consultations	24,594
Inpatient Admissions	5,684
Chemotherapy Sessions	4,105
Surgeries Performed	1,194
Radiation Therapy Cases	234
Free Treatments under CMCHIS-ABPMJAY	337
Net Promoter Score	>80
Google Review Rating	4.9

**Krishikaa Krishikaa**  
2 reviews

★★★★★ a month ago

Best Hospital for cancer Treatments. Services and care are really extraordinary. Doctor's are well listing and giving the correct treatment for the patient, it's being easy to reach doctor any time for an emergency care and doubts. Each and every Staff's are caring like a family with good smile. Being positive in all ways. Cost wise the best hospital with CM scheme acceptance. I really feel that God as shown the best and positive way to us. Special thanks to every Doctor's and staffs for their support through every steps.

**Sowmya. Varadarajan**  
8 reviews · 3 photos

★★★★★ a month ago

Finally a good and reliable and affordable treatment centre.

I had my abdominal issues attended by surgical endocrinologist team. Absolute pleasure to have met such team and they helped vastly to support my troubles and calm me as well. Appreciate the good work.

The tests and the treatments were at affordable price. All the staffs - doctor, nurses, lab technicians... first time I have a good experience in such a long time.

Please continue the good work. Please don't change. Wish you all the best. I have been recommending your service to all my friends for the past 2 days.

Thank you.

## 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 the project	SIA notification no.	Date of notification	Whether conducted by an independent external agency (Yes/No)	Results communicated in the public domain (Yes/No)	Relevant weblink
NA	NA	NA	NA	NA	NA

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

Name of the project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (in ₹)
NA	NA	NA	NA	NA	NA

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

To help the Self-Help Group Women raise their grievances, we have designated a toll-free number (18001032977) for expressing their concerns. Our CSR teams promptly address and resolve all issues raised through this channel.

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

	2024-25 (Current financial year)	2023-24 (Previous financial year)
Directly sourced from MSMEs/small producers	49%	38%
Directly from within India	100%	100%

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

Location	2024-25 (Current financial year)	2023-24 (Previous financial year)
Rural	2.44%	2.55%
Semi-urban	18.20%	18.62%
Urban	26.05%	25.70%
Metropolitan	53.32%	53.13%



## Leadership Indicators

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

Sr. no.	State	District	Amount Spent
1	Chhattisgarh	Korba	₹ 14,000
2	Chhattisgarh	Mahasamund	₹ 17,600
3	Chhattisgarh	Rajnandgaon	₹ 18,100
4	Karnataka	Raichur	₹ 15,500
5	Madhya Pradesh	Chhatarpur	₹ 10,500
6	Madhya Pradesh	Guna	₹ 4,500
7	Madhya Pradesh	Khandwa	₹ 12,000
8	Madhya Pradesh	Rajgarh	₹ 4,000
9	Madhya Pradesh	Vidisha	₹ 7,250
10	Maharashtra	Osmanabad	₹ 9,500
11	Maharashtra	Washim	₹ 19,000
12	Punjab	Moga	₹ 18,000
13	Rajasthan	Baran	₹ 2,000
14	Tamil Nadu	Ramanathapuram	₹ 11,000
15	Tamil Nadu	Virudhunagar	₹ 22,500
<b>Total</b>			<b>₹ 1,85,450</b>

## SUPPORTING CONTINUITY IN EDUCATION

EQUITAS GURUKUL SCHOOLS – A CSR INITIATIVE BY EQUITAS SMALL FINANCE BANK

Equitas Small Finance Bank, through its Gurukul Schools, supports inclusive education as part of its CSR commitment. The focus is not only on delivering affordable, quality education, but also on removing barriers that prevent students from continuing their studies—particularly for families facing financial or personal hardship.

Two recent examples reflect the kind of support extended under this initiative.

### Helping a Mother in Crisis: Jyothi's Story



<https://www.youtube.com/watch?v=YhXMIDLYlvk>



Jyothi, a parent of two students, Nivedh and Nivedha, had enrolled her children at Equitas Gurukul from LKG. When her husband lost his job, the family's income collapsed, and Jyothi approached the school to request a Transfer Certificate, believing she could no longer afford the fees.

The school instead informed her about the Vidya Fund, a CSR-supported scheme that provides financial assistance to parents in distress. Jyothi was granted 50% fee support, allowing her children to continue their education.

This intervention ensured there was no disruption to their academic journey and eased the financial pressure on the family at a critical time.

### Keeping Students on Track: Sundari's Story



<https://www.youtube.com/watch?v=eKvwpX4HrHo>



Sundari joined Equitas Gurukul after her father passed away in her early school years. Her mother, who had no formal education, wanted her daughter to complete school. Sundari progressed well but faced financial difficulty after Class 8, with uncertainty about how to continue.

Recognising her potential and the family's situation, teachers at the school offered academic support and free coaching, helping her stay on course. Sundari eventually completed school and is now pursuing a course in Anaesthesia, the first in her family to enter higher education.

This support reflects the school's approach of combining academic delivery with case-by-case support for students at risk of dropping out.

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## PRINCIPLE

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

Responsible consumer engagement is integral to building long-term trust and business sustainability. At Equitas Small Finance Bank, we recognise our duty to serve not just as a financial service provider but as a partner in our customers' financial well-being. We are committed to offering products and services that are transparent, need-based, and accessible, especially to underserved segments. Through continuous communication, customer education, ethical conduct, and robust grievance redressal frameworks, we ensure that value delivery is both responsible and inclusive.

### Impact on <IR> Components

Intellectual Capital

Social and Relationship Capital

### Stakeholders

Customers

### SDGs Impacted



## Enhancing Customer Experience

At Equitas Small Finance Bank, enhancing customer experience is a continuous journey rooted in accessibility, responsiveness, and trust. Our efforts span both physical and digital channels, ranging from personalised ground-level engagement and lounge-style branches to outreach through rural centres and micro-ATM devices. These initiatives have helped us foster deep customer relationships and drive strong satisfaction levels across segments.

Digitally, we have strengthened our presence through simplified online account opening, user-friendly fixed deposit booking, WhatsApp banking, and timely push notifications. Our digital campaigns, including influencer outreach and performance marketing, have expanded visibility and led to the creation of over a million impressions. Omni-channel support, video banking, and instant self-service tools ensure a seamless and secure banking experience for every user.

Customer satisfaction remains a key focus, reflected in our Net Promoter Score of 92 in 2024-25. With innovative offerings like the upcoming Cards365 platform, 24/7 toll-free services, and the 'Banker on Wheels' doorstep banking model, we are redefining convenience and trust in banking, while also earning industry recognition for our marketing and engagement excellence.



## Essential Indicators

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

At Equitas, we are committed to addressing customer grievances swiftly and effectively through our centralised Grievance Management Team. We receive complaints through multiple channels - branches, call centres, our website, social media, and internet/mobile banking, and ensure they are tracked and resolved within the timelines defined in our Grievance Redressal Policy. If a complaint remains unresolved or the resolution is unsatisfactory, customers can escalate the matter through clearly defined channels. We make it easy for customers to reach out, with contact details of grievance officers available on our website and at our branches.

To reinforce our commitment to timely resolution, we have put in place a process to resolve all complaints within 15 days. As per regulatory guidelines, any complaint that is rejected is escalated to the Internal Ombudsman within 20 days. We also have a dedicated Customer Experience Committee, comprising representatives from Customer Experience, Compliance, and Operations, that reviews grievance handling and ensures accountability. Key insights are further escalated to the Customer Service Committee of the Board, promoting transparency and continuous service improvement.

**2. Turnover of products and/ services as a percentage of turnover from all products/ services that carry information about**

	As a percentage of total turnover
Environmental and social parameters relevant to the product	NA
Safe and responsible usage	NA
Recycling and/or safe disposal	NA

**3. Number of consumer complaints in respect of the following**

Benefits	2024-25 (Current financial year)			2023-24 (Previous financial year)		
	Received during the year	Pending resolution at the end of the year	Remarks	Received during the year	Pending resolution at the end of the year	Remarks
Data privacy	0	0	NA	0	0	
Advertising	0	0	NA	0	0	
Cybersecurity	0	0	NA	0	0	
Delivery of essential services	18,869	861	The top contributors for increase in the number of complaints are given below: <ol style="list-style-type: none"> <li>a. Since November 2024, Bank had proactively classified all transaction and FASTag disputes as complaints irrespective of harmonisation TAT (excluding UPI and IMPS transactions).</li> <li>b. Based on the advice of the regulatory authority; wrong fund transfer disputes as complaints.</li> <li>c. Increase in FASTag related complaints, where customers have reported deduction of toll charge from FASTag; however, vehicle had not crossed in toll.</li> </ol>	5,260	85	Rise in unauthorised transactions reported by customers where the customer has compromised his details.

Benefits	2024-25 (Current financial year)			2023-24 (Previous financial year)		
	Received during the year	Pending resolution at the end of the year	Remarks	Received during the year	Pending resolution at the end of the year	Remarks
Restrictive trade practices	0	0	NA			
Unfair Trade Practices	0	0	NA	0	0	
Other	7,121	169	Non-Equitas customer complaints include issues like receiving unsolicited SMS, incorrect CIBIL reports reflecting a loan with Equitas, and disputes over fraudulent transactions	589	6	Non-Equitas customer complaints include issues like receiving unsolicited SMS, incorrect CIBIL reports reflecting a loan with Equitas, and disputes over fraudulent transactions

#### 4. Details of instances of product recalls on account of safety issues

	Number	Reasons for Recall
Voluntary recalls	NA	NA
Forced recalls	NA	NA

#### 5. Does the entity have a framework/policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a weblink to the policy.

Yes.

We have implemented a robust Data Privacy Policy to safeguard against cybersecurity threats and manage data privacy risks. This policy applies to all our employees, as well as third parties including customers, business partners, and service users. It governs the handling of personal and sensitive information collected through our branches, digital platforms, mobile apps, and electronic communications. By setting clear protocols for data collection, storage, and processing, we ensure that data entrusted to us is protected to the highest standards.

[Data Privacy Policy](#)

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

NA.

#### 7. Provide the following information relating to data breaches:

- Number of instances of data breaches along with impact - NA.
- Percentage of data breaches involving personally identifiable information of customers - NA.
- Impact, if any, of the data breaches - NA.

## Leadership Indicators

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

Customers can access detailed information about our products and services through our official website, mobile banking application, and digital communication platforms. The website can be accessed through the link - [www.equitasbank.com](http://www.equitasbank.com)

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

We actively encourage customers to share their experiences and suggestions across multiple channels. Each piece of feedback is carefully reviewed and validated, ensuring that meaningful insights are escalated to the relevant teams. These insights are then evaluated for feasibility and, where appropriate, translated into service or product enhancements.

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

To promote responsible banking practices, we regularly share safety tips and financial literacy content through SMS alerts and website updates. These initiatives aim to enhance customer awareness on data protection and the secure use of banking services.

**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)**

NA.