Equitas Small Finance Bank

August 10, 2026

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 2025-2026

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 2025-26. This Report also forms part of the Annual Report for the FY 2025-26, submitted to the Stock Exchanges vide letter dated August 10, 2026 and the same is available on the website of the Bank at https://ir.equitas.bank.in/shareholder-services/

Kindly take the above information on record.

Thanking you,

Yours faithfully,
For **Equitas Small Finance Bank Limited**

NATARAJAN
RAMANATHA
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Digitally signed by NATARAJAN RAMANATHAN
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N Ramanathan
Company Secretary
Encl: a/a

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

At Equitas Small Finance Bank, sustainability is an integral part of our purpose and our approach to creating long-term value for stakeholders. Built on a strong foundation of responsible banking, financial inclusion, prudent governance, and stakeholder-centric practices, we continue to strengthen our commitment to creating meaningful and lasting impact. Reflecting our journey 'From Resilience to Momentum', we are accelerating progress across our environmental, social, and governance (ESG) priorities through a structured and integrated approach.

Guided by our 3C x ESG Framework, we translate our ESG priorities into tangible actions across our key constituencies: Customers, Community, and Company. Our ESG strategy is anchored around six focus areas that help us drive sustainable and inclusive growth:

- **Financial Inclusion**
- **Community Development**
- **Responsible Operations**
- **Green Financing**
- **Emissions Management**
- **Sustainable Development**

During 2025-26, we continued to strengthen our ESG foundations through several key initiatives:

- **Conducted a structured materiality assessment to identify and prioritise ESG issues most relevant to our stakeholders and business**
- **Maintained strong governance oversight, with 82% Independent Directors on our Board**
- **Achieved ISO 27001:2022 certification, reinforcing our commitment to information security and data protection**
- **Partnered with IPC GmbH under the Global Programme Sustainable Economic Transformation and Sustainable Finance (implemented by GIZ) to strengthen climate-risk assessment capabilities and undertake a detailed climate-risk analysis of our loan portfolio**
- **Integrated sustainable practices into infrastructure development, including our upcoming workspace designed with modern sustainability considerations**

Our progress has been recognised through independent ESG assessments, including:

- **ESGRisk.ai Rating: 73**
- **CRISIL ESG Rating: 66 (Strong)**
- **NSE Sustainability Rating: 66/100**
- **Sustainalytics ESG Risk Rating: 30.1**

Our Business Responsibility and Sustainability Report (BRSR) for 2025-26 provides a transparent account of our ESG performance and progress. Prepared in accordance with SEBI's BRSR framework and the National Guidelines on Responsible Business Conduct (NGRBC), the report highlights our initiatives and achievements across the nine principles of responsible business conduct.

As we move forward, we remain focused on embedding sustainability deeper into our business, expanding responsible finance, strengthening climate resilience, and creating sustainable outcomes for our customers, communities, employees, and the environment.

SECTION A:
GENERAL DISCLOSURES

At Equitas, our purpose has always been simple and deeply held: to serve the underserved and the unbanked, and to let finance be a force for dignity and opportunity. Over the years we have grown from a pure-play microfinance institution into a stable, sustainable and scalable retail-focused bank, with around 88% of our portfolio now in secured lending, yet we have never moved away from the grassroots of the economy, where a small loan, a savings account or a health camp can change the course of a family's life. Inclusive growth, ethical governance and stakeholder accountability remain at the heart of everything we do.

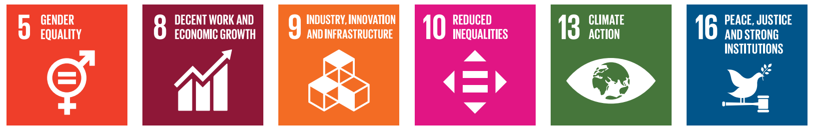
Linkage with the Integrated Report Components

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

Linkage with the Stakeholders

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

SDGs Impacted



I. DETAILS OF THE LISTED ENTITY:

Sr. no.	Particular	Details
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	4th Floor, Phase II, Spencer Plaza No. 769, Mount Road, Anna Salai, Chennai - 600 002, Tamil Nadu
5.	Corporate address	4th Floor, Phase II, Spencer Plaza No. 769, Mount Road, Anna Salai, Chennai - 600 002, Tamil Nadu
6.	Email	cs@equitas.bank.in
7.	Telephone	+91 44 4299 5000
8.	Website	www.equitas.bank.in
9.	Financial year for which reporting is being done	2025-26
10.	Name of the stock exchange(s) where shares are listed	BSE Limited
		National Stock Exchange of India Limited
11.	Paid-up Capital	₹ 11,41,04,30,600
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: cs@equitas.bank.in
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).	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):

Sr. 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	100%

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

Sr. 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.	64191	100%

Products and Services

We offer a diversified portfolio of asset, liability and third-party products designed to meet the evolving financial needs of retail customers, micro-entrepreneurs, small businesses and institutions. Through our offerings, we seek to expand access to formal financial services, promote entrepreneurship, facilitate asset creation, encourage savings and investment, and strengthen financial resilience across customer segments. Our products contribute to inclusive growth and support the achievement of several United Nations Sustainable Development Goals (UNSDGs), particularly those related to poverty alleviation, health and well-being, economic growth, reduced inequalities, innovation and sustainable communities.

Product Category	Product Offerings	Value Created	Relevant SDGs
Asset Products (Loan Offerings)	Small Business Loans (SBL)	We support entrepreneurship, business expansion and employment generation by providing access to timely credit.	8 Decent Work and Economic Growth; 9 Industry, Innovation and Infrastructure
	Vehicle Financing (Used Commercial Vehicle, New Commercial Vehicle, Used Passenger Car, New Passenger Car)	We enable livelihood creation, mobility and asset ownership for individuals and businesses.	8 Decent Work and Economic Growth
	Microfinance and MicroLoans	We expand access to formal credit for underserved and financially excluded communities, promoting financial inclusion.	1 No Poverty; 8 Decent Work and Economic Growth; 10 Reduced Inequalities
	Housing Finance	We facilitate affordable home ownership and long-term asset creation.	11 Sustainable Cities and Communities
	MSE Finance	We support the growth, competitiveness and formalisation of micro and small enterprises.	8 Decent Work and Economic Growth; 9 Industry, Innovation and Infrastructure
	NBFC Finance	We enhance credit availability through institutional partnerships and diversified financing channels.	8 Decent Work and Economic Growth; 9 Industry, Innovation and Infrastructure
	Others (Gold Loans, Staff Loans, among others)	We address diverse financing requirements and short-term liquidity needs.	8 Decent Work and Economic Growth

Product Category	Product Offerings	Value Created	Relevant SDGs
Liability Products (Deposit Offerings)	Savings Accounts (SA)	We encourage financial inclusion, savings discipline and long-term financial security.	1 No Poverty; 8 Decent Work and Economic Growth; 10 Reduced Inequalities
	Current Accounts (CA)	We support the day-to-day banking and transaction needs of businesses, professionals and enterprises.	8 Decent Work and Economic Growth
	Term Deposits	We enable customers to build secure savings and plan for future financial goals.	8 Decent Work and Economic Growth
	Lockers	We provide secure custody solutions for customers' valuables and important documents.	11 Sustainable Cities and Communities
	FASTag	We promote digital adoption and seamless payment experiences for customers.	9 Industry, Innovation and Infrastructure

Product Category	Product Offerings	Value Created	Relevant SDGs
Third-Party Products	Life Insurance Products (Traditional, Term, ULIP)	We help customers strengthen financial protection against life-related contingencies.	1 No Poverty; 3 Good Health and Well-Being
	General Insurance Products (Motor, Fire, PA, Sachet)	We support customers in managing risks associated with assets and unforeseen events.	1 No Poverty; 11 Sustainable Cities and Communities
	Health Insurance Products (including SAHI plans)	We enhance financial resilience by providing access to healthcare-related protection solutions.	3 Good Health and Well-Being
	Mutual Funds (Lump Sum and SIP)	We facilitate wealth creation and long-term financial planning through investment opportunities.	8 Decent Work and Economic Growth
	3-in-1 Account (Bank + Demat + Trading)	We provide integrated access to banking, investment and capital market services through a single platform.	8 Decent Work and Economic Growth; 9 Industry, Innovation and Infrastructure

Through our lending, deposit, protection and investment offerings, we seek to create long-term value for customers while advancing financial inclusion, economic participation and sustainable development. Collectively, our products contribute to SDGs 1, 3, 8, 9, 10, and 11.

III. OPERATIONS

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

Location	Number of plants	Number of offices	Total
National	0	1,113 (1,060 Branches + 53 Other Offices*)	1,113 (1,060 Branches + 53 Other Offices*)
International	-	-	-

*Other Offices includes Corporate Office, Regional Offices and Zonal Offices among others

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	16 States & 2 UTs
International (No. of Countries)	0

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

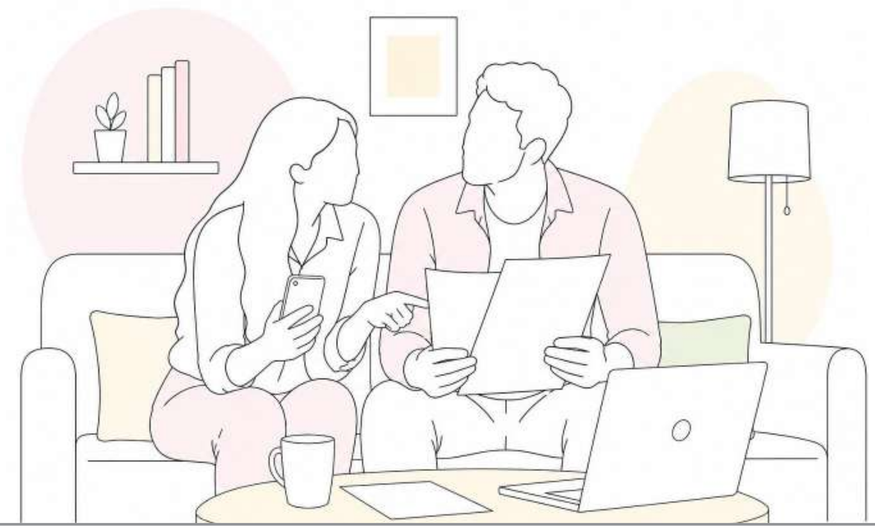
As our operations are domestic in nature and do not involve exports, this disclosure is not applicable.

c. A brief on types of customers

We serve a diverse customer base across retail, business, institutional and rural segments, reflecting our commitment to inclusive and accessible banking. Through our physical and digital channels, we cater to the varied financial needs of individuals, enterprises and institutions at different stages of their growth and financial journey.

Customer Segment	Key Customer Groups
Retail Customers	Children, youth, salaried individuals, families, senior citizens and Non-Resident Indians (NRIs)
Business Customers	Entrepreneurs, micro-enterprises, small business owners and MSMEs
Corporate Customers	Corporates across industries and commercial establishments
Rural and Agri Customers	Farmers and rural households
Institutional Customers	Trusts, Associations, Societies and Clubs (TASC)
Digital Customers	Millennials and digitally connected customers accessing banking services through digital platforms

Through our customer-centric products and services, we seek to promote financial inclusion, support entrepreneurship, facilitate economic participation and enhance financial well-being across the communities we serve.



IV. EMPLOYEES

20. Details as at the end of the Financial Year:

a. Employees and workers (including differently abled):

Sr. no.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
	Employees					
1.	Permanent (D)	28,058	24,733	88.15%	3,325	11.85%
2.	Other than permanent (E)	14	12	85.71%	2	14.29%
3.	Total employees (D + E)	28,072	24,745	88.15%	3,327	11.85%
	Workers					
4.	Permanent (F)					
5.	Other than permanent (G)			NA		
6.	Total workers (F + G)					

b. Differently abled employees and workers:

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

21. Participation/Inclusion/Representation of women

Sr. no.	Particulars	Total (A)	No. and percentage of females	
			No. (B)	% (B/A)
1.	Board of Directors	11	1	9.09%
2.	Key Management Personnel	4	0	0%

22. Turnover rate for permanent employees and workers

Sr. no.	Particulars	2025-26			2024-25			2023-24		
		Male	Female	Total	Male	Female	Total	Male	Female	Total
1.	Permanent employees	43%	46%	43%	34%	34%	34%	38%	38%	38%
2.	Permanent workers	-	-	-	-	-	-	-	-	-

We adopt a proactive and employee-centric approach to talent retention, focused on creating a rewarding work environment through competitive compensation, career growth opportunities, employee well-being, and continuous engagement. Our retention strategy is supported by data-driven insights that enable early identification of attrition risks and timely interventions.

Key initiatives undertaken during 2025-26 include:

- **Data-driven retention:** Leveraged machine learning-based attrition forecasting, structured onboarding touchpoints, employee surveys, and exit feedback analysis to proactively address retention challenges
- **Compensation and recognition:** Strengthened pay equity and market competitiveness through the Loyalty and PayBalance programmes, while recognising employee contributions through performance and long-service awards
- **Career development:** Accelerated growth opportunities for high-performing employees through the VALAR and GROW programmes, internal mobility initiatives, and structured leadership development pathways
- **Well-being and employee support:** Enhanced employee well-being through comprehensive healthcare benefits, mental wellness programmes, parental support, and financial assistance initiatives
- **Culture and engagement:** Fostered a strong sense of belonging through leadership connect forums, employee feedback mechanisms, and values-driven engagement programmes

Together, these initiatives support employee engagement, career satisfaction, and workforce stability, contributing to improved talent retention across the organisation.

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

23. 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.

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

(ii) Turnover: ₹ 7,868 Crore

(iii) Net worth: ₹ 6,125 Crore

At Equitas, we view social responsibility as an integral part of our purpose. While expanding access to formal financial services remains at the heart of what we do, our commitment extends beyond banking to creating sustainable social impact. Through focused interventions in healthcare, education, and livelihoods, we work towards strengthening communities and improving quality of life. By voluntarily allocating 5% of our net profit towards these initiatives, we seek to create opportunities, enable inclusive development, and contribute to long-term societal progress.

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:

Sr. no.	Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in place (Yes/No/NA) (If yes, then provide web link for grievance redress policy)	2025-26			2024-25		
			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
1.	Communities	Yes, click here to access the policy	0	0	-	0	0	-
2.	Investors (other than shareholders)	Yes, click here to access the policy	0	0	-	0	0	-
3.	Shareholders	Yes, click here to access the policy	1	0	-	2	0	-
4.	Employees and workers	Yes, click here to access the policy	1	0	-	0	0	-
5.	Customers	Yes, click here to access the policy)	30,011	1,140	-	25,990	1,030	-
6.	Value chain partners	Yes, click here to access the policy)	0	0	-	0	0	-
7.	Others	NA	NA	NA	NA	NA	NA	NA

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

Material issue identified	Risk/ opportunity (R/O)	Rationale for identifying the risk/opportunity	Approach to adapt or mitigate (for risks)	Financial implications
Business Continuity	Risk	Given our exposure to small-ticket loans and geographically diverse operations, unplanned events such as natural disasters, regulatory changes, economic disruptions, or operational incidents may affect business continuity and service delivery	• We conduct regular risk assessments and business continuity planning exercises • We diversify our products, customer segments, and geographic presence to strengthen resilience • We engage proactively with regulators and key stakeholders to anticipate and respond to emerging risks	**Negative:** Disruptions may impact customer servicing, collections, and operational efficiency, resulting in financial losses and reputational impact
Product Innovation and Responsible Lending	Opportunity	We continuously invest in technology-enabled products and responsible lending practices to address the evolving needs of underserved customer segments while maintaining prudent risk management and regulatory compliance	NA	**Positive:** Enables business growth, expands financial inclusion, improves portfolio quality, and strengthens long-term profitability
Branding and Reputation	Risk	Our reputation is built on customer trust, service quality, and responsible business practices. Negative customer experiences, service disruptions, or reputational incidents may impact stakeholder confidence and business growth	• We focus on delivering a consistent customer experience across touchpoints • We monitor customer feedback and stakeholder sentiment regularly • We address grievances promptly and maintain transparent communication • We align our brand promise with responsible business practices	**Negative:** Reputational challenges may lead to customer attrition, reduced stakeholder confidence, and increased business and funding costs
Employee Wellbeing	Opportunity	We believe that investing in employee well-being enhances engagement, productivity, retention, and overall organisational performance, particularly across customer-facing and business-critical roles	NA	**Positive:** Improves employee retention and productivity, reduces absenteeism, and contributes to stronger business performance.
Values and Culture	Risk	Our values-driven culture forms the foundation of ethical conduct, compliance, customer trust, and employee engagement. Any erosion of these values may increase governance and operational risks	• We embed our values across performance management, leadership development, and employee recognition programmes • We strengthen awareness of ethical conduct through regular communication and training • We maintain robust whistleblower and grievance redressal mechanisms	**Negative:** Cultural misalignment may lead to compliance breaches, reputational damage, employee disengagement, and financial losses
Leadership Development and Succession	Risk	Effective leadership and succession planning are critical to sustaining business continuity, strategic execution, and organisational resilience. Insufficient leadership pipelines may create operational and governance risks	• We implement structured succession planning for critical roles • We invest in leadership development, mentoring, and capability-building initiatives • We identify and nurture high-potential talent to strengthen leadership readiness	**Negative:** Leadership gaps may impact decision-making, business continuity, and stakeholder confidence
Digital Transformation	Opportunity	We continue to invest in digital capabilities to improve operational efficiency, enhance customer experience, and extend access to financial services across underserved and emerging markets	NA	**Positive:** Enhances operational efficiency, improves customer acquisition and service delivery, lowers costs, and supports scalable growth

SECTION B:
MANAGEMENT AND PROCESS DISCLOSURES

At Equitas Small Finance Bank, responsible business conduct is guided by a robust policy framework that promotes ethical governance, accountability, and stakeholder trust. Strengthening this commitment, we have adopted a comprehensive Environmental, Social, and Governance (ESG) Policy that formalises our approach to integrating sustainability considerations into business strategy and operations. The policy provides a structured framework to identify, assess, and manage material ESG risks and opportunities, while ensuring alignment with regulatory expectations and evolving stakeholder priorities. Through strong governance mechanisms, defined responsibilities, and cross-functional collaboration, we continue to embed sustainability into our decision-making processes and long-term value creation approach.

Linkage with the Integrated Report Capital

- Governance

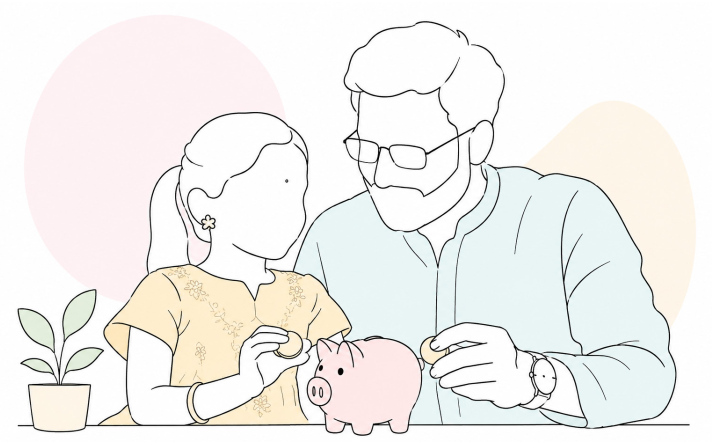
Linkage with the Stakeholders

- Employees
- Value Chain Partners

SDGs Impacted

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



Sr. no.		Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9

Policy and management processes

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.

List of policies:

1. Code of Conduct for Directors
2. Code of Conduct for Senior Managers
3. CSR Policy
4. Customer Rights Policy
5. Data Privacy
6. Dividend Distribution Policy
7. Familiarisation Programme
8. Material Related Party Transactions Policy
9. Policy on Remuneration
10. Retention and Archival of Documents Policy
11. Whistle Blower Policy
12. Environmental Social and Governance Policy

Click here and here to access the above policies.

Sr. no.		Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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	N	Y	Y
	b.	Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	N	Y	Y
	c.	Weblink of the policies, if available									

NGRBC Principle	Relevant Policies
P1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable	Code of Conduct for Directors; Code of Conduct for Senior Managers; Whistle Blower Policy; Material Related Party Transactions Policy; ESG Policy
P2: Businesses should provide goods and services in a manner that is sustainable and safe	ESG Policy
P3: Businesses should respect and promote the well-being of all employees, including those in their value chains	Policy on Remuneration; Whistle Blower Policy; ESG Policy
P4: Businesses should respect the interests of and be responsive to all its stakeholders	CSR Policy; Whistle Blower Policy; ESG Policy
P5: Businesses should respect and promote human rights	Code of Conduct for Directors; Code of Conduct for Senior Managers; Whistle Blower Policy; ESG Policy
P6: Businesses should respect and make efforts to protect and restore the environment	ESG Policy
P7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent	Not Applicable/No specific policy
P8: Businesses should promote inclusive growth and equitable development	CSR Policy; ESG Policy
P9: Businesses should engage with and provide value to their consumers in a responsible manner	Customer Rights Policy; Data Privacy Policy; ESG Policy

Sr. no.	Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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, Trustea) 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				
Governance, leadership and oversight										
7.	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)					Please refer to the message from our MD & CEO in the Annual Report.				
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).					MD & CEO				
9.	Does the entity have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes/No). If yes, provide details.					MD & CEO				

10. Details of Review of NGRBCs by the Bank:

Sr. no.	Subject for review	Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee									Frequency (annually/half-yearly/quarterly/any other – please specify)								
		P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Performance against above policies and follow up action*	Y	Y	Y	Y	Y	Y	N	Y	Y	The performance against the above policies and follow-up actions are reviewed at regular frequencies.								
2.	Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Y	Y	Y	Y	Y	Y	N	Y	Y	All the applicable statutory and regulatory guidelines relevant to the principles are complied with.								

**Note: Policies wherever stated have been approved by the Board/Committee of the Board/Senior Management of the Bank or as required by extant regulations.*

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.

Evaluations are carried out internally, with Heads of Departments responsible for ensuring policies are implemented effectively. These policies are reviewed periodically at both the management and Board levels.

P1	P2	P3	P4	P5	P6	P7	P8	P9
				No				

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)							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

Trust is the foundation of banking, and we earn it the only way it can be earned, through conduct. We place the highest importance on integrity, transparency and accountability in everything we do. 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. Robust grievance redressal and whistle-blower mechanisms, regular audits and ongoing training ensure that every stakeholder, a customer in a remote branch, an employee in the field, a vendor or a regulator, can rely on us to act honestly and responsibly in every interaction.

Impact on Integrated Report 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:

At Equitas, we recognise that training and awareness programmes play a critical role in embedding the principles of responsible business conduct across the Bank.

During 2025-26, we continued to strengthen awareness on ethics, transparency, employee well-being, workplace conduct, and human rights through a combination of structured learning interventions, leadership development programmes, induction initiatives, and targeted awareness campaigns.

Approximately 98.46% of our employees (excluding Board members and KMPs) received training on Principle 1 of the NGRBC, reinforcing our commitment to ethical conduct and accountability. Programmes such as Ethical Excellence in Action, C.O.R.E, Aarambh induction, POSH awareness sessions, well-being initiatives, and culture-focused interventions helped us integrate responsible business practices into everyday decision-making and employee behaviour across the Bank.

Sr. no.	Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% of persons in respective category covered by awareness programmes
1.	Board of Directors	1	Certificate Programme on IT and Cybersecurity for Board Members	9%
2.	Key Managerial Personnel(s)	1	Principle 1	50%
3.	Employees other than Directors and Key Managerial Personnel(s)	10,563	Principle 1	98.46%
4.	Workers	-	-	-

2. Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by Directors/KMPs) with regulators/law enforcement agencies/judicial institutions, in the financial year, in the following format.

Particulars	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (in ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Monetary					
Penalty/Fine			Nil		
Settlement			Nil		
Compounding fee			Nil		
Non-Monetary					
Imprisonment			Nil		
Punishment			Nil		

3. Of the instances disclosed in Question 2 above, details of the Appeal/Revision preferred in cases where monetary or non-monetary action has been appealed.

Sr. no.	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 in brief and if available, provide a weblink to the policy**

We maintain a robust Code of Conduct that strictly prohibits corruption and the acceptance of illegal gratification in any form. Under our policy, our employees must not use personal resources to carry out activities that can be performed using our assets, and any effort to disguise bribes as payments, gifts, or business courtesies is expressly forbidden. Our employees may not accept gifts, entertainment, or other incentives from existing or prospective customers or vendors; where such courtesies are received, they are treated as our property and may not be retained for personal use. Our employees are further prohibited from accepting any gift that could be construed as a bribe or that might compromise their professional judgement.

The Code of Conduct can be accessed by clicking on the link mentioned below:

Directors: Click here to access the Policy on Code of Conduct of Directors

Senior Management: Click here to access the Policy for Code of Conduct for Senior Management

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:**

Particular	2025-26 (Current Financial Year)	2024-25 (Previous Financial Year)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	NA	NA

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

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.

Particular	2025-26 (Current Financial Year)		2024-25 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	NA	0	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	NA	0	NA

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.**

During the reporting period, we identified no instances of conflict of interest or corruption. We nonetheless remain fully prepared to respond to any such issues, should they arise, drawing on well-established policies and procedures designed to ensure their timely, diligent, and transparent resolution.

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

	2025-26 (Current Financial Year)	2024-25 (Previous Financial Year)
Number of days of accounts payables	12	16

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:

Particulars	Metrics	2025-26	2024-25
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	NA	NA
	b. Number of dealers/distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties/Total purchases)	NA	NA
	b. Sales (Sales to related parties/Total sales)	NA	NA
	c. Loans & advances (Loans & advances given to related parties/ Total loans & advances)	NA	NA
	d. Investments (Investments in related parties/Total investments made)	NA	NA

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.

Ethical conduct is built into the way our Board operates. Two instruments anchor this: a dedicated Code of Conduct for Directors and a stringent policy governing material related party transactions. Together, they help us identify conflicts of interest before they take hold and deal with them in a manner that keeps decision-making fair and impartial. At the start of every Board meeting, Directors are expected to flag any potential conflict and step away from any discussion in which they have an interest. For 2025-26, we recorded no instances of conflict of interest or corruption.

02

PRINCIPLE

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

As a service-oriented financial institution, our direct environmental footprint is modest, but we believe a light footprint is no excuse for inaction. At Equitas, we are committed to practices that minimise environmental impact, promote operational safety and align with long-term sustainability goals. We remain fully compliant with applicable environmental regulations and continually look to go beyond compliance, embedding sustainability into our infrastructure, our increasingly paperless processes, and the way we engage every stakeholder.

Impact on Integrated Report Components

- Service Capital
- Social and Relationship Capital
- Financial Capital

Stakeholders

- Customers
- Government/Regulators
- Value Chain Partners

SDGs Impacted

Essential Indicators

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

Sr. no.	Particulars	2025-26	2024-25	Details of improvements in environmental social impacts
1.	R&D	NA	NA	NA
2.	Capex	NA	NA	NA

2. a. **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.

   b. **If yes, what percentage of inputs were sourced sustainably?**

   NA.

3. **Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

   NA.

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

   NA.

03 PRINCIPLE

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

We are committed to a workplace where well-being and growth take centre stage, and where every colleague, from a relationship officer walking in a village lane to a leader in the corporate office, feels supported, heard and proud to belong. In 2025-26, guided by our philosophy of Care and Connect, we deepened our investment in leadership development, wellness, retention and diversity to build a safe, engaging and future-ready environment for our employees and those across our value chain.

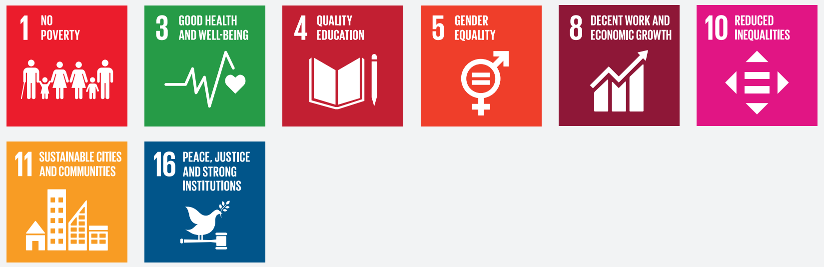
Impact on Integrated Report Components

- Human Capital

Stakeholders

- Employees
- Value Chain Partners
- Government/Regulators

SDGs Impacted



Living the Equitas Way

At Equitas, culture is one of our strongest differentiators. As we scale our business, expand into new markets and strengthen our capabilities, we remain committed to preserving the values-driven environment that has shaped our journey from the beginning. During 2025-26, we continued to deepen employee engagement, strengthen leadership behaviours and foster a workplace where people feel supported, connected and empowered to succeed.

Welcoming People into the Equitas Family

- Delivered structured onboarding through Aarambh, introducing employees to our purpose, values and ways of working
- Strengthened new-joiner integration through the 180-day integrate programme, helping employees settle into their roles and reducing early attrition

Creating a Workplace that Cares

- Conducted year-round health and wellness initiatives covering physical, mental and financial wellbeing
- Enhanced employee support through medical top-ups, corporate health buffers, OPD benefits and wellness partnerships
- Extended assistance beyond policy through interest-free emergency loans, leave donation programmes and other employee support initiatives

Recognising Performance and Potential

- Continued fast-track career progression opportunities through VALAR and GROW
- Introduced the Propel Awards platform to make recognition more transparent, timely and performance-oriented
- Celebrated long-serving employees through the Long Service Awards, recognising colleagues completing 5, 10 and 15 years with Equitas

Strengthening Employee Voice

- Expanded listening channels through Voice of Employee (VoE), ESAT surveys and Culture Pulse assessments
- Encouraged continuous dialogue through leadership interactions, HR branch visits and Branch Family Connect programmes
- Reinforced a culture of responsiveness through a continuous listen-act-improve approach

Embedding Values into Everyday Actions

- Introduced Equitas Way to guide leaders in building inclusive and culturally sensitive teams
- Reinforced ethical decision-making through Ethical Excellence in Action, featuring real-life workplace scenarios and value-based storytelling
- Launched C.O.R.E. (Celebrating Outstanding Results through Equitas Values) to recognise leaders who exemplify Equitas values while delivering business outcomes
- Integrated culture profiling into recruitment processes to strengthen values alignment from the point of hiring

Recognised by Our People

The strength of our culture is reflected in employee feedback and external recognition. During the year, our Culture Pulse Survey recorded an overall score of 4.36 out of 5.00. We were also honoured with a Silver Award at the Brandon Hall Excellence in Action Awards 2025 and ranked #1 in the Ambition Box Employee Choice Awards 2025 in both the Large Banking and Large Companies categories, reaffirming our commitment to creating a workplace where people can thrive.

Essential Indicators

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

Our employee wellbeing framework is designed to provide comprehensive health, financial and family support through a range of benefits that enhance security and peace of mind.

Key Wellbeing Benefits

- Comprehensive Group Medical Coverage (GMC) for employees and eligible family members
- Inclusion of parents and parents-in-law under the GMC programme
- Removal of age restrictions for differently abled children under medical coverage
- Coverage of organ donor medical expenses up to the sum insured
- Continuation of family medical coverage for the balance policy period in the event of an employee's demise
- GMC top-up options and corporate medical buffers for enhanced protection
- Voluntary OPD insurance plans with multiple coverage options
- Access to discounted healthcare services through partner healthcare networks
- Interest-free emergency loans to support employees during unforeseen circumstances
- Leave donation programme to assist colleagues facing personal or medical emergencies
- Financial assistance and beyond-policy support during periods of hardship
- Employee Assistance Programme (EAP) providing professional counselling and emotional support
- Access to holistic wellbeing resources focused on physical, mental and emotional health

Through these benefits, we seek to create a supportive ecosystem that promotes the health, wellbeing and financial security of our employees and their families.

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	24,733	24,733	100%	24,733	100%	0	0%	1,168	4.72%	1,322	5.35%
Female	3,325	3,325	100%	3,325	100%	261	7.85%	0	0%	579	17.41%
Total	**28,058**	**28,058**	**100%**	**28,058**	**100%**	**261**	**0.93%**	**1,168**	**4.16%**	**1,901**	**6.78%**
Other than permanent employees											
Male	12	6	50%	6	50%	0	0%	0	0%	0	0%
Female	2	1	50%	1	50%	0	0%	0	0%	0	0%
Total	**14**	**7**	**50%**	**7**	**50%**	**0**	**0%**	**0**	**0%**	**0**	**0%**

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

We do not have any personnel classified as 'workers'; accordingly, this disclosure is not applicable.

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

2025-26 (Current Financial Year)	Cost incurred on wellbeing measures as a % of total revenue of the Company	2024-25 (Previous Financial Year)
0.96%		0.78%

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

Sr. no.	Benefit	2025-26			2024-25		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/NA)	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/NA)
1.	PF	100%	NA	Yes	100%	NA	Yes
2.	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
3.	ESI	0	NA	NA	0	NA	NA
4.	Others	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. We are committed to fostering an inclusive and accessible workplace for all employees and customers. To assess and enhance accessibility across our premises, a feasibility study was undertaken by the Infrastructure (Administration) team. Based on the assessment, accessibility measures, including the installation of ramps at feasible locations, have been implemented. We continue to evaluate opportunities to strengthen accessibility infrastructure in line with applicable regulatory requirements and evolving needs.

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.**

While we do not currently have a standalone Equal Opportunity Policy under the Rights of Persons with Disabilities Act, 2016, our commitment to equality, diversity and inclusion is embedded within our Code of Conduct and people practices. We provide equal opportunities in employment and ensure that decisions relating to recruitment, training, development and career progression are based on merit, without discrimination on the basis of disability or any other protected characteristic. We remain committed to fostering a respectful, inclusive and equitable workplace for all employees.

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

Supporting Parenthood

We recognise that becoming a parent is one of life's most significant milestones. Our parental leave and family support policies are designed to help employees navigate this transition with confidence, while balancing personal responsibilities and professional aspirations.

Our Approach to Parental Support

- Comprehensive parental leave benefits in line with regulatory requirements and industry best practices
- Supportive return-to-work environment to help employees transition smoothly following parental leave
- Family-inclusive medical coverage that extends healthcare protection to eligible dependents
- Enhanced parental benefit claims through a simplified digital benefits platform
- Access to employee wellbeing resources covering physical, emotional and financial wellness
- Creche facilities and childcare support provisions for eligible employees
- Flexible HR support and manager engagement during key life-stage transitions
- Inclusive policies that foster a supportive and family-friendly workplace culture

Through these initiatives, we strive to create an environment where employees can embrace parenthood while continuing to build meaningful and fulfilling careers at Equitas.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	55%	NA	NA
Female	100%	46%	NA	NA
Total	**100%**	**53%**	**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.**

At Equitas, we are committed to fostering a workplace where employees feel heard, valued and respected. Our grievance redressal framework provides employees with accessible channels to raise workplace concerns and seek timely resolution in a fair, transparent and confidential manner.

The framework is supported by dedicated HR teams, structured escalation mechanisms and leadership oversight to ensure concerns are addressed appropriately and objectively. Regular employee feedback platforms, including Voice of Employee (VoE) initiatives and engagement surveys, further strengthen our culture of open communication and continuous improvement.

By promoting transparent dialogue and responsive action, we strive to maintain a positive and inclusive work environment built on trust and accountability.

Sr. no.	Particular	Yes/No (If yes, then give details of the mechanism in brief)
1.	Permanent workers	NA
2.	Other than permanent workers	NA
3.	Permanent employees	Yes
4.	Other than permanent employees	Yes

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

Category	2025-26			2024-25		
	Total employees/ workers in respective category (A)	No. of employees/ workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/ workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total permanent employees						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**
Total permanent workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**

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

Gender	2025-26					2024-25				
	Total (A)	On health and safety measures		On skill upgradation		Total (A)	On health and safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (B)	% (B/A)	No. (C)	% (C/A)
Employees										
Male	24,733	3,580	14.47%	24,463	98.91%	22,205	2,953	13%	22,070	99.40%
Female	3,325	895	26.92%	3,225	96.99%	3,204	782	24%	3,168	99.00%
Total	**28,058**	**4,475**	**15.95%**	**27,688**	**98.68%**	**25,409**	**3,735**	**15%**	**25,238**	**99.30%**
Workers										
Male	NA					NA				
Female										
Total										

We grow our people so they can grow with the Bank. During 2025-26, we continued to strengthen our learning ecosystem through structured development pathways, leadership interventions, role-based capability building and digital learning opportunities, enabling employees to build the skills required for a rapidly evolving financial services landscape.

Key learning and development initiatives during the year included:

- **Individual Development Plans (IDPs):** Transitioned from planning to focused execution, enabling employees to pursue structured development journeys aligned with their career aspirations and business requirements
- **Leadership Development:** Leaders participated in action-learning projects, cross-functional assignments, mentoring engagements and external development programmes to strengthen strategic and people leadership capabilities
- **Ascend Programme:** Delivered a tiered learning journey for Branch Managers within the Liabilities business, covering foundational, intermediate and advanced leadership competencies
- **ARISE Programme:** Created growth opportunities for high-potential employees in the Assets business through Internal Job Postings (IJPs) and structured career progression pathways
- **Role Readiness Programme:** Accelerated the onboarding and field readiness of new employees through focused capability-building interventions
- **Functional Capability Building:** Conducted targeted training programmes in receivables management, customer relationship management (CRM) and operational excellence to strengthen business performance
- **Customer Service Officer Certification:** Introduced a cross-functional certification programme to enhance service delivery, process knowledge and customer engagement capabilities
- **Senior Leadership Learning:** Members of MANCO, CXOs and Senior Management participated in specialised programmes delivered by leading institutions such as IDRBT, ISACA, IIA, UIDAI and KPMG, covering areas including cybersecurity, governance, risk and compliance, internal audit, financial crime risk, treasury, finance, digital payments and Generative AI
- **Behavioural Learning:** Delivered over **4,850 hours** of in-house behavioural training, benefiting more than **2,400 participants** across the Bank
- **Micro-Learning Formats:** Introduced innovative learning interventions such as **Impact 90** and **Spark 120**, providing focused, bite-sized learning experiences
- **Digital Learning Adoption:** Encouraged continuous learning through Skillsoft, recording an average of **4.9 learning hours per learner** and more than **3,400 badges earned** during the year
- **Learning Investment:** Employees invested an average of **5.51 learning man-days** each in professional development during 2025-26
- **Hire-Train-Deploy Model:** Strengthened frontline talent pipelines through a structured programme that onboarded and trained over **300 Business Development Officers** before deployment

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

We are committed to nurturing internal talent and enabling employees to realise their full potential through a structured performance and development framework. Key initiatives include:

- Regular performance and career development reviews to identify and support high-potential employees
- Targeted learning and development interventions aligned with individual growth aspirations and business needs
- Leadership and talent development programmes such as **VALAR CEP, VALAR PET, Potential Hero,** and **S.T.A.R.** to strengthen capabilities and prepare employees for future roles
- Transparent and merit-based career progression opportunities that promote a culture of continuous learning and performance excellence

Gender	2025-26			2024-25		
	Total (A)	No. (B)	% (B/A)	Total (A)	No. (B)	% (B/A)
			Employees			
Male	24,733	18,885	76%	22,205	16,625	75%
Female	3,325	2,594	78%	3,204	2,537	79%
Total	**28,058**	**21,479**	**77%**	**25,409**	**19,162**	**75%**

Gender	2025-26			2024-25		
	Total (A)	No. (B)	% (B/A)	Total (A)	No. (B)	% (B/A)
			Workers			
Male						
Female		NA			NA	
Total						

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No). If yes, the coverage of such a system?

Yes. We have implemented workplace health and safety measures across our offices and branches, including:

- Dedicated Emergency Response Teams (ERTs) with trained personnel at key locations
- Periodic fire drills and emergency preparedness exercises
- Fire safety infrastructure and evacuation protocols across our premises
- Regular awareness programmes on workplace health and safety
- Preventive health and hygiene measures implemented across locations, as required

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

We follow a proactive approach for identifying and managing workplace risks through:

- Our 'Voice of Employee' platform, which enables employees to report workplace concerns, including safety-related issues
- Periodic reviews of workplace conditions and infrastructure
- Monitoring and mitigation of risks associated with field operations
- Verification of valid driving licences for employees engaged in field activities
- Regular communication on safe driving practices and the mandatory use of protective gear, including helmets for two-wheeler riders

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

NA

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

Yes. We provide a range of healthcare and wellness benefits, including:

- Group Medical Coverage (GMC) and voluntary top-up options
- Corporate medical buffer support for eligible cases
- Preventive health check-ups and wellness screening programmes
- Vaccination drives and health awareness initiatives
- OPD benefits, including dental and vision care coverage
- 24x7 Employee Assistance Programme (EAP) for mental health and counselling support
- Access to digital wellness platforms such as RoundGlass Living and Alyve Health

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

Sr. no.	Safety incident/number	Category	2025-26	2024-25
1.	Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
		Workers	NA	NA
2.	Total recordable work-related injuries	Employees	1	11
		Workers	NA	NA
3.	No. of fatalities	Employees	7	6
		Workers	NA	NA
4.	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:

We are committed to fostering a workplace where employees can thrive physically, mentally and professionally. Our approach extends beyond occupational safety and focuses on holistic well-being through preventive healthcare, mental wellness, work-life support and access to quality healthcare services.

Physical Well-being

- We organise regular health screening camps, wellness camps, doctor consultations and vaccination drives to encourage preventive healthcare
- We promote active lifestyles through yoga sessions, fitness challenges, sports activities, marathons and ergonomic wellness programmes
- Employees have access to digital wellness resources through platforms such as RoundGlass Living

Healthcare Support

- We provide Group Medical Coverage (GMC), voluntary top-up options and corporate buffer support to strengthen employees' financial protection against healthcare expenses
- Employees are covered under OPD benefits, including dental and vision care
- We facilitate access to quality healthcare through partnerships with healthcare providers and discounted medical services
- Additional medical and emergency support is extended to employees engaged in field operations, wherever required

Mental Wellbeing

- We provide a 24x7 Employee Assistance Programme (EAP) that offers confidential counselling and professional support services
- We conduct awareness sessions and well-being initiatives focused on stress management, emotional resilience and mental wellness

Inclusive and Supportive Workplace

- We maintain a Prevention of Sexual Harassment (POSH) framework to promote a respectful, safe and inclusive work environment
- We support employees with caregiving responsibilities through facilities such as the creche available at our Head Office
- Throughout the year, we implement engagement and awareness initiatives that encourage healthy lifestyles, well-being and a supportive workplace culture

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

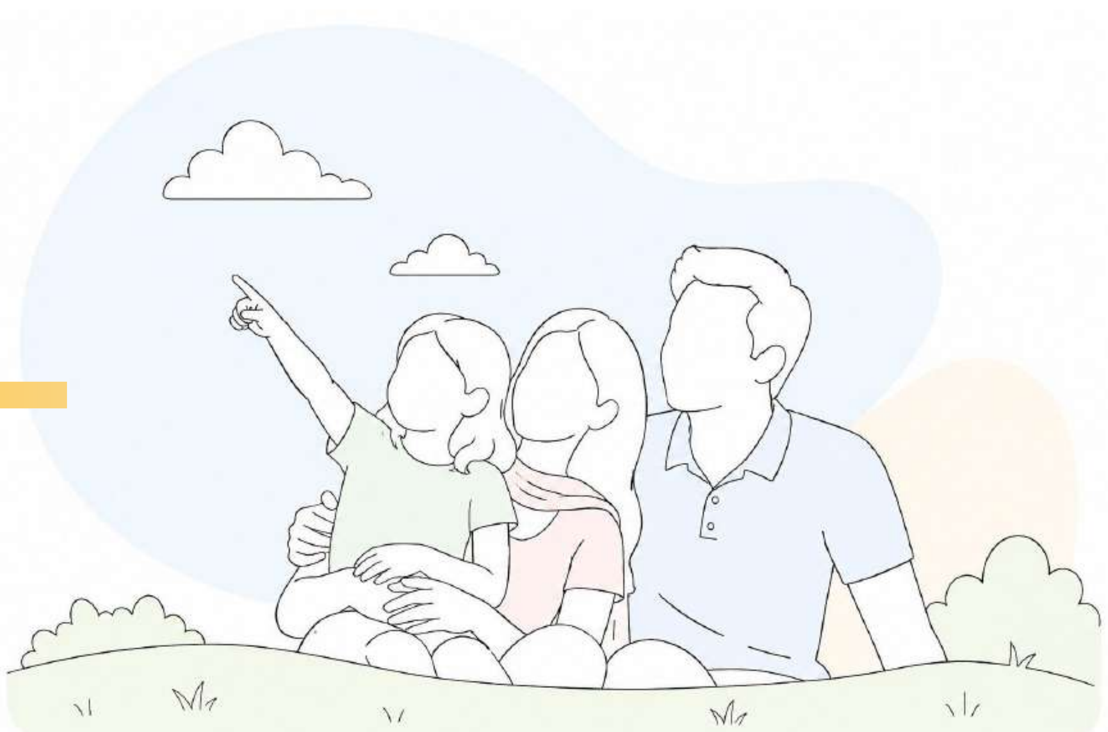
Sr. no.	Particulars	2025-26			2024-25		
		Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
1.	Working conditions	0	0	NA	0	0	NA
2.	Health and safety	0	0	NA	0	0	NA

14. Assessments for the year:

Sr. no.	Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
1.	Health and safety practices	0
2.	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.

NA.



Leadership Indicators

1. **Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Yes/No) (B) Workers (Yes/No).**

   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:**

Sr. no.	Particular	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family	
		2025-26	2024-25	2025-26	2024-25
1.	Employees	7	6	NA	NA
2.	Workers	NA	NA	NA	NA

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.

5. **Details on assessment of value chain partners:**

Sr. no.	Particulars	% of value chain partners (by value of business done with such partners) that were assessed
1.	Health and safety practices	NA
2.	Working conditions	NA

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.**

   NA.

04 PRINCIPLE

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

We grow strongest when we listen. Active, inclusive engagement with our stakeholders, including customers, employees, investors, regulators and communities, is how we build trust, create shared value and stay relevant. We maintain continuous, two-way dialogue to understand expectations and respond with accountability and transparency, and we embed that feedback into our decisions so that our strategy keeps pace with the evolving needs and priorities of the people we serve.

Impact on Integrated Report Components

- Human Capital
- Social and Relationship Capital

Stakeholders

- Customers
- Government/Regulators
- Investors
- Suppliers
- Employees
- Local Communities

SDGs Impacted

Essential Indicators

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

   We follow a structured, five-step process to identify and prioritise key stakeholder groups, guided by the principles of inclusivity, transparency and proactive communication:

   - Reviewing our stakeholder universe
   - Clarifying the purpose of engagement
   - Assessing influence and impact
   - Understanding stakeholder expectations
   - Prioritising stakeholders most critical to our sustainability and value-creation journey

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 and 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
Employees	NA	Email, SMS, WhatsApp, workgroups (HRMS portal), notice boards, audio bridge calls, one-on-one meetings through branch visits, HR, and MS Teams	As and when the need arises	Policy changes/implementation, leadership role changes, employee benefits, trading-window closure, 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
Investors and shareholders	No	Email, newspapers, quarterly reports, press releases, websites, investor conferences and analyst meets, earnings calls, and branch visits	Quarterly/ Need-based	Financial results, AGM, dividend intimation, fund-raise and merger/ demerger intimation, company guidance and strategy
Government and regulatory authorities	No	Regulatory filings, compliance statements, meetings, and Email	Need-based	Licence request and renewal, compliance with filings and other regulatory requirements, participation in government financial-sector plans and programmes
NGOs and local community	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
Value Chain Partners	No	Emails, meetings, phone calls, supplier reviews, vendor audits, and digital collaboration platforms	Ongoing and need-based	Product and service quality, technology support, commercial and contractual terms, operational coordination, timely delivery, compliance with quality and regulatory

05 PRINCIPLE

Businesses should respect and promote human rights

Every customer and every colleague deserves to be treated with fairness, safety and dignity. At Equitas, we are committed to delivering financial products and services responsibly, with a strong emphasis on customer safety, ethical conduct and human rights. Our Fair Practices Code and Employee Code of Conduct set clear expectations for transparency and respect in every interaction, and we work continuously to build secure, inclusive and trustworthy systems - physical and digital - that protect our customers and support their long-term well-being.

Impact on Integrated Report Components

- Human Capital
- Social and Relationship Capital
- Governance

Stakeholders

- Employees
- Suppliers

SDGs Impacted

Fostering a Rights-Respecting Culture

A respectful workplace is built deliberately, not by chance. We conduct structured training that educates our people on their rights, their 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 2025-26 we made ethics tangible and everyday. Through 'Ethical Excellence in Action', developed with our Vigilance team, we brought real ethical dilemmas to life through story-board communication, and introduced a Culture Profiling Tool into recruitment to assess the cultural alignment of new entrants from the very start. The 'Equitas Way' gave leaders a regional culture-sensitivity guide for engaging respectfully with diverse teams, while C.O.R.E (Celebrating Outstanding Results through Equitas Values) helped Branch Managers translate our values into the everyday behaviours their teams see and feel.

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	2025-26			2024-25		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	28,058	25,147	90%	25,409	23,244	92%
Other than permanent	14	0	NA	21	0	NA
Total employees	**28,072**	**25,147**	**90%**	**25,430**	**23,244**	**92%**
Workers						
Permanent						
Other than permanent		NA			NA	
Total workers						

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

Category	2025-26					2024-25				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Permanent employees										
Male	24,733	0	NA	24,733	100%	22,205	0	NA	22,205	100%
Female	3,325	0	NA	3,325	100%	3,204	0	NA	3,204	100%
Total	**28,058**	**0**	**NA**	**28,058**	**100%**	**25,409**	**0**	**NA**	**25,409**	**100%**
Other than permanent employees										
Male	12	0	NA	12	100%	15	0	NA	15	100%
Female	2	0	NA	2	100%	6	0	NA	6	100%
Total	**14**	**0**	**NA**	**14**	**100%**	**21**	**0**	**NA**	**21**	**100%**

Category	2025-26					2024-25				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Permanent workers										
Male										
Female			NA					NA		
Total										
Other than permanent workers										
Male										
Female			NA					NA		
Total										

3. Details of remuneration/salary/wages

a. Median remuneration/wages

Sr. no.	Category	Male		Female	
		Number	Median remuneration/ salary/wages of respective category	Number	Median remuneration/ salary/wages of respective category
1.	Board of Directors	10	₹ 10,00,000	1	₹ 10,00,000
2.	Key Managerial Personnel	4	₹ 2,19,08,015	0	0
3.	Employees other than the Board of Directors and Key Managerial Personnel	24,729	₹ 3,82,709	3,325	₹ 3,74,165
4.	Workers	NA	NA	NA	NA

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

2025-26 (Current Financial Year)		2024-25 (Previous Financial Year)
9.91%	Gross wages paid to females as a % of total wages	9.63%

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.

We have established a structured governance framework to oversee and address human rights-related concerns across the organisation.

Our framework is supported by:

- The Disciplinary Committee and Appellate Authority, which provide oversight for employee-related concerns and disciplinary matters
- Dedicated support from Human Resources, Vigilance, Risk Containment Unit (RCU), Regional Operations Managers and Functional Heads
- Clearly defined roles and responsibilities for investigating, reviewing and resolving reported concerns
- Escalation mechanisms that enable concerns to be reviewed at appropriate levels based on severity and impact
- Leadership oversight to ensure consistency, objectivity and accountability in decision-making

Through this multi-layered approach, we seek to ensure that concerns are addressed promptly, fairly and in accordance with our values, policies and regulatory requirements

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

We maintain a transparent and accessible grievance redressal framework that enables employees to raise concerns and seek resolution through multiple channels.

Key elements of our grievance redressal mechanism include:

- Multiple reporting avenues, including reporting managers, HR representatives and designated grievance authorities
- Clearly defined escalation processes to facilitate timely review and resolution
- Structured governance involving business leaders, HR and designated committees where required
- Time-bound resolution processes supported by regular monitoring and follow-up
- Confidential handling of complaints to protect the privacy of all stakeholders involved
- Fair and impartial review of concerns based on established policies and procedures
- Documentation and tracking of grievances to ensure transparency and accountability
- Protection against retaliation for employees who raise concerns in good faith

In addition to formal grievance channels, we encourage employees to share feedback and concerns through ongoing engagement platforms such as Voice of Employee (VoE) initiatives, employee surveys, HR interactions and leadership connects. These mechanisms help us identify concerns early, strengthen workplace practices and continuously improve the employee experience.

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

Category	2025-26			2024-25		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual harassment	16	0	NA	18	3	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

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

Sr. No.	Particulars	2025-26	2024-25
1.	Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	16	18
2.	Complaints on POSH as a % of female employees/workers	0.5%	0.6%
3.	Complaints on POSH upheld	13	12

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

We are committed to ensuring that individuals who raise concerns can do so without fear of retaliation, discrimination or adverse consequences.

To safeguard complainants and witnesses, we have implemented the following measures:

- Strict confidentiality requirements covering complainants, respondents, witnesses and all investigation-related information
- Restricted access to complaint records and investigation outcomes on a need-to-know basis
- Independent review and assessment processes to promote objectivity and fairness
- Protection against retaliation, victimisation or any form of adverse treatment for individuals reporting concerns in good faith
- Defined investigation and resolution procedures aligned with applicable laws and internal policies
- Awareness programmes that encourage employees to report concerns and seek support whenever required
- Oversight by designated committees and authorised personnel to ensure procedural fairness and accountability

These measures support a culture of trust, respect and psychological safety, enabling employees to speak up confidently and contribute to a positive workplace environment.

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

Yes. Respect for human rights is embedded within our governance framework, policies and business practices. Our Code of Conduct, people policies and stakeholder engagement practices promote ethical behaviour, equal opportunity, non-discrimination and fair treatment. We expect our employees, business partners and service providers to uphold these principles and conduct business in a responsible and respectful manner.

10. **Assessments for the year:**

Sr. No.	Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
1.	Child labour	NA
2.	Forced labour/involuntary labour	NA
3.	Sexual harassment	NA
4.	Discrimination at workplace	NA
5.	Wages	NA
6.	Others	NA

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

No significant human rights risks or concerns requiring corrective action were identified during 2025-26.

We continue to strengthen our preventive approach through employee awareness programmes, ethical conduct initiatives, grievance redressal mechanisms and periodic policy reviews. These efforts help reinforce a workplace culture founded on dignity, inclusion, fairness and respect.

06 PRINCIPLE

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

We hold a simple conviction: an institution that finances the future has a duty to protect it. Even as a service-oriented bank with limited direct ecological impact, we work to embed environmental sustainability into our operations through energy-efficient infrastructure, responsible resource use, digitalisation and waste reduction, while supporting our customers and partners in doing the same as we advance towards a low-carbon, resource-efficient future.

Impact on Integrated Report Components

- External Environment
- Natural Capital

Stakeholders

- Local Communities
- Government/Regulators
- Value Chain Partners

SDGs Impacted

Policy Framework

Our commitment to sustainable and inclusive growth is underpinned by a robust policy framework that integrates ESG considerations into our business and lending practices. Our Micro and Small Enterprises (MSE) Policy is aligned with our overarching ESG Policy, enabling us to incorporate environmental and social risk considerations into credit evaluation and decision-making processes.

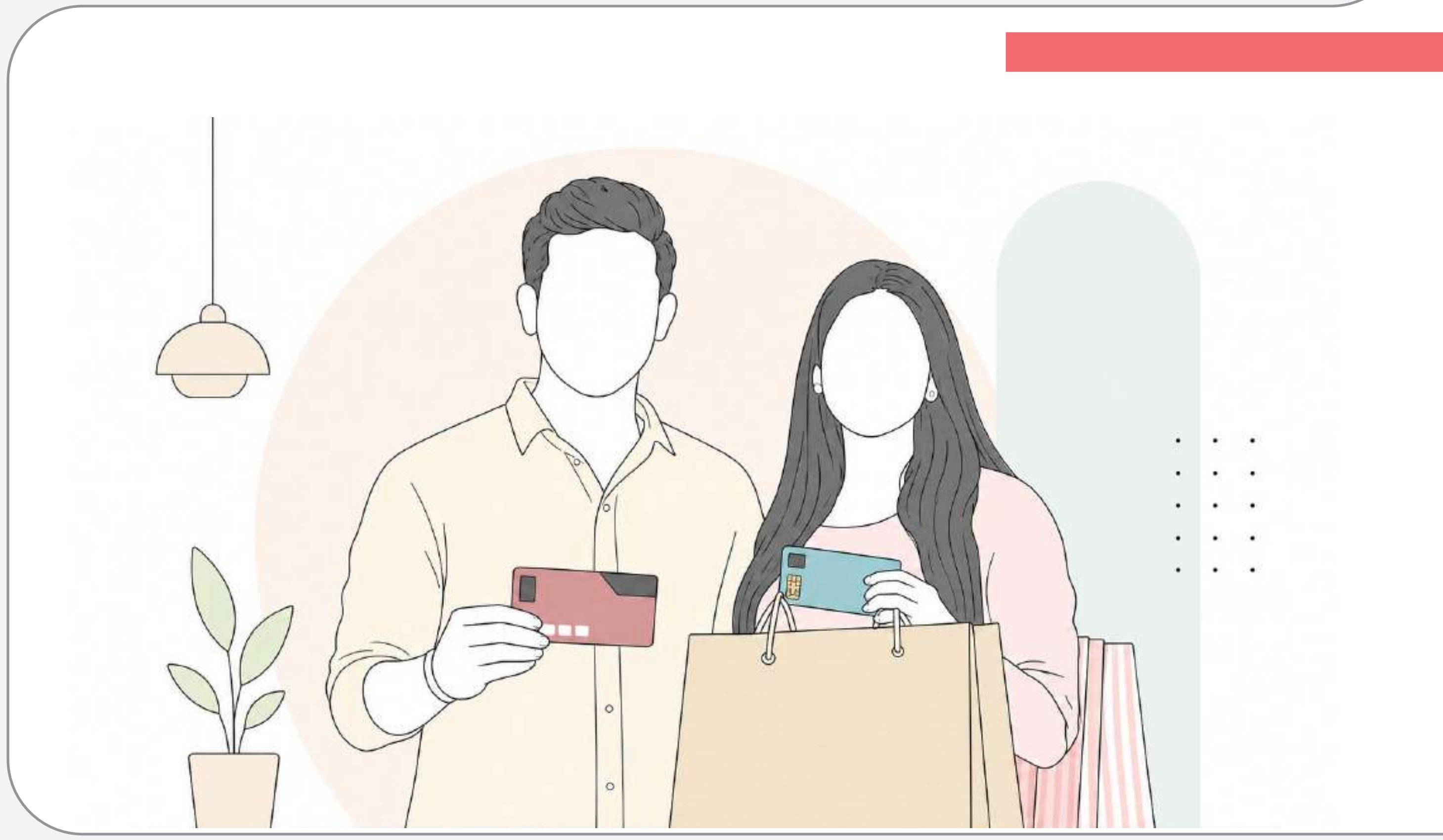
Beyond policy integration, we continue to foster an ESG-conscious culture across our operations. Through initiatives such as digital documentation, electronic workflows, and email-based communication, we encourage responsible resource use and reduce our environmental footprint.

We are also leveraging technology to advance paperless banking and enhance customer convenience. For our microfinance customers, the Pragati Card, a QR code-based digital solution, has replaced traditional sticker-based collection mechanisms while also serving as a digital passbook. This innovation improves accessibility and customer experience while significantly reducing paper consumption.

Our broader digital banking ecosystem further supports sustainable operations through:

- Email-based account statements and customer communications
- Internet and mobile banking platforms
- E-wallet and digital payment solutions
- Electronic toll collection services
- Digital loan processing through our Loan Origination System (Hetra)
- Green PIN technology for secure, paper-free debit card activation

Through these initiatives, we continue to embed sustainability into our products, processes, and customer interactions, creating value while reducing resource consumption and promoting responsible banking practices.



Essential Indicators

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

Parameter	2025-26	2024-25
From renewable sources (in Gigajoule (GJ)		
Total electricity consumption **(A)**	NA	NA
Total fuel consumption **(B)**	NA	NA
Energy consumption through other sources **(C)**	NA	NA
Total energy consumed from renewable sources (A+B+C)	NA	NA
From non-renewable sources (in Gigajoule (GJ))		
Total electricity consumption **(D)**	6,750.19	6,761.44
Total fuel consumption **(E)**	1,660.25	1,910.09
Energy consumption through other sources **(F)**	NA	NA
Total energy consumed from non- renewable sources **(D+E+F)**	8,410.44	8,671.52
Total energy consumed (A+B+C+D+E+F)	**8,410.44**	**8,671.52**
Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations) (GJ per ₹)	0.00000012	0.00000014
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP) (GJ per US$)	0.00000252	0.00000284
Energy intensity in terms of physical output (Total energy consumed/Employee)	3.52	3.94
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA

Note: The numbers for 2024-25 have been restated.

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) 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? (Yes/No)

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	2025-26	2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	NA	NA
(ii) Ground water	NA	NA
(iii) Third party water	3,78,972.00	3,43,305.00
(iv) Seawater/desalinated water	NA	NA
(v) Others	NA	NA
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	3,78,972.00	3,43,305.00
Total volume of water consumption (in kilolitres)	3,78,972.00	3,43,305.00
Water intensity per rupee of turnover (Total water consumption/Revenue from operations) (KL per ₹)	0.0000056	0.0000054
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP) (KL per US$)	0.0001135	0.0001124
Water intensity in terms of physical output (Total water consumption/Employee)	13.50	13.50
Water 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? (Yes/No) If yes, name of the external agency.

No

4. Provide the following details related to water discharged:

Parameter	2025-26	2024-25
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	NA	
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 kilolitres)		

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) 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	2025-26	2024-25
NOx			
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)		NA	
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others			

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency.

No

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

Parameter	Please specify unit	2025-26	2024-25
Total Scope 1 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	Metric tonnes of CO_2 equivalent ($MtCO_2e$)	124.37	143.08
Total Scope 2 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	Metric tonnes of CO_2 equivalent ($MtCO_2e$)	1,331.29	1,333.51
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations) ($MtCO_2e$ per ₹)	$MtCO_2e$/₹	0.000000021	0.000000023
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations adjusted for PPP) ($MtCO^2e$ per US$)	$MtCO_2e$/US$	0.000000436	0.000000483
Total Scope 1 and Scope 2 emission intensity in terms of physical output	$MtCO_2e$/Employee	0.61	0.67
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	--	NA	NA

Note: The numbers for 2024-25 have been restated.

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, 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. Guided by our ESG Policy, we undertake several initiatives to reduce greenhouse gas (GHG) emissions by improving energy efficiency, minimising resource consumption and accelerating digital transformation across our operations. Key initiatives include:

- Optimising HVAC operating schedules to reduce energy consumption across offices and branches
- Replacing conventional lighting systems with energy-efficient CFL and LED fixtures
- Procuring energy-efficient office equipment and appliances
- Transitioning to digital Board and Committee papers, reducing paper usage and associated emissions
- Implementing digital loan origination systems to minimise physical documentation and manual processes
- Promoting paperless banking through digital technologies such as tablets, video banking and video KYC
- Encouraging digital communication and electronic document management practices across the organisation

These initiatives collectively contribute to lowering our operational carbon footprint while enhancing efficiency and supporting sustainable business practices.

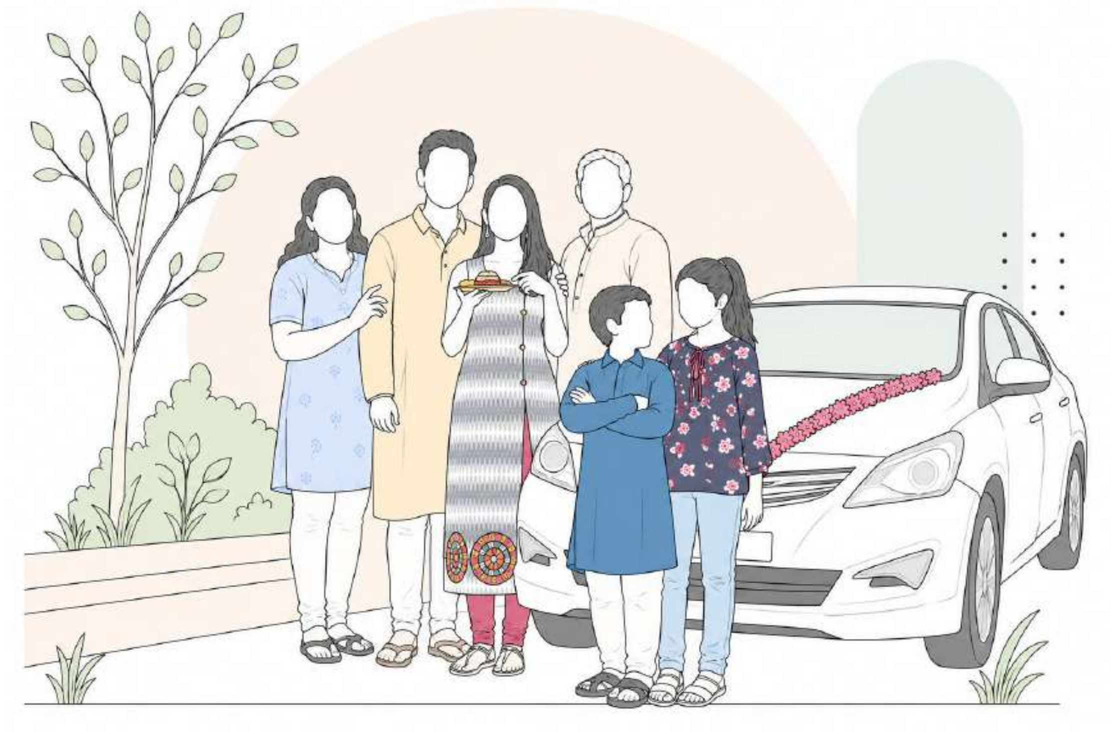
9. Provide details related to waste management by the entity, in the following format:

Parameter	2025-26	2024-25
Total waste generated (in metric tonnes)		
Plastic waste **(A)**	NA	NA
E-waste **(B)**	7.89	15.25
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 **(G)**	NA	NA
Other Non-hazardous waste generated **(H)**	NA	NA
Total (A+B + C + D + E + F + G + H)	**7.89**	**15.25**
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations) (Waste intensity per ₹)	0.00000000012	0.0000000002
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP) (Waste intensity per US$)	0.00000000236	0.0000000050
Waste intensity in terms of physical output (Total waste generated/Employee)	0.0003	0.0006
Waste intensity (optional) – the relevant metric may be selected by the entity	NA	NA

Parameter	2025-26	2024-25
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	7.89	13.73
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	**7.89**	**13.73**
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste:		
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	NA	NA
Total	**NA**	**NA**

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, 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 involve limited use of hazardous or toxic materials. We focus on responsible waste management through the safe disposal of general waste in collaboration with local municipal authorities and the environmentally sound disposal of e-waste through authorised recyclers and vendors. We also undertake measures to minimise plastic consumption across our operations.

Our digital-first approach further supports waste reduction by minimising paper usage and associated waste generation. Customer onboarding is conducted through e-KYC integrated with the NSDL platform, loan agreements are digitally executed through e-signatures, and all new microfinance customers are onboarded through e-KYC, with e-signature adoption ranging more than 90%. These initiatives help reduce resource consumption while enhancing operational efficiency.

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:

We do 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:

We adhere to all relevant environmental laws/regulations/guidelines in India.

Leadership Indicators

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

Sr. No.	Parameter	Unit	2025-26	2024-25
1.	**Total Scope 3 emissions** (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	Metric tonnes of CO_2 equivalent	478.31	249.99
2.	**Total Scope 3 emissions per rupee of turnover** ($MtCO^2e$ per ₹ in Crore)	Metric tonnes of CO_2 equivalent	0.0000000070	0.0000000040
3.	**Total Scope 3 emission 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? (Yes/No) If yes, name of the external agency.

No

07 PRINCIPLE

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

When we engage with public policy, we do so to make the financial system fairer and more inclusive, never narrowly. Our participation in trade bodies, industry associations and collaborative forums lets us contribute sectoral insight, learn from peers and stay aligned with regulatory developments, and we work closely with government agencies, academic institutions and peer organisations to address broader social and environmental challenges in a manner that is responsible and transparent.

Impact on Integrated Report Components

- External Environment
- Social and Relationship Capital

Stakeholders

- Government/Regulators

SDGs Impacted

Essential Indicators

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:**

Sr. 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.	SaDhan - The Association of Community Development Finance Institutions	National
4.	Association of Mutual Funds in in India (AMFI)	National
5.	Confederation of Indian Industry (CII)	National
6.	The Indus Entrepreneurs (TIE)	National
7.	M-FIN	National
8.	Association of Small Finance Banks of India (ASFBI)	National
9.	Foreign Exchange Dealers' Association of India (FEDAI)	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.**

   NA.

08 PRINCIPLE

Businesses should promote inclusive growth and equitable development

Inclusive growth is integral to Equitas' purpose and approach to creating long-term value. We believe that meaningful progress can only be achieved when economic opportunities, quality healthcare, education and sustainable livelihoods are accessible to all sections of society, particularly underserved and vulnerable communities. Guided by this philosophy, we extend our impact beyond financial inclusion through targeted interventions that address critical social and developmental needs. Through our dedicated social development platforms, we work to empower individuals, strengthen communities and improve quality of life, thereby contributing to more equitable and inclusive socio-economic development.

Impact on Integrated Report Components

- Social and Relationship Capital
- Human Capital

Stakeholders

- Local Communities
- Employees

SDGs Impacted

Our Approach to Inclusive Growth

Through the Equitas Development Initiatives Trust (EDIT) and the Equitas Healthcare Foundation (EHF), we implement interventions that support livelihood creation, employability, healthcare access, education and rehabilitation. These initiatives are designed not merely as welfare measures, but as pathways to self-reliance, enabling individuals to strengthen their earning capacity, improve living conditions, reduce financial vulnerabilities and participate more fully in economic progress.

Our approach is centred on creating measurable improvements in quality of life by enabling sustainable livelihoods, facilitating access to essential services and strengthening the resilience of underserved communities.

Creating Sustainable Social Impact

Our interventions are structured around four interconnected outcomes:

- **Improved Living Conditions** through rehabilitation and housing support for vulnerable and homeless families
- **Enhanced Household Incomes** through skill development, entrepreneurship promotion and employment opportunities
- **Greater Access to Education** through scholarships and learning support for children from disadvantaged backgrounds
- **Reduced Financial Vulnerability** through preventive healthcare, health awareness programmes and access to affordable medical interventions

Together, these outcomes contribute to stronger, more resilient communities and support broader socio-economic development.

How We Delivered Impact in 2025-26

During 2025-26, our community development initiatives continued to advance inclusive growth across our pan-India footprint by addressing critical needs in healthcare, livelihoods, employability, education and social rehabilitation. Through EDIT and EHF, we focused on creating sustainable outcomes that improve quality of life, strengthen household resilience and expand access to opportunities for underserved communities.

Key areas of impact during the year included:

Healthcare and Wellbeing

Healthcare remained a key pillar of our outreach, with initiatives focused on improving access to preventive and primary healthcare services for underserved communities.

- Screened 2,80,871 individuals through general health, eye-care and specialised medical camps
- Reached 1,83,124 women through the Swasth Mahila programme, promoting awareness on preventive healthcare and wellbeing
- Facilitated critical surgeries and medical treatments through the Health Help Line, reducing financial barriers to healthcare access
- Conducted specialised dental, hearing, liver health, veterinary and blood-donation camps to address specific community needs
- Partnered with healthcare institutions to deliver awareness programmes on CPR, breast cancer and women's health

Livelihoods and Women Empowerment

Economic empowerment and livelihood creation remained central to our efforts, with a focus on enhancing income-generation opportunities and entrepreneurship.

- Trained 21,431 women through Equitas Gyan Kendra, surpassing annual targets
- Delivered vocational and entrepreneurship training across activities such as tailoring, aari work, soap and detergent manufacturing, perfume making, cake making and other micro-enterprise opportunities
- Organised dedicated exhibitions that enabled women entrepreneurs to showcase and sell their products, supporting market access and enterprise development
- Helped participants translate newly acquired skills into sustainable income streams and greater financial independence

Employability and Job Creation

Recognising employment as a key pathway to economic mobility, we continued to connect job seekers with employers through targeted placement initiatives.

- Facilitated employment opportunities for 28,574 youth through job fairs and placement drives conducted across multiple locations
- Connected aspiring candidates with formal employment opportunities across sectors
- Supported improved employability, stronger household incomes and long-term financial stability

Community Development and Social Inclusion

Beyond our core interventions, we continued to strengthen community well-being through targeted social and development initiatives.

- Extended support to tuberculosis patients, transgender flower vendors, eye-camp beneficiaries and individuals requiring assistive devices and medical care through the Joy of Giving programme
- Implemented an integrated village development initiative in Vadathavoor, combining environmental stewardship, educational support, digital learning and livelihood training
- Conducted veterinary healthcare camps to improve animal health and protect livelihood assets for rural households

Rehabilitation and Educational Support

Our rehabilitation initiatives continued to support vulnerable communities by providing pathways to stability, dignity and long-term social mobility.

- Rehabilitated 367 homeless families through the Equitas Birds Nest programme during the year
- Increased the cumulative number of families rehabilitated since inception to 6,517
- Supported access to secure housing and livelihood opportunities for vulnerable families
- Facilitated educational scholarships for students from Equitas Birds Nest families, helping reduce the risk of intergenerational poverty and enabling continuity in education

Collectively, these initiatives reflect our commitment to creating measurable and lasting social impact by:

- Improving access to healthcare and essential services
- Enhancing employability and livelihood opportunities
- Supporting education and social mobility
- Strengthening household resilience and financial stability
- Enabling vulnerable communities to participate more fully in economic and social progress

Essential Indicators

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

   We did not undertake any projects during 2025-26 that required a Social Impact Assessment (SIA) under applicable laws. Accordingly, no Social Impact Assessments were conducted during the year.

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

   We did not undertake any projects involving land acquisition, displacement of communities, or activities requiring Rehabilitation and Resettlement (R&R) measures during 2025-26. Accordingly, no R&R activities were carried out during the year.

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 (1800 103 2977) 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:**

Sr. No.	Particulars	2025-26	2024-25
1.	Directly sourced from MSMEs/small producers	76%	49%
2.	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**

Sr. No.	Location	2025-26	2024-25
1.	Rural	2.50%	2.44%
2.	Semi-urban	18.11%	18.20%
3.	Urban	26.17%	26.05%
4.	Metropolitan	53.21%	53.32%

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):**

   The disclosure is not material to the Bank's operations, as our activities do not involve significant direct social impacts. However, the Bank maintains governance mechanisms and stakeholder engagement processes to manage any associated social risks.

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

   As part of its CSR commitment towards inclusive community development in aspirational districts, the Bank implemented healthcare, women's empowerment, and livelihood enhancement initiatives in Raichur (Karnataka), Khandwa (Madhya Pradesh), Osmanabad (Maharashtra), Moga (Punjab), and Virudhunagar (Tamil Nadu). The interventions included general health camps, training programmes for women from BPL households, and employment facilitation support for unemployed youth. During the year, the health camps benefited a total of 1,561 individuals, while 110 women received skill development training and 70 unemployed youth were supported in accessing job opportunities. These initiatives contributed to improving access to essential services, enhancing employability, and promoting socio-economic development in the districts covered under the programme.

3. a) **Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised/vulnerable groups? (Yes/No):** No

   b) **From which marginalised/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:**

   The Company did not own or acquire any intellectual property based on traditional knowledge during 2025-26.

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:**

   No adverse orders relating to intellectual property disputes involving traditional knowledge were reported during 2025-26.

6. **Details of beneficiaries of CSR Projects:**

Sr. no.	CSR project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalised groups
1	Healthcare Initiatives (Eye Camps, General Health Camps, Ayurveda Camps, Veterinary Camps, Health Helpline and Swasth Mahila Health Education)	4,71,617 beneficiaries	Majority beneficiaries belong to low-income and underserved communities
2	Skill Training Programmes for Women Entrepreneurs (Equitas Gyan Kendra)	21,431 women beneficiaries	100%
3	Job Fairs and Placement Support for Unemployed Youth	28,574 youth beneficiaries	Majority beneficiaries belong to economically weaker sections
4	Equitas Birds Nest – Rehabilitation of Homeless Families	367 homeless individuals rehabilitated	100%
5	Educational Scholarships for Children from Equitas Birds Nest Families	223 beneficiaries	100%
6	Disability Inclusion Programmes	654 persons with visual impairment and 72 transgender beneficiaries	100%
7	Equitas Temporary Markets	62 beneficiaries	Predominantly women and economically vulnerable entrepreneurs

Amudha's Journey from Homelessness to Entrepreneurship

For years, Amudha lived on the streets of Chennai's Parry's Corner, struggling for shelter, food and basic amenities. Without a stable home or livelihood, each day was a challenge, and opportunities to improve her circumstances seemed out of reach.

Through the Equitas Birds Nest programme, Amudha received support that helped her rebuild her life with dignity and purpose. With access to rehabilitation and livelihood opportunities, she was able to transition from homelessness to self-reliance and establish her own tailoring business.

Today, Amudha proudly runs Abi Tailor, a shop located on a busy main road and well recognised within the local community. Her entrepreneurial success has enabled her to create employment opportunities for two other individuals while achieving financial stability for herself.

Amudha's journey is a testament to the transformative impact of holistic rehabilitation and livelihood support, demonstrating how targeted interventions can empower vulnerable individuals to become independent and productive members of society.

Impact

- **Transitioned from homelessness to entrepreneurship**
- **Established her own tailoring business, Abi Tailor**
- **Created employment for two individuals**
- **Achieved financial independence and social inclusion**

Creating New Beginnings through Employment

For many young people from economically vulnerable backgrounds, securing employment can be the first step towards transforming their family's future. Through our 'New Beginnings' Job Fairs, Equitas connects unemployed youth with meaningful career opportunities, helping them build sustainable livelihoods.

The initiative provides a platform for job seekers to interact with employers, showcase their skills and access opportunities across industries. For many beneficiaries, employment has enabled them to support their families, repay debts and fund the education of younger siblings, creating a ripple effect of positive change.

Over the years, the programme has impacted more than 3,00,000 lives, empowering youth with the confidence and opportunities needed to achieve economic independence and long-term stability.

Impact

- **More than 3,00,000 lives impacted since inception**
- **Enhanced employability and livelihood opportunities**
- **Improved household income and financial resilience**
- **Supported education and wellbeing of family members**

09 PRINCIPLE

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

We see ourselves not merely as a provider of financial services but as a trusted partner in our customers' financial wellbeing. Responsible consumer engagement, through transparent products, accessible services and customer-centric practices, remains central to the trust we have built across our customer base. Through continuous customer engagement, financial literacy initiatives, technology-led innovation, ethical conduct and a robust grievance redressal framework, we strive to deliver meaningful value while safeguarding customer interests.

Impact on Integrated Report Components

- Intellectual Capital
- Social and Relationship Capital

Stakeholders

- Customers

SDGs Impacted

Enhancing Customer Experience

Enhancing customer experience is an ongoing journey rooted in accessibility, responsiveness and trust. Our efforts span both physical and digital channels, from personalised branch interactions and lounge-style banking facilities to outreach through rural banking centres and micro-ATM devices, ensuring that every customer, whether new or long-standing, experiences convenient and inclusive banking services.

On the digital front, we continue to strengthen customer engagement through simplified online account opening, digital fixed deposit booking, WhatsApp banking, instant notifications and omnichannel support. Video banking services and self-service capabilities further enhance convenience, accessibility and security across customer touchpoints.

Through our Net Promoter Score (NPS), Customer Satisfaction (C-SAT) and Voice of Customer (VoC) programmes, we continuously capture customer feedback and translate insights into product, process and service improvements, reinforcing our commitment to responsible and customer-centric banking.

Essential Indicators

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

   At Equitas, customer complaints and feedback are received through multiple channels, including branches, call centres, email, website, social media platforms, internet banking and mobile banking applications. Complaints are managed through a centralised Grievance Management Team and resolved in accordance with the timelines prescribed under our Grievance Redressal Policy. Complaints that are not resolved to the customer's satisfaction are escalated through defined governance mechanisms, including review by the Internal Ombudsman. The Customer Experience Committee periodically reviews grievance trends, service quality indicators and customer feedback, while key insights are escalated to the Customer Service Committee of the Board.

   Customer feedback is also captured through Net Promoter Score (NPS), Customer Satisfaction (C-SAT) and Voice of Customer (VoC) programmes, enabling the Bank to identify improvement opportunities and strengthen products, services and customer journeys.

   During 2025-26, we further strengthened our grievance redressal framework through:

   - Integration of customer bank account detail capture during complaint registration, particularly for credit bureau-related grievances, enabling faster validation and processing of eligible refunds
   - Enhanced digital grievance management capabilities to improve complaint tracking and reduce resolution timelines
   - Strengthened monitoring and governance mechanisms to facilitate timely closure of customer complaints and improve overall customer satisfaction

   To enhance transparency and accessibility, the contact details of the Principal Nodal Officer and Nodal Officer continue to be prominently displayed across branches and on the Bank's website, together with clearly defined grievance resolution timelines. The Grievance Redressal Policy is also made available in multiple regional languages to improve accessibility and ease of understanding for customers across diverse geographies. Customers can register complaints through branches, call centres, email, chat platforms and digital banking channels, ensuring convenient access to grievance redressal mechanisms and escalation pathways.

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

Sr. no.	Particulars	As a percentage of total turnover
1.	Environmental and social parameters relevant to the product	NA
2.	Safe and responsible usage	NA
3.	Recycling and/or safe disposal	NA

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

Sr. no.	Particulars	2025-26			2024-25		
		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
1.	Data privacy	0	0	NA	0	0	NA
2.	Advertising	0	0	NA	0	0	NA
3.	Cybersecurity	0	0	NA	0	0	NA
4.	Delivery of Essential Services	15,927	879	The majority of complaints related to transaction disputes and queries/ disputes regarding charges levied on customer accounts as per the Schedule of Charges.	18,869	861	Since November 2024, the Bank proactively classified transaction and FASTag disputes as complaints and, based on regulatory guidance, classified wrong fund transfer disputes as complaints.
5,	Restrictive Trade Practices	0	0	NA	0	0	NA
6.	Unfair Trade Practices	0	0	NA	0	0	NA
7.	Other	14,084	261	Primarily non-Equitas customer complaints relating to loan-related SMS, incorrect CIBIL reports reflecting a loan with Equitas, and disputes over fraudulent transactions.	7,121	169	Primarily non-Equitas customer complaints relating to 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:**

Sr. no.	Particulars	Number	Reason for recall
1.	Voluntary recalls	NA	NA
2.	Forced recalls	NA	NA

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

Yes. We have implemented a comprehensive Data Privacy Policy and cybersecurity framework to safeguard customer information and manage risks associated with information security, privacy and cyber threats. The framework applies to employees, customers, business partners, service providers and other stakeholders and governs the handling of personal and sensitive information across branch, digital and communication channels.

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.**

We continuously review customer complaints, Voice of Customer (VoC) feedback and service performance indicators to identify opportunities for service enhancement and customer experience improvement.

During 2025-26, several corrective and preventive actions were undertaken based on customer feedback and service observations, including:

- Introduction of One Tap Token as an alternative to SMS-based OTP authentication, helping reduce transaction delays and improve transaction success rates
- Resolution of application loading and performance issues identified on the Equitas 2.0 platform, with further optimisation incorporated through subsequent releases
- Enablement of wealth management services on internet banking and mobile banking platforms to address customer demand for enhanced digital capabilities
- Introduction of branch-level issuance of Fixed Deposit receipts, reducing documentation turnaround times and improving customer convenience
- Strengthening of digital grievance management processes to facilitate quicker complaint resolution and enhanced customer experience

No material incidents relating to advertising, product recalls, customer data privacy breaches or regulatory actions concerning product or service safety were reported during the year.

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

a. **Number of instances of data breaches:**

NA.

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

NA.

c. **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 web link, if available).**

   Customers can access detailed information regarding the Bank's products and services through our official website, mobile banking application, branches, customer contact centre and other digital communication channels.

   Website: www.equitas.bank.in

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

   We regularly engage with customers through SMS alerts, WhatsApp communications, website notifications, digital campaigns and other customer outreach initiatives to promote safe and responsible banking practices.

   These initiatives focus on:

   - Safe usage of digital banking channels
   - Fraud prevention and cybersecurity awareness
   - Protection of customer credentials, passwords and OTPs
   - Awareness regarding phishing, vishing and other digital fraud risks
   - Responsible use of banking products and services
   - Data privacy and information security awareness

   Customer feedback and service interactions are also leveraged to continuously strengthen awareness campaigns and educational content, ensuring that communications remain relevant to evolving customer needs and emerging risk areas.

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

   Customers are informed about planned maintenance activities, service disruptions or changes in service availability through multiple communication channels, including SMS alerts, mobile application notifications, push notifications, website announcements, contact centre communication and other digital communication platforms.

   These mechanisms help customers plan transactions appropriately, remain informed about service availability and minimise inconvenience arising from service interruptions.

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. We undertake customer satisfaction assessments through Net Promoter Score (NPS), Customer Satisfaction (C-SAT) and Voice of Customer (VoC) programmes to evaluate customer experience across products, services and customer interaction channels. Insights generated from these programmes are used to strengthen customer journeys, improve service quality and support customer-centric product innovation.

Strengthening Customer Listening Programmes

During 2025-26, we enhanced our customer feedback framework through several initiatives:

- Migration to a new survey platform that captures customer feedback through a more structured framework and leverages an AI-enabled analytics engine for first-level analysis
- Enhanced sentiment interpretation, keyword clustering and early identification of emerging service gaps through AI-driven analytics
- Redesign of the NPS questionnaire to include a balanced mix of closed-ended and open-ended questions, enabling both quantitative assessment and richer qualitative insights
- Continued bi-annual Relationship NPS surveys covering customers with Total Relationship Value (TRV) of ₹50,000 and above, ensuring focus on a more engaged and high-value customer segment
- Expanded survey deployment through customers' preferred channels, including WhatsApp and SMS, supported by automated reminders to improve response rates and representation
- Strengthened NPS close-looping processes, with service recovery actions initiated within 48 hours for identified detractors
- Real-time C-SAT surveys triggered immediately following customer interactions across Phone Banking, Email and Grievance Redressal channels
- Weekly reporting and fortnightly review meetings with relevant teams to close-loop open cases and drive continuous service improvement

Key Customer Insights

Feedback received through the Voice of Customer framework highlighted strong customer appreciation for the Equitas 2.0 platform and the professionalism, responsiveness and service orientation demonstrated by branch employees.

Customer feedback also identified opportunities for improvement, including:

- Delays in OTP delivery during digital transactions
- Challenges associated with beneficiary addition cooling periods for urgent fund transfers
- Opportunities to further improve speed, consistency and reliability across customer journeys in both branch and digital channels

Customers identified as detractors through NPS and VoC programmes are contacted promptly to understand concerns, initiate service recovery measures and strengthen customer relationships. Feedback received through these programmes is systematically analysed and shared with Digital Banking, Operations, Product and Branch Banking teams to facilitate timely corrective actions and continuous improvement.

Customer-Led Improvements

Insights gathered through customer feedback directly contributed to several product and service enhancements during 2025-26, including:

- Introduction of One Tap Token as an alternative authentication mechanism to reduce OTP-related transaction delays
- Enablement of platforms
- Resolution of application loading and performance issues on the Equitas 2.0 platform through targeted upgrades and subsequent optimisation releases
- Branch-level issuance of Fixed Deposit receipts, reducing documentation turnaround times and enhancing customer convenience

These initiatives demonstrate the Bank's commitment to listening to customers, acting on feedback and continuously enhancing customer experience.