

Business Responsibility & Sustainability Reporting



Annexure IV to Directors' Report

SECTION A: GENERAL DISCLOSURES



I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity:	L65110TN1916PLC001295
2.	Name of the Listed Entity:	THE KARUR VYSYA BANK LIMITED
3.	Year of incorporation	1916
4.	Registered office address	No.20, Erode Road, Vadivel Nagar, L.N.S., Karur - 639002, Tamilnadu
5.	Corporate address	No.20, Erode Road, Vadivel Nagar, L.N.S., Karur - 639002, Tamilnadu
6.	E-mail	kvb_sig@kvbmail.com
7.	Telephone	04324-269441
8.	Website	www.kvb.co.in
9.	Financial year for which reporting is being done	2022-23
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange
11.	Paid-up Capital	₹160,41,06,926
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:	Chief Compliance Officer, Telephone No: +914324-269233, Email ID: gm.compliance@kvbmail.com
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together	on a Standalone basis

II. Products/services

14. 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	Banking and Financial Services	The Bank provides a wide range of banking and financial services including Retail Banking, Commercial Banking and Treasury Operations	100

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

S. No.	Product/Service	NIC Code	% of Total Turn over contributed
1	Banking Services	64191	100

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III. Operations

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

Location	Number of plants	Number of offices	Total
National	Not Applicable	833	833
International	Not Applicable	Nil	Nil

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	22 (19 states & 3 Union Territories)
International (No. of Countries)	Nil

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

Nil

c. A brief on types of customers:

We serve all customer types that are permitted by the RBI. The details of such customers include Resident Indians, Non Residents, Sole proprietors, partnership Firms, Companies, Trusts, Clubs, Societies.

IV. Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	4953	3869	78.11	1084	21.89
2.	Other than Permanent (E)	362	284	78.45	78	21.55
3.	Total employees (D + E)	5315	4153	78.14	1162	21.86
WORKERS						
4.	Permanent (F)	2449	1413	57.70	1036	42.30
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total workers (F + G)	2449	1413	57.70	1036	42.30

b. Differently abled Employees and workers:

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	6	5	83.33	1	16.67
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees (D + E)	6	5	83.33	1	16.67

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S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	8	6	75.00	2	25.00
5.	Other than permanent (G)	-	-	-	-	-
6.	Total differentlyabled workers (F + G)	8	6	75.00	2	25.00

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors*	8	1	12.50
Key Management Personnel*	4	0	0

*As Managing Director & CEO is one of the Key Managerial Personnel, he is included in both Board of Directors and Key Managerial Personnel count.

20. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 2022- 23			FY 2021 - 22 (Turnover rate in previous FY)			FY 2020 - 21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	8.00%	10.68%	8.59%	9.35%	12.84%	10.13%	1.06%	11.82%	3.48%
Permanent Workers	0.21%	2.36%	1.12%	3.68%	4.52%	4.03%	3.30%	3.00%	3.18%

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

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

S. No.	Name of the holding / Subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Nil	Not Applicable	Not Applicable	Not Applicable

CSR Details

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

Yes

(ii) Turnover (in ₹): 76,75,48,67,675.09

(iii) Net worth (in ₹): 83,78,67,09,161.36

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VI. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	NO	NA	NA	NA	NA	NA	NA
Investors (other than shareholders) - Debenture holders	Investor's grievances are redressed either directly by investors Relations cell of the bank or through Bank's Registrar and Transfer Agent, M/s. KFin Technologies Limited, Hyderabad. Complaints received on SCORES (a centralized web based complaint redress system of SEBI) are attended within timelines.	4	0	Resolved	4	0	Resolved
Shareholders	Investor's grievances are redressed either directly by investors Relations cell of the bank or through Bank's Registrar and Transfer Agent, M/s SKDC Consultants Ltd, Coimbatore. Complaints received on SCORES (a centralized web based complaint redress system of SEBI) are attended within timelines.	17	0	Resolved	27	0	Resolved
Employees and workers	Human rights grievances/ complaints are redressed by Internal Grievance Redressal Committee	8	Nil	Nil	33	0	Nil
Customers*	Yes (https://www.kvb.co.in/docs/grievance-redressal-policy.pdf)	3813	224	Nil	3245	94	Nil
Value Chain Partners	No	NA	NA	NA	NA	NA	NA
Other (please specify)*	Yes	617	31	Nil	1411	34	Nil

*Refer to Disclosure on Complaints in Annual Report.

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative)
1	Human rights practices	Risk	Risk- Non-adherence to parameters on human rights and practices such as fair working environment, equal opportunities, remuneration, and freedom of association will impact the performance of the bank on the social front from the employee's perspective.	Training and awareness of all the employees and workers and clauses on Human rights in stakeholder agreements and contracts. The Bank has effective grievance mechanism in place and conducts regular training programs on human rights for its employees.	Negative- Ineffective grievance redressal mechanism affects the bank's commitment towards human rights protection. This leads to a disorganized workforce and would increase the legal costs arising due to any employee dispute and negative financial impact on the bank.
2	Data privacy	Risk & Opportunity	Risk- Absence of data security systems could pose a threat to customer-centric sensitive data. The customer data privacy is the utmost priority of the Bank. The Bank operates and deals with a deluge of confidential client information and customer data for daily business transactions; hence, data breaches can significantly hamper the business continuity operations. Opportunity- Well-structured, efficient data and cyber security systems safeguard the privacy of customers and prevent fraud. Cyber-security protection ensures the continued privacy and security of business, while maintaining the availability, consistency of customer account data.	The Bank has defined Information Security & Cyber Security policies, which cover Data Privacy. The Customer's personal data shall be protected during the data processing, transit and storage. For each of these processes, the Bank ensures that it provides an adequate level of protection to the data.	Positive- Robust systems safeguard data and enhance digital transaction services while safeguarding the interests of customers, thereby improving the top-line growth. Negative- Inability to focus on data security issues would directly impact the business productivity and would result in loss of data.

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S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative)
3	Compliance	Risk	Risk- Risk of non-compliance exposes the organization to legal penalties and financial losses resulting from failure to comply with the industry laws and regulations.	Strong oversight over the bank's compliances on a regular basis. The bank has a compliance policy in place and adheres to all the applicable laws and regulations. The bank has code of conduct & ethics, anti-money laundering, whistle-blower, vigilance and fraud risk management policies to safeguard the interests of the investors and other stakeholders.	Negative -Non compliance would lead to loss of reputation and consequently affects the business activities. Banks who are compliant with the regulatory laws have a better ability to manage risks and build a better sense of fairness and loyalty among employees
4	Ethical behavior	Risk	Risk- Compromising ethical standards would highly impact the reputation and integrity of the organization. The investors could negatively respond to the firm's unethical behavior and could thereby influence their willingness to invest further. This could indirectly lead to lower productivity, increased attrition and challenges in recruitment.	Effective policies and mechanisms need to be in place to promote a culture of integrity and conduct as well as address the evolving risks and challenges. The bank has a code of ethics policy in place in order to ensure and maintain ethical practices at the workplace.	Negative- Unethical behavior could directly impact the reputation of the bank. It could also lead to loss of morale and employee productivity thereby affecting the topline growth of the organization.
5	Employee engagement & benefits	Risk & Opportunity	Risk- Absence of employee development programs and provision for employee benefits could directly affect the morale of employees thereby affecting their productivity. Opportunities- Structured employee development and engagement programs accelerate the work satisfaction of the Bank thereby enhancing the performance and bank's topline. An enhanced collaboration amongst the team members leads to better communication, trust, talent pipeline, understanding of company's goals and priorities and improved employee retention.	Various engagement programs and leadership talks have been carried out. The Bank Engagement Calendar is updated to celebrate various events and festivals with rewards for outstanding performance. L&D Page has a major boost in content with Blogs, Podcast, Knowledge Centre, Inspiring Stories, Videos, recommendations for Books, self-Nomination for courses. L&D page is accessible on mobile anywhere and anytime.	Positive- A strong workforce with higher engagement, retention rate and diversity brings new perspectives, experiences, and ideas, which enables innovation, enhances the performance and enables a positive culture in the organization creating conducive work environment. Negative - The inability to meet workforce expectations may result in adverse impact on workforce productivity, morale and the bank's growth plan in the long run.

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S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative)
6	Board diversity and independence	Risk & Opportunity	<p>Risk- Absence of a diverse board could lead to a constrained exposure to a wide range of perspectives, robust discussions and enhanced understanding of evolving market conditions. Non-independence of the board tends to drift more towards the daily operations of the organization rather than towards the role of supervising management, participating in setting strategic directions, having an oversight and protecting the interest of all shareholders.</p> <p>Opportunity- Board diversity is imperative since it ensures the oversight of reputation risk. It also fosters independent decision making and mitigates unprecedented conflicts of interest</p>	The bank has a corporate governance policy in place with board committees looking after the overall management and interests of all its stakeholders. It has 62.5% independent directors with 12.5% women directors on board.	<p>Positive- Board diversity propels a holistic understanding and management of the business activities. Having an independent board focuses on the interests of all the stakeholders while enhancing efficient decision making.</p> <p>Negative- Inadequate composition of the board independence and diversity leads to a constrained perspective on strategy development and productivity of the organization.</p>
7	Transparency, Accountability & reporting	Risk	<p>Risk- Lack of transparency and accountability leads to unfair representation of the organization's performance and unprecedented consequences on the business activities. Absence of regular audits effect the integrity of the business practices and responsible governance. Having consistent and fair reporting practices enhance the confidence of the investors and other stakeholders towards the organization.</p>	The bank has incorporated policies on corporate governance, fair disclosure on code of practices and processes, vigil mechanisms to safeguard and ensure fair business practices in the interests of the stakeholders.	<p>Negative- Unfair business practices directly impact the organization's reputation and confidence amongst investors.</p>

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SECTION B: MANAGEMENT AND PROCESS DISCLOSURES



This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	https://www.kvb.co.in/regulatory-disclosures/fair-practices-banking-codes-overview/banking-codes-policies/ https://www.kvb.co.in/investor-corner/other-disclosures/policies/								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fair Trade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<p>P1 GRI Standard, UNGC, Corporate Governance Voluntary, Guidelines, 2009, Organization for Economic Co-operation and Development(OECD) Principles of Corporate Governance</p> <p>P2 GRI Standard, ISO 14001</p> <p>P3 GRI Standard ISO 45001, Universal Declaration of Human Rights, ILO Declaration on Fundamental Principles and Rights at Work, UN Guiding Principles on Business and Human Rights at Work</p> <p>P4 -</p> <p>P5 GRI Standard, Universal Declaration of Human Rights, ILO Declaration on Fundamental Principles and Rights at Work</p> <p>P6 GRI Standard, ISO 14001, PAS 2060:2014 ISO 45001, ISO22301, SASB, TCFD</p> <p>P7 GRI Standard, UNGC, UN WEP principles</p> <p>P8 GRI Standard, CSR disclosures pursuant to Section 135 of the Companies Act, 2013 read with Companies (Corporate Social Responsibility Policy) Rules,2014, as amended</p> <p>P9 GRI Standard, ISO 27001, ISO 27701, SASB</p>								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>At KVB, we aspire to create sustainable value for our stakeholders by balancing growth and profitability. The bank is committed to enhancing the sustainability practices in a formalized manner by adopting the guidelines defined under NGRBC. Further, the bank is guided by the Reserve Bank of India (RBI) prescribed guidelines on Financial Inclusion, Priority Sector Lending, lending to small and marginal farmers, lending to weaker section, etc. and government led initiatives to improve access to financial services to disadvantaged, vulnerable and marginalized stakeholders. The Bank aims to expand product lines and make banking services available to every segment of the society. The Bank believes in up-skilling the work force for the holistic development of its employees and to align with the changing business environment. The Bank is committed towards reducing its carbon footprint and is progressing towards digitization through enhanced digital on-boarding of customers. The Bank showcases commitment to reduce energy consumption with transitioning towards alternative sources of energy to a greater extent. The Bank is committed to integrate and follow a structured roadmap for implementing multiple facets of ESG in the organization.</p>								

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Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.									
	<ul style="list-style-type: none"> The Bank has adopted an ESG policy highlighting commitment towards adopting sustainable banking principles in its operations and lending processes The Bank had bagged 2 MSME 'Banking Excellence' awards instituted by CIMSME, 2022 The Bank was awarded 'Best MSME Friendly Bank' and 'Best Innovative Bank in the Private Sector', 2022. The Bank was awarded 'Best Cloud Adoption' and 'Cyber Security Initiatives' by IBA The Bank had exceeded the mandatory 2% spend on CSR Budget for the Financial Year 2022-23. 								
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure):	<p>Environmental and social responsibility have always been central to KVB's corporate concept. The bank is taking a number of steps to incorporate ESG into its activities and policies. The bank has adopted the Business Responsibility and Sustainability Report (BRSR) framework for ESG disclosures in FY 2022 itself, one year ahead of the mandated reporting from FY 2023, as a first step towards transparency and to keep the bank ahead of the curve in terms of compliance with regulatory guidelines. In order to further enhance its policy framework by incorporating ESG principles and extending the extent of its application in its different business activities and decision-making processes, the bank has also hired an ESG consultant. While the bank has always placed a high priority on serving its customers and the community, the bank is now institutionalizing procedures to track and report numerous environmental data, including its own emissions and energy consumption. At KVB we believe that ESG is a journey that the bank has embarked upon and will continue to play an important role in achieving macroeconomic objectives on sustainability. The Bank believes in up-skilling the work force for the holistic development through various employee engagement programs and performance recognitions. The bank has undertaken several CSR initiatives with positive direct environmental impact.</p>								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	<p>Shri K V S M Sudhakar Chief Compliance Officer</p>								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	<p>Yes. The Bank has a specified committee named as Corporate Social Responsibility and Environmental, Social and Governance Committee (CSR&ESG) which decides on sustainability. The Corporate and Social Responsibility & ESG aspects are approved by the CSR & ESG committee. As part of the corporate governance the ESG is also monitored by the board.</p>								

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10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9
Performance against above policies and follow up action																		
	Board of Directors									Annually								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances																		
	Board of Directors									Annually								

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
Yes. The policies have been reviewed by CareEdge Advisory, Research and Training Limited. They have mapped the existing policies and procedures against the requirements of BRSR and accordingly suggested the improvements to bridge it with the BRSR requirements.									

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)									
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)									

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Principle-wise policies

	P1	Compliance Policy, Whistle Blower Policy / Protected disclosure scheme (PDS), Anti Money Laundering Policy, Code of Conduct & Ethics for Directors and Senior Management of the Bank, Code of Conduct for Direct Selling Agents, Policy on Related Party Transactions, Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information (UPSI), Policy on criteria for determining Materiality of events, Fraud Risk Management Policy, Staff Accountability Policy, Corporate Governance Policy Vigilance Policy, HRD Policy , Policy on Outsourcing of Financials, Code of Bank's Commitment to Customers , Code of Bank's Commitment to Micro and Small Enterprise, Customer Rights Policy, Grievance Redressal Policy, Customer Relation Policy /Customer Protection Policy/ Customer Liability Policy.
	P2	IT Policy - e-Waste Management, IT Policy – Procurement, New Product Policy , Policy on Outsourcing of Financials , Policy on e - waste Management .
	P3	Vigilance Policy, HRD Policy , Code of Bank's Commitment to Customers , Customer Rights Policy , Compensation / Remuneration policy, Grievance Redressal Policy, Policy of General Management of Branches, Policy / Scheme on Insurance benefits , Leave policy , Policy on Prevention of Sexual Harassment , Policy on Safety for Women at Work-place ,
	P4	Financial Inclusion Policy , Code of Bank's Commitment to Micro and Small Enterprise, Customer Rights Policy ,Credit Policy , Corporate Social Responsibility Policy , Policy on deposit , Retail Credit Policy , Digital Credit Policy , Communication Policy , Customer Relation Policy /Customer Protection Policy/ Customer Liability Policy
	P5	Vigilance Policy , HRD Policy , Compensation / Remuneration policy , Grievance Redressal Policy , Policy on Prevention of Sexual Harassment , Policy on Safety for Women at Workplace , Policy on Human Rights
	P6	IT Policy - e-Waste Management , Financial Inclusion Policy , Business Continuity Plan and Disaster Recovery Policy (BCPDR) , Policy on Outsourcing of Financials , Corporate Social Responsibility Policy.
	P7	Compliance Policy , Anti Money Laundering Policy, Code of Conduct for Direct Selling Agents , Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information (UPSI) , Citizen's Charter – A Charter for Customer Service , Code of Bank's Commitment to Customers , Code of Bank's Commitment to Micro and Small Enterprise
	P8	IT Policy - Procurement , Policy on Outsourcing of Financials , Code of Bank's Commitment to Micro and Small Enterprise , Corporate Social Responsibility Policy , Communication Policy.
	P9	New Product Policy , Business Continuity Plan and Disaster Recovery Policy (BCPDR) Information Systems Security Policies , Citizen's Charter – A Charter for Customer Service , Code of Bank's Commitment to Customers , Customer Rights Policy ,IT Policy , Grievance Redressal Policy , Communication Policy , Customer Relation Policy /Customer Protection Policy/ Customer Liability Policy.

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SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE



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

PRINCIPLE 1

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	2	During the year, members of the board had attended Certification Programmes in IT & Cyber Security conducted by IDRBT and Programme on Governance and Assurance conducted by CAFRAL.	25.00%
Key Managerial Personnel	7	During the year KMPs had attended multiple training programmes and seminars conducted by various bodies covering key areas, including 50th National Convention of Company Secretaries, Amplifying Innovation in Banking, Certificate Course on Securities Laws, Online Certification Programme in IT and Cyber Security for Senior Management, Online Crash Course on ESG Analysis, Seminar on Governing the Governance-Religiously, FIBAC - 2022	100.00%
Employees other than BoD and KMPs	254	Keeping in mind large employee base with varied skill sets across different levels, the Bank had provided opportunities to employees to enhance their soft and technical skill levels. The trainings were comprehensive and covered a wide array of subjects, such as personality development and	99.59%
Workers	53	negotiation skills, understanding of credit assessment, compliances and regulatory guidelines, technical know-how on CRM software to product level trainings.	94.32%

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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	Amount (Name of the regulatory/ enforcement agencies/ judicial institutions In INR)	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	1	RBI	30,00,000	RBI vide its speaking order dated 24.03.2023 had imposed a monetary penalty of Rs.30.00 lakh (Rupees Thirty lakh only) on account of the Bank failing to report three accounts as frauds to Reserve Bank of India within a week of the JLF decision. The penalty was paid by the Bank on 30.03.2023	NO
Settlement	NIL	NA	NA	NA	NA
Compounding fee	NIL	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	NIL		NA	NA	
Punishment	NIL		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	NA

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

The Bank has established a number of policy tools that address its intolerance for bribery and corruption. The fundamentals of moral business practises are reiterated in the code of conduct and ethics for Board and Senior Management. The Bank has a separate Whistle-blower policy that gives staff the ability to voice issues and concerns, which helps to reinforce the vigilance surrounding this. The policy also ensures non-retaliation towards employee raising the complaint. The web-link for the policy can be accessed through the below mentioned link. <https://www.kvb.co.in/regulatory-disclosures/fair-practices-banking-codes-overview/banking-codes-policies/>

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

	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	FY 2022-23 (Current Financial Year)		FY 2021-22 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

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

Not Applicable

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:

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

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

Yes. The Bank has a policy on Code of Conduct & Ethics for Directors and Senior Management. The policy is hosted on the website of the bank as per the link provided below: <https://www.kvb.co.in/docs/code-of-conduct-and-ethics-for-directors-and-senior-management.pdf>

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PRINCIPLE 2

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

Essential Indicators

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

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D Capex	As on 31st March 2023, 94% of the transactions are channeled digitally with a Y-o-Y growth of 41%. The average daily transactions are 74,500 through apps and 4.28 million app downloads for the said financial year. Digitization brings in efficiencies in the operations as well as results in enhanced reach to the customers.	As on 31st March 2022, 94% of the transactions are channeled digitally with a Y-o-Y growth of 51%. The average daily transactions are 80,000 through apps and 3.4 million app downloads for the said financial year. Digitization brings in efficiencies in the operations as well as results in enhanced reach to the customers.	Over the years the bank has been significantly boosting its investments in digitization of its processes as well as its products and services offerings. The number of app downloads has significantly increased by 25% Y-o-Y.

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

Yes

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

Given that the Banking sector's primary product offering is financial services, the Bank does not have any raw material requirements. The primary resources consumed for its day-to-day operations are paper, grid electricity, water from municipal sources, and diesel for DG sets in locations with erratic availability of electricity. Through a centralized procurement process, led by the Central Procurement Unit, the Bank strives to achieve greater transparency, compliance & adoption of environmental and best practices.

- Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for

- Plastics (including packaging) - Not Applicable
- E-waste- All the E-waste is disposed as per the E-Waste management policy of the bank at the end of life period
- Hazardous waste - Not Applicable and
- other waste- Nil

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

Not applicable

Annexure IV

Leadership Indicators

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

No. The Bank is engaged in providing financial services and does not manufacture any such products.

NIC Code	Name of Product /Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
-	NA	NA	NA	NA	NA

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

Name of Product / Service	Description of the risk / concern	Action Taken
NA	NA	NA

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Not Applicable	Not Applicable	Not Applicable

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Plastic waste generated from our office premises are minimal as the majority of the plastics used in our office premises including plastic bags, bottles are biodegradable in nature. The amount generated is negligible in terms of metric tonnes, hence it isn't relevant to our activities					
E-waste	Nil	Nil	2.50 tonnes	Nil	Nil	Nil
Hazardous waste	Our services do not involve producing or disposing hazardous waste of any kind. Hence this is not applicable in our industry.					
Other waste	Nil					

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Not Applicable	Not Applicable

Annexure IV

PRINCIPLE 3

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

Essential Indicators

1 a Details of measures for the well-being of employees:

Category	Total (A)	Health Insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	3869	3868	99.97	3869	100	NA	NA	3868	99.97	-	-
Female	1084	1084	100	1084	100	1084	100	NA	NA	-	-
Total	4953	4952	99.98	4953	100	1084	21.89	3868	78.09	-	-
Other than Permanent employees											
Male	284	276	97.18	276	97.18	-	-	-	-	-	-
Female	78	78	100	78	100	-	-	-	-	-	-
Total	362	354	97.79	354	97.79	-	-	-	-	-	-

b Details of measures for the well-being of workers:

Category	Total (A)	Health Insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	1413	1413	100	1413	100	NA	NA	1413	100	-	-
Female	1036	1036	100	1036	100	1036	100	NA	NA	-	-
Total	2449	2449	100	2449	100	1036	42.30	1413	57.70	-	-
Other than Permanent employees											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

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

Benefits	FY 2022-23			FY 2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF/NPS	99.74	100	Y	99.79	100	Y
Gratuity	100	100	Y	100	100	Y
ESI	Nil	Nil	N.A	Nil	Nil	N.A
Others - Please specify	Nil	Nil	N.A	Nil	Nil	N.A

Annexure IV

3. Accessibility of workplaces

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

The bank follows RBI guidelines with regard to provision of ramps in the branches /offices and braille keypads at ATMs

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

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	100%	100%
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes,
Other than Permanent Workers	"KVB SAMADHAN" is a staff Grievance Redressal Mechanism introduced for redressing the grievances of both permanent and other than permanent employees and workers relating to work conditions, pay and benefits, leave allotment, workload, managerial decision, staff benefits, sexual discrimination at work place etc., and the same can be filed by aggrieved employee in KVB SAMADHAN portal. Immediately after submission of grievance by the employee, a complaint number will be generated by the system and acknowledged by HRD. The Staff Grievance Redressal Officer at Central Office will ensure to resolve the matter within 10 days.
Permanent Employees	
Other than Permanent Employees	

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

Category	FY 2022-23			FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees / Workers in respective category, who are part of association (s) or Union (B)	% (B / A)	Total Employee / workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total	4953	3357	67.78	4187	3590	85.74
Permanent Employees						
- Male	3869	2639	68.21	3266	2803	85.82
- Female	1084	718	66.24	921	787	85.45

Annexure IV

Category	FY 2022-23			FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees / Workers in respective category, who are part of association (s) or Union (B)	% (B / A)	Total Employee / workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total	2449	2423	98.94	2574	2496	96.97
Permanent Workers						
- Male	1413	1393	98.58	1487	1427	95.97
- Female	1036	1030	99.42	1087	1069	98.34

8. Details of training given to employees and workers:

Category	Total (A)	FY 2022-23				Total (D)	FY 2021-22			
		On Health and safety measures		On Skill upgradation			On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. F	% (F/D)
Employees										
Male	4153	130	3.13	4105	98.84	3262	6	0.18	1823.00	55.89
Female	1162	15	1.29	1122	96.56	921	0	0	519.00	56.35
Total	5315	145	2.73	5227	98.34	4183	6	0.14	2342.00	55.99
Workers										
Male	1413	6	0.42	1382	97.81	2012	0	0	851	42.30
Female	1036	2	0.19	927	89.48	1096	0	0	856	78.10
Total	2449	8	0.33	2309	94.28	3108	0	0	1707	54.92

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No.(B)	% (B/A)	Total (C)	No.(D)	% (D/C)
Employees						
Male	4153	3277	78.91	3802	3184	83.75
Female	1162	801	68.93	930	905	97.31
Total	5315	4078	76.73	4732	4089	86.41
Workers						
Male	1413	1388	98.23	1487	1467	98.66
Female	1036	938	90.54	1087	983	90.43
Total	2449	2326	94.98	2574	2450	95.18

Annexure IV

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?	KVB provides safe and hygienic working environment to all its employees in its Branches and Back offices and ensures the following working conditions for the welfare of 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?	1.Proper Cleanliness and hygiene, 2.Proper ventilation , temperature and humidity 3. Environment free from dust, noxious gas, fumes and other impurities 4. Adequate standard of humidification, artificially neutralising the humidity of the air, ventilation and cooling of the air in work place 5. Proper drinking water facility 6. Adequate standards to prevent over crowding and to provide sufficient space to employees / customers
c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)	
d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	Yes. All the employees are covered under Group Medical and Personal Accident Insurance.

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

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
	Workers		
Total recordable work-related injuries	Employees	NIL	NIL
	Workers		
No. of fatalities	Employees	NIL	NIL
	Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees	NIL	NIL
	Workers		

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

The bank is committed to maintaining a safe, hygienic and healthy workplace. Employee health and safety is of prime importance and the bank conducts robust and periodic training like advanced and basic fire safety training, first aid, evacuation related training for floor marshals and employees across offices. Periodic fire evacuation drills were conducted at the office locations to sensitise employees about fire safety norms and regulations. The Bank has tie-ups with vendors to educate and demonstrate use of fire-fighting equipment to employees.

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during theyear	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	Nil	Nil	Nil	Nil
Health & Safety	Nil	Nil	Nil	Nil	Nil	Nil

Annexure IV

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	No assessment has been done by statutory authorities or third parties.
Working Conditions	

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

Not applicable

Leadership Indicators

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

Yes

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

The Bank's agreements with its vendors contain specific clauses for the compliances of applicable statutory provisions relevant to the assignment. If any deviations are observed at a later date, the contract is terminated and the contractor shall be liable for appropriate action as per the agreed terms.

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

	Total no. of affected employees / workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?

No

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	The Bank has not undertaken any such assessments
Working Conditions	

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

Currently, the Bank does not undertake any assessments of health and safety practices and working conditions of value chain partners

Annexure IV

PRINCIPLE 4

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

Essential Indicators

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

Every individual and institution that are directly or indirectly impacted by the activities of the Bank are considered as stakeholders. Keeping this broad philosophy, the bank has identified the following list of key stakeholders. The bank always pursues its efforts in maintaining regular engagement with these stakeholders in building mutual trust and value creation.

- Employees
- Customers
- Investors/Shareholders
- Regulatory Bodies
- Communities

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	<ul style="list-style-type: none"> - On the floor and virtual connect - Regular manager interaction - Various talent engagement initiatives by HR, such as trainings, team activities, wellness initiatives 	On-going basis	<p>The Bank follows open door policy on engagement with its employees. Most of these engagement cover areas, such as</p> <ul style="list-style-type: none"> - Training and development - Addressing work related concerns - Managing work life balance
Customers	Yes, if they qualify under age and income criteria	Multiple channels through physical and digital means	On-going basis	<p>The Bank maintains constant relationship with its customers through out entire life cycle of its loan products. Bank also uses various channels to keep its customers updated on its new services and products rolled out by the Bank</p>

Annexure IV

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors/ Shareholders	No	Email, newspaper advertisement, website, investor meetings & conferences, intimation to stock exchanges, annual/ quarterly financials	Quarterly/Annually & Need basis	To keep investors/ shareholders updated about KVB's business activities
Regulatory bodies	No	Email, one-on-one meetings, video-conference	Need Basis	To ensure the Bank is in compliance with all regulations imposed by regulatory bodies. Engage with them on policy consultation and participate in larger economic objectives by participating in various Government initiatives and programs, such as PMAY and SGB
Communities	Yes, the Bank considers women, communities living in rural areas, farmer community and low income group individuals as vulnerable & marginalised stakeholder	Meetings, engagement through NGOs	On-going basis	Reach out to socially and economically disadvantaged people and assist them meet their basic needs, such as education, sanitization, hygiene and livelihood.

Leadership Indicators

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

The Bank maintains regular consultation and feedback mechanism across its stakeholders for decision making process. The feedback is a critical input in developing new product and services as well as enhancement of existing services.

Annexure IV

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

Yes, the Bank has taken an approach to interact with stakeholders and to seek their inputs to improve its products and services. The Bank has conducted comprehensive exercise in collaboration with an ESG consultant to identify key priority areas covering environment, social, and governance topics.

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

The Bank supports Government's endeavor towards affordable access of financial services to under banked areas. Under the financial inclusion Scheme the bank renders services to the disadvantaged, rural/ semi-urban section of the society.

During FY 2022-23, 85 Financial Literacy campaigns were conducted with 141 Bank Mitras in rural villages. The Bank has taken various CSR initiatives benefitting vulnerable group at large including support to healthcare facilities for physically challenged by providing 200 prosthetic limbs and constructing ramp facility for easy access, supporting Young Adults and Children who are intellectually challenged by providing vocational training and education. Bank has provided holistic support to Children with Cancer and for Treatment for patients from marginalized group with advanced Cancer, Spine & Limb deformities and Burn Victims. Further Bank has also supported towards Construction of an Integrated Facility for Palliative and Geriatric care services to older people and provided essential medical equipment and instruments to Government Hospitals at various locations. In order to empower Rural Women from economically weaker sections, skill development training on Thread Craft Embroidery, aari and Tailoring and support to Women Dairy Farmers and Entrepreneurs were given for improving their livelihoods. Bank's activities for poor students in Government Schools includes Construction of Classroom Blocks, Sanitation Facilities, Provision of RO water plants, Furniture, and implementation of a holistic students Development program in 15 rural government schools.

PRINCIPLE 5 Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	4953	2	0.04	4175	14	0.34
Other than permanent	362	0	0.00	8	0	0.00
Total Employees	5315	2	0.04	4183	14	0.33
Workers						
Permanent	2449	0	0.00	2574	0	0.00
Other than permanent	0	0	0.00	534	0	0.00
Total Workers	2449	0	0.00	3108	0	0.00

Annexure IV

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

Category	FY 2022-23				FY 2021-22					
	Total (A)	Equal to Minimum Wage		More than minimum Wage		Total (D)	Equal to Minimum Wage		More than minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. F	% (F/D)
Employees										
Permanent	80% of the total employees are covered under IBA pattern of pay structure and remaining 20% of employees covered under CTC pay structure and the same were much more than the minimum wages as prescribed by respective State government under Shops and Establishments Act/ Scheduled employment of respective state.									
Male										
Female										
Other than permanent										
Male										
Female										
Workers										
Permanent	100% of the total employees are covered under IBA pattern of pay structure and the same were much more than the minimum wages as prescribed by respective State government under Shops and Establishments Act/ Scheduled employment of respective state.									
Male										
Female										
Other than permanent										
Male										
Female										

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (in Rs.)	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	1	2,07,41,949	-	-
Key Managerial Personnel [§]	4	67,35,491	-	-
Employees other than BoD and KMP	4608	11,47,680	1286	10,97,761
Workers	1442	8,04,747	1074	8,54,251

*Only MD & CEO is paid remuneration as approved by RBI/Shareholder, Chairman is paid Honorarium, Directors other than MD & CEO including chairman are paid sitting fees.

§The following are the Key Managerial Personnel of the Bank: Managing Director & CEO, President & COO, Chief Financial Officer and Company Secretary

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

Yes, Human rights grievances/complaints are redressed by Internal Grievance Redressal Committee. The purpose of the Committee is to prevent and provide redressal of complaints and for matters connected there with or incidental thereto.

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

Yes, the bank has Grievance redressal mechanism – SAMADHAN

Annexure IV

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

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harass-ment	Nil	Nil	Nil	Nil	Nil	Nil
Discrimination at workplace	Nil	Nil	Nil	Nil	Nil	Nil
Child Labour	Nil	Nil	Nil	Nil	Nil	Nil
Forced Labour/Involuntary Labour	Nil	Nil	Nil	Nil	Nil	Nil
Wages	Nil	Nil	Nil	Nil	Nil	Nil
Other human Rights related issues	Nil	Nil	Nil	Nil	Nil	Nil

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

The bank has internal complaints committee to address the issues related to the discrimination and harassment cases.

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

Yes

9. Assessments for the year:

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

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

Not Applicable

Leadership Indicators

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

The Prevention of Sexual Harassment (POSH) policy is in accordance with the prevention, prohibition and redressal act, 2013- Internal Complaints Committee Constituted – All grievances related to sexual harassment at work place will be covered under Sexual Harassment Policy.

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

“KVB SAMADHAN “ – Staff Grievance Redressal Mechanism – All grievances relating to Working Conditions, Work assignment, salary payment, increment, leave, allotment of quarters, women employee facing sexual discrimination at work place and non-extension of benefits as per rules. The bank regularly sensitizes its employees through various training programmes as well.

Annexure IV

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

Yes

4. Details on assessment of value chain partners:

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

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

Not Applicable

PRINCIPLE 6

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

Essential Indicators

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

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A)	85992.74	84198.14
Total fuel consumption (B)	5741.27	4497.31
Energy consumption through other sources (C)	4119.05	3986.05
Total energy consumption (A+B+C)	95853.06	92681.50
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	12.49	14.58
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

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

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.:

Not Applicable

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

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Ground water	-	-
(iii) Third party water	-	-

Annexure IV

Parameter	FY 2022-23	FY 2021-22
(iv) Seawater / desalinated water	-	-
(v) Others	3,645.12	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	3,645.12	-
Total volume of water consumption (in kilolitres)	3,645.12	-
Water intensity per rupee of turnover (Water consumed / turnover)	0.47	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

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

No

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

No. The Bank does not have in place a Zero Liquid Discharge mechanism at present.

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

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx			
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)		Not Applicable	
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

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

No

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	425.43	303.01
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	18870.63	18476.81
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO ₂ equivalent	2.51	2.95
Total Scope 1 and Scope 2 emission in-tensity (optional) – the relevant metric may be selected by the entity	-	-	-

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

No

Annexure IV

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

Yes. Bank owns a 850 KW Wind Turbine Generator at Govindanagaram, Theni District, Tamil Nadu. The Bank is utilizing the power generated by Wind Turbine Generator for its Registered & Central Office at Karur and also premises of Divisional Office at Chennai. Also, the bank has undertaken several CSR initiatives with positive direct environmental impact in protection of environment and its sustainability such as restoration of wetland ecosystems, Desilting Check Dams and Construction of Spring Stop, donation of battery operated vehicle for garbage collection to name few.

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

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	Approximately 2.50 tonnes	
E-waste (B)	of e-waste was generated	
Bio-medical waste (C)	and disposed off. Plastic	
Construction and demolition waste (D)	bags/ bottles usage is very	
	minimal and the waste is	-
	disposed by segregating	
	as per Municipality norms	
	(Biodegradable/non-bio	
	degradable).	
Battery waste (E)	We do not produce or dispose of any kind of biomedical,	
Radioactive waste (F)	construction debris or radioactive waste. Hence it is not	
Other Hazardous waste. Please specify, if any. (G)	applicable.	
Other Non-hazardous waste generated (H) . Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)		
Total (A+B + C + D + E + F + G + H)	2.5 tonnes	
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	Nil	
(ii) Re-used		
(iii) Other recovery operations		
Total		
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	Our waste generation is minimal and consequently there is no	
(ii) Landfilling	requirement of incineration or landfilling activities.	
(iii) Other disposal operations	All obsolete IT hardware items are sold to the vendors who are	
	certified for E-waste management under Govt. of India. 2.5	
	tonnes of e-waste were safely disposed during FY 2022 23.	
Total	2.5 tonnes	

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

Annexure IV

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

E-waste materials generated due to upgradation/replacement of existing components like computers, modems, printers, UPS etc., are disposed as per the e-waste management policy. All obsolete IT hardware items are sold to the vendors who are certified for E-waste management under Govt. of India. Further, we also procure under buy-back model where the same OEM will take back the obsolete items.

10. 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:

S. No.	Location of operations /offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any
Not applicable, None of our Branches / offices falls under this zone			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not applicable					

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

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

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	4119.05	3986.05
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	4119.05	3986.05
From non-renewable sources		
Total electricity consumption (D)	85992.74	84198.14

Annexure IV

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total fuel consumption (E)	5741.27	4497.31
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	91734.01	88695.45

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

2. Provide the following details related to water discharged:

Parameter	FY2022-23	FY 2021-22
Water discharge by destination and level of treatment (in kiloliters)		
(i) To Surface water		
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kiloliters)		

The water discharged from the premises is connected to the Municipal Sewage system and treated further.

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

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): For each facility / plant located in areas of water stress, provide the following information:

(i) **Name of the area** : Not applicable

(ii) **Nature of operations** : Not applicable

(iii) **Water withdrawal, consumption and discharge in the following format**: Not applicable

Annexure IV

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kiloliters)		
(i) Surface water	-	-
(ii) Ground water	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	3,645.12	-
Total volume of water withdrawal (in kilolitres)	3,645.12	-
Total volume of water consumption (in kilolitres)	3,645.12	-
Water intensity per rupee of turnover (Water consumed / turnover)	0.47	-
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kiloliters)		
(i) Into Surface water		
- No treatment		
- Withtreatment – please specify level of treatment		
(ii) Into Ground water		
- No treatment		
- Withtreatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- Withtreatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- Withtreatment – please specify level of treatment		
(v) Others		
- No treatment		
- Withtreatment – please specify level of treatment		
Total water discharged (in kiloliters)		

The water discharged from the premises is connected to the Municipal Sewage system and treated further.

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

Annexure IV

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	'The Greenhouse Gas Protocol – GHG	
Total Scope 3 emissions per rupee of turnover		In the context of Climate Change, we at KVB not only want to ensure a healthy planet but also accomplish a fair and just transition. At KVB, we believe that engaging with and empowering ourselves and our clients to reduce their GHG footprint can be an important part of our contribution. It is our Social Responsibility to reduce the GHG emission from our own operations and more importantly to engage with our clients to reduce their GHG footprint through the activities financed by us. We are keenly aware of the scale of efforts required to achieve and reversing global warming through reaching a net zero level of Green House Gas (GHG) emissions by 2050 in line with the objectives of the Paris Agreement. We are also very well aware of the Net Zero Banking Alliance (NZBA) representing global banking assets and membership requires that Banks commit to transitioning the emissions from their lending and investment portfolios to align with a net-zero pathway. The process of assessing and setting targets for financed emissions is far from simple. It involves multiple complexities arising from differences between sectors, geographic variation, shifting counterparty plans, changing industry standards, and a nascent and rapidly evolving data environment, to name a few forces. KVB plans to focus on tracking Scope 3 emissions in future.	
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			

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

No

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.:

Not applicable

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
Not Applicable			

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

Yes, The DR/BCP is duly approved by the Board. Critical systems / applications are identified and quarterly DR testing / Drills are performed. The challenges/ observations during the drill activity are noted and used for fine tuning our systems and procedures.

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

Not applicable

9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

Not Applicable

Annexure IV

PRINCIPLE 7

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

Essential Indicators

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

(As below)

- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Indian Banks Association (IBA)	National
2	Fixed Income Money Market and Derivatives Association (FIMMDA)	National
3	Foreign Exchange Dealers Association of India (FEDAI)	National
4	The Associated Chambers of Commerce & Industries (ASSOCHAM)	National
5	Confederation of Indian Industry (CII)	National
6	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
7	International Chamber of Commerce (ICC)	National
8	The Madras Chamber of Commerce & Industry (MCCI)	State
9	Indian Institute of Banking & Finance (IIBF)	National

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
Not Applicable		

Leadership Indicators

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

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

Annexure IV

PRINCIPLE 8

Businesses should promote inclusive growth and equitable development

Essential Indicators

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not Applicable					

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

Sl. No	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
1	Not Applicable					
2	Not Applicable					

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

The Bank has in a place a whistle blower mechanism which is applicable to all its internal and external stakeholders.

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

Parameter	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	Not Applicable	
Sourced directly from within the district and neighbouring districts	Not Applicable	

Leadership Indicators

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

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

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

Sl. No	State	Aspirational District	Amount spent (In INR)
1	NIL	NIL	NIL
2	NIL	NIL	NIL

Annexure IV

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized / vulnerable groups?

No

- (B) From which marginalized /vulnerable groups do you procure?

Not Applicable

- (C) What percentage of total procurement (by value) does it constitute?

Not Applicable

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

Sl. No	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
1				
2				Not Applicable

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

Name of authority	Brief of the Case	Corrective action taken
		Not Applicable

6. Details of beneficiaries of CSR Projects:

Sl. No	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Maintenance for Walk 'n' Jog and Installation of RO plant.	73000+	-
2	Provision of ramp and covering open places to ensure the safety of differently challenged children	30 Intellectually and Differently Challenged Student	100%
3	Provision of Desk and Benches to Schools Students	360 School Students	35%
4	Provision of Uniform, mat & pillow to poor girl school students of Sevalayam School	150 Girl Students	100%
5	Village level awareness program by folk artists for Har Ghar Tiranga Campaign - Celebrating 75 years of Indian Independence	25700+	-
6	Provision of RO Plant to Ramakrishna Mission Vidyalaya, Coimbatore	6980 School Students	30%
7	Limbs on Wheels - Providing Prosthetic Limbs and care	200 Physically Challenged People	100%
8	Donation for Treatment of cancer Patients (Financially backward)	15 Poor Cancer Patients	100%
9	Treatment of Spine & Limb deformities	12 Patients	100%
10	Holistic support to the Children with Cancer in South India	44 Cancer affected Children	100%
11	Reconstructive Surgery for Trauma care patients	19 Patients	100%
12	Reconstruction surgery for burn victims of economically weaker sections	21 Patients	100%
13	Providing essential medical equipment & instruments to Aravakurichi Hospital	80,510+ Patients	100%

Annexure IV

Sl. No	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
14	Karur Texcity CASI monthly medical camp Activity	5141 Patients	100%
15	Support for provision of RO water treatment plant in 2 Govt. Schools	950 School Students	50%
16	My Dream School - Modern education project in 15 rural government schools	6,000 plus School Students	75%
17	Vocational Training to Young Adults with Intellectual and Developmental Disabilities & education to children with Intellectual and Developmental Disability	156 Children with Intellectual and Developmental Disability	50%
18	Support to Tribal Community School Students, Anaikatti Hills, Coimbatore	403 Tribal School Students	100%
19	Provision of students furniture for 3 Govt. School Students, Karur	350 School Students	80%
20	Empowering the under privileged through education	75 School and College Students	80%
21	Education support to empower students	23 Meritorious College Students	60%
22	Cyber Security awareness program	5870+	-
23	Financial Literacy awareness program	34000+	-
24	Skill Development training to rural women on Thread craft embroidery, aari & tailoring	210 Women	100%
25	Skill development training to rural women on Tailoring and Aari	60 Women	100%
26	Door Mat training Weaving Training to rural women, Kodumudi	90 Women	100%
27	Livelihood promotion for women - providing tailoring training and machines	50 Women	100%
28	Construction of 4 class room block in Government High School, Somur in association with Round Table, Karur - 138	170 School Students	60%
29	Empowering women dairy farmers for prospering their livelihoods	500 Women	100%
30	Water on Wheels-Promoting easy mobility and storage of drinking water for Rural People in Karur.	112 Villagers	100%
31	Support to empower women by providing 33 motorized push carts through AAVIN	33 Women	100%
32	Support to Weightlifting Sports person	02 (01 School Student and his Weightlifting Coach)	100%
33	Green & Climate Resilient Village in Manavadi Village Panchayat	4109 Villagers	70%

Apart from the above, Ten (10) other Projects implemented under KVB CSR Policy's key focus areas such as Environmental Protection, Sanitation and Health Care activities which benefits the society at large eventually covering vast beneficiaries could not be quantified in numbers.

Annexure IV

PRINCIPLE 9

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

Essential Indicators

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

The bank has put in place a customer service support for receiving and responding to complaints and feedback. They can also post the complaints on the bank website, through email and represent it to the branch manager of the branch.

The bank has a Grievance redressal policy and the complaints are addressed as per the policy. The policy is hosted on the website of the bank - <https://www.kvb.co.in/regulatory-disclosures/fair-practices-banking-codes-overview/banking-codes-policies/>

The bank obtains feedback for understanding the level of satisfaction attained by the customer.

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

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

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

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	Nil	Nil	Nil	Nil	Nil	Nil
Advertising	Nil	Nil	Nil	Nil	Nil	Nil
Cyber-security	Nil	Nil	Nil	Nil	Nil	Nil
Delivery of essential services	Nil	Nil	Nil	Nil	Nil	Nil
Restrictive Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Unfair Trade Practices	1	0	Nil	2	0	Nil
Other	4429	254	Nil	4654	128	Nil

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

	Number	Reasons for recall
Voluntary recalls		Not Applicable
Forced recalls		

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

Yes, the bank has a policy on cyber security. The bank is certified ISO/IEC 27001 by M/s TUV SUD, which is the international standard that is recognized globally for managing risks to the Information Security. Bank has invested in strong technical and administrative controls to proactively prevent, detect, and timely contain and respond any suspicious activity. The bank has a policy on data privacy of beneficiary Aadhaar holder which is hosted in the website of the bank.- <https://www.kvb.co.in/regulatory-disclosures/fair-practices-banking-codes-overview/banking-codes-policies/>

Annexure IV

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

No such instances

Leadership Indicators

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

<https://www.kvb.co.in/>

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

Customers are informed about safe and responsible usage of products and/or services through social media channels website displays and emails.

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

Disruption / discontinuation of essential services are communicated through display in the bank branches through notice boards for customers.

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

Yes, the Bank operates in a highly customer-focused sector, product-related transparency and communications are of highest priority to us. As per the guidelines of the Reserve Bank of India, the Bank provides transparent information on its products through its website (www.kvb.co.in) and through its branches. The details of product features, service charges fees applicable and Interest rates are published and updated on the website as and when there are changes. SMS alerts are sent to customers when any charges or fees are triggered or levied to their account. No. We have not carried out survey with regard to consumer satisfaction relating to the major products / services of the bank.

5. Provide the following information relating to data breaches:

- a. Number of instances of data breaches along-with impact:

Nil

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

Nil