August 03, 2026

The BSE Limited
Corporate Relationship Department
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai - 400 001

SCRIP CODE: **543066**

SECURITY: **Equity Shares/Debentures**

The National Stock Exchange of India Limited
Exchange Plaza, C-1, Block G,
Bandra-Kurla Complex.
Bandra (E), Mumbai - 400 051

SYMBOL: **SBICARD**

SECURITY: **Equity Shares**

Dear Sirs,

Re: Business Responsibility and Sustainability Report for the financial year 2025-26

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 read with SEBI Master Circular No. HO/49/14/14(7)2025-CFD-POD2/I/3762/2026 dated January 30, 2026, please find enclosed herewith the Business Responsibility and Sustainability Report ("BRSR") of the Company for the financial year 2025-26, along with Independent Reasonable Assurance Statement on BRSR Core provided by SGS India Private Limited.

The BRSR forms part of the Integrated Annual Report of the Company for the financial year 2025-26.

Kindly take the same on record.

Thanking you,

Yours faithfully,

For SBI Cards and Payment Services Limited

PAYAL MITTAL CHHABRA
Digitally signed by PAYAL MITTAL CHHABRA
Date: 2026.08.03 21:58:43 +05'30'

Payal Mittal Chhabra
Chief Compliance Officer & Company Secretary

Encl:.aa

SBI Cards and Payment Services Ltd.

DLF Infinity Towers, Tower C,
12th Floor, Block 2, Building 3,
DLF Cyber City, Gurugram - 122002,
Haryana, India

Tel.: 18001801290
Email: customercare@sbicard.com
Website: sbicard.com

Registered Office:
Unit 401 & 402, 4th Floor, Aggarwal Millennium Tower,
E 1,2,3, Netaji Subhash Place, Wazirpur, New Delhi - 110034
CIN - L65999DL1998PLC093849

Annexure- 5 to the Board's Report

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. Details of the Listed Entity

1	Corporate Identity Number (CIN) of the Listed Entity	L65999DL1998PLC093849
2	Name of the Listed Entity	SBI Cards and Payment Services Limited
3	Year of incorporation	1998
4	Registered office address	Unit 401 & 402, 4th Floor, Aggarwal Millennium Tower E-1,2,3, Netaji Subhash Place, Wazirpur, New Delhi 110 034, India
5	Corporate address	2nd Floor, Tower-B, Infinity Towers, DLF Cyber City, Block 2 Building 3, DLF Phase 2, Gurugram, Haryana 122 002, India
6	E-mail	investor.relations@sbicard.com
7	Telephone	+91 (124) 4589803
8	Website	www.sbicard.com
9	Financial year for which reporting is being done	2025-26
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11	Paid-up Capital as on 31st March 2026	INR 9,51,60,02,510 /-
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Sonia Nagpal esg.sbic@sbicard.com
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	Standalone basis
14	Name of assessment or assurance provider	SGS India Pvt. Ltd.
15	Type of assessment or assurance obtained	Reasonable Assurance

II. Products/services

16. Details of business activities (accounting for 90% of the turnover)

S. No	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Credit Card	We are a public listed pure-play credit card issuer in the country	100

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

S. No	Product/Service	NIC Code	% of total Turnover contributed
1	Credit Card	Division 64 & 66 activities through credit cards	100

III. Operations

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

S. No	Location	Number of plants	Number of offices	Total
1	National	0	23	23
2	International	0	0	0

19. Markets served by the entity:

a. Number of locations

S. No	Locations	Number
1	National (No. of states)	28
2	International (No. of countries)	-

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

3.39

c. A brief on types of customers

SBI Card, a subsidiary of the State Bank of India, is the second-largest credit card issuer in India. With more than 2.21 crore cards in force, we provide financial accessibility to customers through an extensive range of value-added products and services, catering to both their payment and short-term credit needs. Our commitment to deliver a diverse credit card portfolio is reflected in the many product variants to serve the needs of our customers. The product is designed to enable a seamless, secure, cashless, and contactless digital payments in India. SBI Card serves a broad spectrum of cardholders, spanning from the "super-premium" and "premium" categories to the "affluent" "mass affluent" "mass" and "new to credit" segments.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No	Particulars	Total(A)	Male		Female	
			No.(B)	%(B/A)	No.(C)	%(C/A)
		Employees				
1	Permanent (D)	4218	3071	72.81	1147	27.19
2	Other than Permanent (E)	28911	17033	58.92	11878	41.08
3	**Total employees (D + E)**	**33129**	**20104**	**60.68**	**13025**	**39.32**
		Workers*				
4	Permanent (F)	-	-	-	-	-
5	Other than Permanent (G)	-	-	-	-	-
6	**Total workers (F + G)**	**-**	**-**	**-**	**-**	**-**

**SBI Card does not have any workers. Hence, the information pertaining to them is not disclosed anywhere in this Report.*

b. Differently abled Employees and workers:

S. No	Particulars	Total(A)	Male		Female	
			No.(B)	%(B/A)	No.(C)	%(C/A)
		Employees				
1	Permanent (D)	27	22	81.48	5	18.52
2	Other than Permanent (E)	3	2	66.67	1	33.33
3	**Total differently abled employees (D + E)**	**30**	**24**	**80**	**6**	**20**
		Workers*				
4	Permanent (F)	-	-	-	-	-
5	Other than Permanent (G)	-	-	-	-	-
6	**Total differently abled workers (F + G)**	**-**	**-**	**-**	**-**	**-**

**SBI Card does not have any workers. Hence, the information pertaining to them is not disclosed anywhere in this Report.*

21. Participation/Inclusion/Representation of women:

	Total(A)	No. and percentage of Females	
		No.(B)	%(B/A)
Board of Directors	7 (including MD & CEO)	3	42.86
Key Management Personnel	3 (including MD & CEO)	3	100

22. Turnover rate for permanent employees and workers:

(Disclose trends for the past 3 years)

	FY 2026 (Turnover rate in current FY)			FY 2025 (Turnover rate in previous FY)			FY 2024 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	16.73%	16.41%	16.64%	18.54%	17.34%	18.22%	19.41%	17.09%	18.77%
Permanent Workers*	-	-	-	-	-	-	-	-	-

**SBI Card does not have any workers. Hence, the information pertaining to them is not disclosed anywhere in this Report.*

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

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

S. No	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	State Bank of India	Holding	68.92 (includes shareholding held by subsidiaries of SBI)	No

VI. CSR Details

24. i. Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)

Yes

ii. Turnover (in ₹)

FY 2025-26 – 20,707.62 Cr

FY 2024-25 – 18,637.15 Cr

iii. Net worth (in ₹)

FY 2025-26 – 15,797.01 Cr

FY 2024-25 – 13,853.23 Cr

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2025-26			FY 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
Communities	Yes https://www.sbicard.com/en/who-we-are/csr.page	0	0		0	0	
Investors (other than shareholders)	Yes https://www.sbicard.com/en/who-we-are/unclaimed-dividend.page	0	0		0	0	

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2025-26			FY 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
Shareholders (Includes NCD and CP holders)	Yes https://www.sbicard.com/en/who-we-are/unclaimed-dividend.page	1146	5	Number of Complaints pending as on 31.3.2026 were subsequently resolved in the next quarter, Further, the number of Complaints, referred herewith also includes queries, requests, etc. received from the shareholders.	548	7	Number of Complaints pending as on 31.3.2025 were subsequently resolved in the next quarter. Further, the number of Complaints referred herewith also includes queries, requests etc. received from the shareholders.
Employees and workers*	Yes https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/code-of-conduct-guidelines.pdf	17	4	13 cases have been closed and 4 cases are under process	20	3	17 cases have been closed and 3 cases are under process,
Customers	Yes https://www.sbicard.com/en/grievance-redressal-policy.page	Gross Inflow – 160,221, Gross Complaints – 116,487, Net Complaints – 8,484	Gross Inflow – 2,686, Gross Complaints – 2,563, Net Complaints – 91	-	Gross Inflow – 193,971 Gross Complaints – 135,713 Net Complaints – 5,476	Gross Inflow – 2,613 Gross Complaints – 2,500 Net Complaints – 100	-
Value Chain Partners	Yes https://www. sbicard.com/sbi card-en/assets/ docs/pdf/who we-are/notices/ code-of-conduct guidelines.pdf	0	0	None	0	0	None
Others	-	-	-	-	-	-	-

**SBI Card does not have any workers. Hence, the information pertaining to them is not disclosed anywhere in this Report*

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

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

S. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Data Privacy & Cybersecurity	Risk (R)	As the company scales its digital footprint and deepens customer relationships, safeguarding customer data and digital assets is critical to preserving trust, business continuity, and compliance with the Digital Personal Data Protection Act, 2023.	The Company is maintaining a multi-layered cybersecurity framework across people, processes, and technology, supported by continuous monitoring, detection, and response capabilities. Our systems are fully compliant with RBI's cybersecurity guidelines for NBFCs and are subject to regular internal and external audits. In addition, periodic assessments of third-party vendors and partners to ensure strict adherence to our Information & Cyber Security Policy.	Negative Implications
2	Risk Management	Risk (R)	Responsible scaling requires proactive identification and management of credit, operational, regulatory, liquidity, reputational, ESG and strategic risks that could impact customer confidence and long term value creation.	The Company manage risks under a Board approved Risk Appetite Framework and through comprehensive policies that enable enterprise wide risk identification and continuous assessment of emerging risks. Supported by strong internal controls and well defined standard operating procedures, this approach helps us grow responsibly while upholding ethical conduct and long term resilience.	Negative Implications
3	Responsible Selling Practices	Risk (R)	Transparent and responsible selling strengthens customer trust and supports long term relationships while mitigating regulatory and reputational risks.	The Company mitigate conduct and reputational risks by ensuring transparent and consistent communication with customers at every stage. Sales representatives clearly share the "Most Important Terms & Conditions" along with product details and strictly adhere to the Fair Practices Code. Key features, charges, and obligations are reinforced during onboarding, enabling informed decision-making, strengthening trust, and supporting responsible growth as it scale with purpose and deepen customer relationships.	Negative Implications

S. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Corporate Governance & Business Ethics	Risk (R)	Strong governance and ethical conduct are fundamental to SBI Card's ability to scale with purpose and sustain long-term stakeholder confidence in its brand. Adherence to high standards of integrity, transparency, and accountability supports responsible decision-making and protects business value. Conversely, instances of unethical behaviour or misconduct can significantly damage brand reputation, erode customer trust, and expose the Company to regulatory and reputational risks, thereby impacting long-term growth and resilience.	The Company is guided by Board-approved policies, including our Code of Conduct, compliance, risk, and cybersecurity frameworks. These are supported by clear escalation processes and continuous monitoring to promptly identify, address, and manage misconduct and emerging risks—reinforcing strong governance discipline, ethical behaviors, and stakeholder trust as we scale responsibly.	Negative Implications
5	Customer Relationship Management	Opportunity (O)	Deepening customer relationships through improved engagement and service quality supports customer loyalty, lifetime value, and responsible business growth.	-	Positive Implications
6	Product Innovation & Digitalisation	Opportunity (O)	Digital-first innovation is central to SBI Card's strategy of scaling responsibly. Product innovation and Digitalisation enable us to deliver personalized offerings, enhance transaction security, and provide seamless customer experiences while improving operational efficiency. By leveraging advanced technologies and AI-driven solutions, it deepens customer engagement, build trust, and create sustained value for customers and stakeholders—supporting long-term growth and competitiveness.	-	Positive Implications
7	Talent Attraction & Retention	Opportunity (O)	Talent attraction and retention represent a key opportunity for SBI Card by enabling the development of a skilled and motivated workforce. A strong talent base drives innovation, enhances service quality, and improves operational efficiency, thereby supporting service excellence and sustainable scaling as the business grows.	-	Positive Implications
8	Employee Wellbeing, Health & Safety	Opportunity (O)	Employee wellbeing, encompassing health, safety, and overall wellness, plays a critical role in driving productivity and engagement, ensuring business continuity, and sustaining reliable, high quality customer interactions.	-	Positive Implications

S. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
9	Diversity, Equity & Inclusion	Opportunity (O)	An inclusive workplace strengthens organisational culture, innovation, and stakeholder trust while reflecting responsible growth values.	-	Positive Implications
10	Employee Engagement, Training & Development	Opportunity (O)	Continuous learning and engagement ensure workforce readiness in a rapidly digitizing business environment, supporting long term customer value creation.	-	Positive Implications
11	Climate Change	Opportunity (O)	Addressing climate change aligns responsible operations with stakeholder expectations and contributes to resilient, future ready growth.	-	Positive Implications
12	Operational Eco efficiency	Opportunity (O)	Efficient resource utilizations supports cost optimisation, lower environmental footprint, and thus, responsible scaling.	-	Positive Implications
13	Community Development	Opportunity (O)	Investments in community development strengthen social licenses to operate and reinforce long term stakeholder relationships, supporting sustainable business growth.	-	Positive Implications
14	Brand Reputation & Management	Risk (R)	Brand trust is central to Company's deepening customer relationships; any governance lapse, data breach, or ethical failure could erode customer confidence and market position.	The Company maintain robust grievance redressal systems, strong cybersecurity frameworks, and transparent communication practices, supported by full compliance with RBI and SEBI norms. These measures help protect customer trust, manage reputational risks, and reinforce responsible and compliant business conduct.	Negative Implications

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Policy and Management Processes

Disclosure Questions			P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes											
1	a.	Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
	b.	Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
	c.	Web Link of the Policies, if available	Refer to the Table 1 below								
2	Whether the entity has translated the policy into procedures. (Yes / No)		Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
3	Do the enlisted policies extend to your value chain partners? (Yes/No)		Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
4	Name of the national and international codes/certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.		-	-	-	-	Participant to the United Nations Global Compact Network India(UNGCNI)	-	-	-	Payment Card Industry Data Security Standard v4.0.1; ISO 27001:2022
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.		SBI Card is committed to ESG Goals & Targets as mentioned below: **Environment** 1. Reduce Scope 2 emissions by 50% by FY 2027 (Baseline FY 2019) and achieve carbon neutrality by 2030. 2. Adopt recycle plastic cards and increase its volume to 25% by FY 2030. 3. Digitize 85% of welcome kits thereby reducing paper usage by FY 2027. 4. Give ₹ 50 Crores contribution to environment initiatives by FY 2029. **Social** 1. Increase the proportion of women in permanent employees to 29% by FY 2027 and 35% by FY 2029. 2. Improve diversity by increasing PwD workforce' proportion in permanent employees to at least 1% by FY 2027. 3. Transform the education of 1 lakh individuals by FY 2027 and 5 lakh individuals by FY 2030 through CSR programmes. 4. Providing quality health care services to at least 50,000 individuals by strengthening health infrastructure by FY 2027. **Governance** 1. Enhance Data Privacy Standards across all operations. 2. Establish value chain's ESG assessment process aiding vendor selection process by FY 2025. 3. Link ESG performance with executive compensation by FY 2030.								

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
6	Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	At SBI Card, there is a continuous journey towards ESG excellence. The below mentioned updates showcase our progress for FY 2025-26: **Environment-** 1. Achieved reduction in Scope 2 emissions by 58% against the baseline FY2019. 2. Recycled plastic cards adoption has reached 16.89%, making a significant environment impact. 3. Digitized 90% of welcome kits till FY2026. 4. Contributed ₹ 49.77 Crore to environment initiatives till FY2026, reflecting our commitment to environmental sustainability. (Baseline year FY2023-24) **Social-** 1. Increased the proportion of women in permanent employees to 27.19%. 2. Improved diversity by increasing PwD workforce' proportion in permanent employees by 0.60%. 3. Through impactful CSR initiatives, the Company has transformed the education of 1.2Lakh+ individuals till FY2026. 4. Provided better healthcare access to underprivileged communities for both physical and mental health, thus benefiting 1.3lakh+ individuals till FY2026. **Governance-** 1. Implementation of Digital Personal Data Protection (DPDP) Act is currently underway within the organization and is expected to be completed within the regulatory timelines. 2. Ensuring zero data breaches. 3. ESG Assessment dashboard established for existing suppliers. Programs on ESG awareness for suppliers. 4. ESG performance is integrated into the Senior Management's goals, aligning it with their performance-based evaluations.								
Governance, leadership and oversight										
7	**Statement by director responsible for the BRSR report, highlighting ESG related challenges, targets and achievement:** At SBI Card, it is guided by the principle that the approach Company adopt to pursuing growth is as important as the quantum of growth Company achieve. This principle continues to inform our strategic direction as Company strengthen a responsible, resilient, and future-ready institution. The year under review has been marked by steady progress, supported by strong business performance and increasing digital adoption. Company have remained focused on deepening customer trust through transparency, robust data safeguards, and consistent adherence to the highest standards of conduct. Company also made meaningful progress in advancing our sustainability agenda, achieving a 58% reduction in Scope 2 emissions from our 2019 baseline, ahead of the targeted timeline. This outcome reflects our sustained emphasis on renewable energy adoption, enhanced energy efficiency, and continued digitization. Concurrently, Company remain firmly committed to our people and the communities Company serve, with a continued focus on building an inclusive, future-ready workforce and delivering meaningful outcomes through our CSR initiatives. Strengthening governance remains a core priority. During the year, Company continued to embed ESG considerations more deeply within our risk management approach. Looking ahead, the Company will continue to strengthen our ESG agenda in line with evolving stakeholder expectations and the regulatory landscape. The Company remain steadfast in our commitment to create long-term, sustainable value, underpinned by responsible governance and purposeful actions for our customers, employees, communities, and shareholders. **Ms. Salila Pande** Managing Director & CEO									
8	**Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).**	Ms. Salila Pande Managing Director & CEO								
9	**Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.**	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
		Yes. SBI Card has a Corporate Social Responsibility and ESG Committee of the Board to oversee the ESG performance and meetings of the committee are conducted on a quarterly basis. SBI Card also has a Sustainability & Business Responsibility Committee (SBRC) comprising of Managing Director & Chief Executive Officer, Chief Operating Officer/ Deputy Chief Executive Officer, Chief People Officer & Chief Financial Officer.								

10.	Details of Review of NGRBCs by the company:	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									
	Performance against above policies and follow up action	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
	Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)									
	Performance against above policies and follow up action	Annually								
	Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Annually								
11.	**Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.**	P1	P2	P3	P4	P5	P6	P7	P8	P9
		No, SBI Card has not conducted any independent assessment/ evaluation of the working of its policies by any external agency.								

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	Not Applicable						Yes*	Not Applicable	
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)							Yes*		
The entity does not have the financial or/human and technical resources available for the task (Yes/No) (Yes/No)							Yes*		
It is planned to be done in the next financial year (Yes/No)							No*		
Any other reason (please specify)							-		

**SBI Card does not engage in any public policy advocacy or any lobbying through private/public associations.*

TABLE 1

P1	**Code of Conduct for Board** - https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/code-of-conduct-for-board-and-smt.pdf **Related Party Transactions Policy** - https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/rpt-policy.pdf **Corporate Governance Code** - https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/corporate-governance-code.pdf **Vigil Mechanism Policy** - https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/vigil_mechanism_policy.pdf **Code of Conduct** - https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/code-of-conduct-guidelines.pdf **UPSI** - https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/code-of-practices-dec24.pdf **Materiality of Events** - https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/policy-for-determination-of-materilaity-of-events-information-sep24.pdf **Fair Practice Code** - https://www.sbicard.com/en/fair-practice-code.page
P2	**Fair Practice Code** - https://www.sbicard.com/en/fair-practice-code.page **Code of Conduct** - https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/code-of-conduct-guidelines.pdf
P3	**Code of Conduct** - https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/code-of-conduct-guidelines.pdf **POSH Policy** - https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/POSH.pdf **Equal Opportunity Policy** - https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/Equal-Opportunities-Policy.pdf
P4	**Code of Conduct for Board** - https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/code-of-conduct-for-board-and-smt.pdf **Business Responsibility and Sustainability Policy** - https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/Business-Responsibility-Sustainability-Policy.pdf **CSR Policy** - https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/CSR-Policy.pdf
P5	**Code of Conduct** - https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/code-of-conduct-guidelines.pdf **POSH Policy** - https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/POSH.pdf
P6	**Code of Conduct** - https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/code-of-conduct-guidelines.pdf **Business Responsibility and Sustainability Policy** - https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/Business-Responsibility-Sustainability-Policy.pdf
P7	NA
P8	**CSR Policy** - https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/CSR-Policy.pdf **Customer Grievance Redressal Policy** - https://www.sbicard.com/en/grievance-redressal-policy.page
P9	**Code of Conduct** - https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/code-of-conduct-guidelines.pdf

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	7	Corporate Governance-Board and Committees, Familiarization Session on MLRA, Familiarization session on business and organization updates, Familiarization Program session on AI, Data Privacy and Cyber Resilience: Balancing Innovation with Responsibility, Data Privacy: Navigating DPDPA in a Regulated Environment	100
Key Managerial Personnel	12	Improper Payments, Anti - Money Laundering, Corrective Action Policy, Employee Code of Conduct, Fraud Awareness Training, Information and Cyber Security Awareness, Information Classification, PoSH-Annual Employee Training, Annual PoSH IC Training, Understanding People with Disabilities, Data Privacy Awareness, Treating Customers Fairly	100
Employees other than BoD and KMPs	14	Improper Payments, Annual Collection Code of Conduct, Anti-Money Laundering, Corrective Action Policy, Data Privacy Awareness, Employee Code of Conduct, Fraud Awareness Training, Information & Cyber Security Awareness, Information Classification, Operational Risk Management Training, PoSH – Annual Employee Training, SBI Code of Conduct, Treating Customers Fairly, Understanding People with Disabilities	99.79
Workers*	-	-	-

**SBI Card does not have any workers. Hence, the information pertaining to them is not disclosed anywhere in this Report.*

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

(**Note:** the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	There are no such cases. *				
Settlement					
Compounding fee					

Non-Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	There are no such cases. *			
Punishment				

**Please note that the data above does not include Business as usual (BAU) matters decided by the Judicial Institutions, Banking Ombudsman or Regulatory Bodies.*

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:

S. No.	Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not Applicable		

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

Yes, SBI Card has a comprehensive Anti-Corruption and Anti Bribery (ABAC) framework embedded within its Code of Conduct, applicable to all employees, suppliers, contractors, consultants and third-party representatives. The Company is committed to conducting business with integrity and prohibits any form of bribery, improper payments or unethical advantage in its operations and business relationships.

The ABAC guidelines outline the Company's expectations regarding ethical conduct and include:

- Strict prohibition of bribery and improper payments of any kind
- Internal controls to prevent and detect corruption related risks
- Maintenance of accurate books and records to ensure fair and transparent financial reporting
- High risk transaction approvals requiring multi-level authorization
- Vendor due diligence measures, including declarations and red flag monitoring

In this regard, SBI Card has a structured program that includes regular employee training, monitoring of high risk transactions, supplier compliance checks, and defined reporting channels for escalation of concerns. These measures reinforce the Company's commitment to maintaining ethical business conduct across its value chain.

Code of Conduct's web-link: - https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/code-of-conduct-guidelines.pdf

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

	FY 2026 (Current Financial Year)	FY 2025 (Previous Financial Year)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers*	0	0

**SBI Card does not have any workers. Hence, the information pertaining to them is not disclosed anywhere in this Report*

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

	FY 2026 (Current Financial Year)		FY 2025 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	-	0	-

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

No cases reported.

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

	FY 2026 (Current Financial Year)	FY 2025 (Previous Financial Year)
Number of days of accounts payables	70	75

Note: The reasonable assurance of the above BRSR Core Metric was carried out by SGS India Pvt. Ltd.

9. **Open-ness of business**

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics		FY 2026 (Current Financial Year)	FY 2025 (Previous Financial Year)
Concentration of Purchases	a.	Purchases from trading houses as % of total purchases	0	0
	b.	Number of trading houses where purchases are made from	0	0
	c.	Purchases from top 10 trading houses as % of total purchases from trading houses	0	0
Concentration of Sales	a.	Sales to dealers / distributors as % of total sales	0	0
	b.	Number of dealers / distributors to whom sales are made	0	0
	c.	Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	0	0
Share of RPTs in	a.	Purchases (Purchases with related parties / Total Purchases)	0	0
	b.	Sales (Sales to related parties / Total Sales)	0	0
	c.	Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.0012%	0.0014%
	d.	Investments (Investments in related parties / Total Investments made)	0	0

Note: The reasonable assurance of the above BRSR Core Metric was carried out by SGS India Pvt. Ltd.

Leadership Indicators

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

S. No.	Total number of awareness programmes held	Topics/ principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	5	Regulatory Landscape & BRSR, Environment: Climate Action & Resource Efficiency; Social: Workforce & Community Responsibility, Governance: Ethics, Transparency & Compliance; BRSR Core: Data Management & Disclosure Readiness	84.73

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

Yes, our Code of Conduct, which applies to the Company's Board of Directors and Senior Management team, outlines procedures for managing conflicts of interest. The policy which can be accessed here- https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/code-of-conduct-for-board-and-smt.pdf dictates that all interactions with related parties should be carried out as if the parties are not related to ensure there is no conflict of interest. In instances where a transaction or situation could potentially cause a conflict of interest, it should be assessed carefully by the relevant authority to determine its impact. There is a process in place to take annual confirmation from the Directors. Before entering such transactions, compliance with the Companies Act, 2013, Listing Regulations, and any other applicable regulations is essential, reinforcing our commitment to transparency, fairness, and legal adherence in all our business operations.

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

Essential Indicators

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

	FY 2026 (Current Financial Year)	FY 2025 (Previous Financial Year)	Details of improvements in environmental and social impacts
R&D	NA	NA	NA
Capex	81%	49%	During the reporting period FY 2025-26, 81% of capital expenditure was invested in strengthening digital capabilities and enhancing customer experience. It includes initiatives like digitization of core processes (eKYC/ CKYC), digital journey for add-on card, live chat service for customer services and collections, unified credit limit and AI-driven solutions like Hyper personalization, face match functionality and dedupe automation.

2. a. **Does the entity have procedures in place for sustainable sourcing? (Yes/No)**

   No

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

   Not applicable. SBI Card, as a non-banking financial company, primarily delivers financial services and does not require raw materials for manufacturing. However, the Company remains committed to responsible and sustainable sourcing practices in its day-to-day operations. Procurement of materials such as paper and plastic is undertaken through authorised and local vendors, with due consideration given to their environmental impact. Additionally, in the procurement of equipment and office infrastructure, SBI Card emphasises the adoption of energy-efficient products and technologies, supporting its broader commitment to sustainability and responsible resource use.

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)**

   SBI Card is a non-manufacturing, service-based financial institution. The primary source of plastic usage in SBI Card's operations is plastic credit cards issued to customers. At the end of the card's lifecycle (expired or blocked cards), customers are encouraged to cut and dispose of cards securely. SBI Card has adopted rPVC (recycled PVC) cards and is progressively increasing their share across the portfolio through a phased rollout strategy.

   b. **E-waste**

   SBI Card is a non-manufacturing, service-based financial institution. E-waste generated from IT assets (laptops, desktops, printers, networking devices, etc.) is handled through government-authorized e-waste recyclers, in full compliance with the E-Waste (Management) Rules.

   c. **Hazardous waste**

   SBI Card's operations do not generate hazardous waste in the traditional industrial sense. However, if any small-scale hazardous waste is generated (e.g., used batteries), these are disposed of through specialized vendors authorized to handle such waste safely.

   d. **Other waste**

   SBI Card is a non-manufacturing, service-based financial institution. The Company undertakes initiatives to reduce paper waste, including promotion of e-statements, digital onboarding, and online servicing. General office waste is segregated at offices and are handed over to local municipal or authorized recycling partners.

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

Not applicable. Extended Producer Responsibility (EPR) is not applicable to SBI Card, as the Company does not engage in the manufacture, sale, transfer, packaging, storage or processing of electrical and electronic equipment or related components. However, SBI Card ensures that any e-waste generated from its operations is responsibly managed through authorised and certified recyclers, enabling proper collection, disposal and recycling in compliance with applicable regulations.

Leadership Indicators

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

S. No	NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conductedby independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web- link.
1	64 & 66	Credit Card • PVC cards • Hololam cards • Metal cards	100	Cradle to Gate approach and study considers SBI Card's largest vendor, wherein, • Card manufacturing from Thailand • Card customization from India	Yes	No

Note: In FY 2023–24, SBI Card conducted a Life Cycle Assessment (LCA) of key card variants, such as PVC, Hololam and metal cards, to evaluate their environmental impact across the value chain. The assessment provided important insights into the carbon footprint of these products, enabling more informed decision-making. Based on these findings, the Company has initiated a gradual transition towards recycled PVC (rPVC) cards (Page no. 78 of Environment section), with the objective of reducing the overall environmental impact associated with card production.

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

S. No	Name of Product / Service	Description of the risk / concern	Action Taken
1	Credit Card	Use of natural resources, waste generated, energy consumption and emissions at different stages	Adoption of usage of rPVC to minimise its environment impact

Note: The Life Cycle Assessment (LCA) of SBI Card's key card variants, including PVC, Hololam and metal cards, was conducted in FY 2023–24 to evaluate their environmental impact. Further details and insights from the assessment are available in the Company's Integrated Annual Report and Business Responsibility and Sustainability Report (BRSR) for FY 2023–24.

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

Indicate Input Material	Recycled or reused input material to total material	
	FY2025-26 Current Financial Year	FY2024-25 Previous Financial Year
Not Applicable	Not Applicable	Not Applicable

Not applicable. Given that SBI Card is exclusively focused on credit card issuance and payment solutions, there is no applicable percentage of recycled or reused input materials in Company's production or service processes.

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

	FY2025-26 Current Financial Year			FY2024-25 Previous Financial Year		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (Including packaging)	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
E-Waste	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Hazardous Waste	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Other Waste	**N.A.**	**N.A.**	**N.A.**	N.A.	N.A.	N.A.

Given that SBI Card is exclusively focused on credit card issuance and payment solutions, there is no applicable percentage of recycled or reused input materials in Company's production or service processes.

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

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

Not applicable, as SBI Card operates as a financial services Company and does not manufacture products or packaging that generate end-of-life waste. Accordingly, practices relating to product or packaging reclamation, reuse or recycling are not applicable to its operations.

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

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	%(B/A)	Number (C)	%(C/A)	Number (D)	%(D/A)	Number (E)	%(E/A)	Number (F)	%(F/A)
Permanent employees											
Male	3071	3071	100	3071	100	-	-	3071	100	3071	100
Female	1147	1147	100	1147	100	1147	100	-	-	1147	100
Total	**4218**	**4218**	**100**	**4218**	**100**	**1147**	**27**	**3071**	**73**	**4218**	**100**
Other than Permanent employees*											
Male	17033	-	-	-	-	-	-	-	-	-	-
Female	11878	-	-	-	-	11878	100	-	-	-	-
Total	**28911**	**-**	**-**	**-**	**-**	**11878**	**41**	**-**	**-**	**-**	**-**

** Other than permanent employees are engaged through third-party manpower agencies and are covered in accordance with applicable statutory requirements. Eligible other than permanent employees receive welfare benefits including health insurance, accident insurance, paternity benefits and daycare facilities, as applicable, under the policies of the respective manpower agencies.*

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	%(B/A)	Number (C)	%(C/A)	Number (D)	%(D/A)	Number (E)	%(E/A)	Number (F)	%(F/A)
Permanent workers											
Male	0	-	-	-	-	-	-	-	-	-	-
Female	0	-	-	-	-	-	-	-	-	-	-
Total	**0**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Other than Permanent workers											
Male	0	-	-	-	-	-	-	-	-	-	-
Female	0	-	-	-	-	-	-	-	-	-	-
Total	**0**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**

Not applicable. SBI Card does not have any workers. Hence, the information pertaining to them is not disclosed anywhere in the report.

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

	FY 2026 (Current Financial Year)	FY 2025 (Previous Financial Year)
Cost incurred on wellbeing measures as a % of total revenue of the company*	0.112%	0.108%

SBI Card does not have any workers. Hence, the information pertaining to them is not disclosed anywhere in this Report.

Well-being benefits for FY 2025-26 cover Health Insurance, Accidental insurance, Day care, AHC under other health and safety measures, Maternity and Paternity benefits for permanent employees.

Note: The reasonable assurance of the above BRSR Core Metric was carried out by SGS India Pvt. Ltd.

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

S. No	Benefits	FY 2026 (Current Financial Year)			FY 2025 (Previous Financial Year)		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total workers*	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers*	Deducted and deposited with the authority (Y/N/N.A.)
1	PF	100%	-	Yes	100%	-	Yes
2	Gratuity	100%	-	Yes	100%	-	Yes
3	ESI	0.81%	-	Yes	1.34%	-	Yes
4	Others	-	-	-	-	-	-

SBI Card does not have any workers. Hence, the information pertaining to them is not disclosed anywhere in this Report.

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.

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

Yes.

Equal Opportunity Policy web-link- https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/Equal-Opportunities-Policy.pdf

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100	83.4	NA	NA
Female	98.25	89.19	NA	NA
Total	**99.59**	**84.76**	**NA**	**NA-**

** SBI Card does not have any workers. Hence, the information pertaining to them is not disclosed anywhere in this Report.*

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers*	Not applicable
Other than Permanent Workers*	Not applicable
Permanent Employees	Yes, SBI Card is dedicated to maintain a safe and supportive workplace. This is facilitated through a reliable and well-established grievance resolution procedure for employees. Employees also have the option to submit complaints via email to the Ombudsman. The procedure for handling employee complaint emails is as follows: i. An inquiry is initiated upon initial evaluation of the complaint. ii. Investigators are assigned to examine the case. iii. The complainant's identity is kept confidential and protected throughout the inquiry. iv. The inquiry report is submitted for decision-making, adhering to the Corrective Action Policy.
Other than Permanent Employees	Yes, with their respective employers.

**SBI Card does not have any workers. Hence, the information pertaining to them is not disclosed anywhere in this Report.*

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

Category	FY 2026 (Current Financial Year)			FY 2025 (Previous Financial Year)		
	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	**4218**	**0**	**0**	**4098**	**0**	**0**
Male	3071	0	0	3003	0	0
Female	1147	0	0	1095	0	0
Total Permanent Workers*	-	-	-	-	-	-
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-

**SBI Card does not have any workers. Hence, the information pertaining to them is not disclosed anywhere in this Report.*

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

Category	FY 2026 (Current Financial Year)					FY 2025 (Previous Financial Year)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No.(B)	% B/A	No.(C)	% C/A		No.(E)	% E/D	No.(F)	% F/D
Employees										
Male	3071	3071	100	3068	99.9	3003	3003	100	3002	99.97
Female	1147	1147	100	1138	99.22	1095	1095	100	1079	98.54
Total	**4218**	**4218**	**100**	**4206**	**99.72**	**4098**	**4098**	**100**	**4081**	**99.59**
Workers*										
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

**SBI Card does not have any workers. Hence, the information pertaining to them is not disclosed anywhere in this Report.*

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

Category	FY 2026 (Current Financial Year)			FY 2025 (Previous Financial Year)		
	Total (A)	No.(B)	% B/A	Total (C)	No.(D)	% D/C
Employees						
Male	3071	2957	96.29	3003	2907	96.8
Female	1147	1091	95.12	1095	1065	97.26
Total	**4218**	**4048**	**95.97**	**4098**	**3972**	**96.93**
Workers*						
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0
Total	**0**	**0**	**0**	**0**	**0**	**0**

**SBI Card does not have any workers. Hence, the information pertaining to them is not disclosed anywhere in this Report.*

10. Health and safety management system:

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

Yes, SBI Card has implemented a workplace Health, Safety and Security management framework across its office premises, designed to provide a safe, secure and healthy working environment for employees and other workplace occupants. While SBI Card's operations are predominantly office-based and do not involve high-risk industrial activities, the Company maintains structured controls covering physical security, fire and emergency preparedness, indoor environmental conditions, safe drinking water, preventive maintenance and incident response. The framework is implemented across all SBI Card offices and facilities, supported by defined Standard Operating Procedures (SOP), periodic drills and ongoing monitoring to ensure consistent standards of workplace safety and preparedness.

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

SBI Card follows a structured and multi-layered approach to identify workplace hazards and assess risks through enterprise risk governance, periodic assessments, preventive maintenance & continuous monitoring. Key processes include:

a) **Enterprise Risk Register and ESG-integrated risk identification:** We maintain a periodically updated Risk Register, which also incorporates ESG-related risks. The Risk Register identifies threats, vulnerabilities and corresponding control descriptions at the level of function, process and sub-process, enabling structured risk assessment and control ownership across the organization.

b) **Workplace safety assessments:** Workplace safety assessments are being conducted across SBI Card offices to evaluate compliance and readiness across themes including:

- Regulatory compliance & documentation
- Emergency preparedness (exits, accessibility)
- Structural fire containment
- Fire detection & alarm; fire suppression
- Emergency power & lighting
- Maintenance & inspection
- Water safety
- Electrical safety
- Chemical management (where applicable)
- Electrical / hub room controls

c) **Routine monitoring of environmental and workplace parameters:**

- Facilities teams monitor workplace conditions and maintain logs for critical parameters such as temperature and ventilation.
- Controls are in place for indoor air quality (PM2.5/PM10) within permissible levels and controlled lux levels to minimize eye strain.
- Standardized waste management, safe storage practices (to minimize exposure risks), and use of authorized recycling vendors for used batteries and non IT e waste support safe workplace operations.

d) **Preventive maintenance and infrastructure risk controls:**

- Preventive maintenance is conducted for key assets such as air-conditioning systems, fire safety equipment, UPS systems and battery banks, and other facility infrastructure under annual maintenance contracts.
- Regular identification and closure of snags, along with on-site support through multi-skilled technicians (electrical, carpentry, plumbing, mechanical), helps prevent incidents and supports operational continuity.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/ No)

Not applicable.

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

Yes

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

Safety Incident/Number	Category*	FY 2026 (Current Financial Year)	FY 2025 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million person-hours worked)	Employees	0	0
	Workers*	0	0
Total recordable work-related injuries	Employees	0	0
	Workers	0	0
No. of fatalities	Employees	0	0
	Workers	0	0
High-consequence work-related injury or ill health (excluding fatalities)	Employees	0	0
	Workers	0	0

**SBI Card does not have any workers. Hence, the information pertaining to them is not disclosed anywhere in this Report.*

Note:

- The reasonable assurance of the above BRSR Core Metric was carried out by SGS India Pvt. Ltd.
- Also, being a service-based company, SBI Card's operations are primarily office-based and do not involve manufacturing or high-risk activities. Consequently, LTIFR is not a relevant metric for our business context. Instead, our focus remains on employee well-being, ergonomics, and safe workplace practices.

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

SBI Card prioritizes the health and safety of the employees through a range of measures:

a) **Emergency preparedness and incident readiness controls**

- Offices are equipped with fire detection and suppression systems (smoke detectors, alarms, sprinklers), supported by periodic fire drills and documented evacuation procedures.
- Emergency lights are provided to support safe movement during power outages.
- First-aid kits are available across offices, and emergency support processes are reinforced through awareness communication.

b) **Hazard reporting, response and reinforcement mechanisms**

- The Company ensure regular monitoring and inspection of workplace conditions through established facility management processes and safety checks across offices.
- A dedicated Facilities helpdesk enables employees to report facility-related incidents and maintenance concerns for timely resolution.
- Regular employee communications and trainings reinforce workplace safety awareness (e.g., emergency contacts, monsoon safety, earthquake preparedness, elevator safety, indoor air quality, and sustainability practices).

c) **Workplace-wellbeing measures**

- Adjustable chairs, enabling employees to adopt better posture and reduce physical strain during extended periods of desk-based work
- Appropriately configured workstations which are designed to support ergonomic alignment and minimise discomfort
- Footrests available on request, providing addition support and comfort to employees
- Conducting sessions on emotional and mental well being, including emotional regulation, mindfulness and digital detox practices.
- Promoting health and nutrition awareness through sessions on digestive health and lifestyle practices to manage environmental stressors.
- Enabling financial wellness through workshops on wealth creation, tax planning and long term financial management.

d) **Periodic review of the initiatives through audits, control testing and documented assurance**

- Annual audits or control testing of the initiatives help review adherence to laid-down processes, including:
  - Fire drill at SBI CARD premises and their reports
  - PPM reports for AC maintenance (including hub and server rooms)
  - Safe drinking water controls include periodic third party testing, with documentation maintained.

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

	FY 2026 (Current Financial Year)			FY 2025 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

Note:

- OHS (Occupational Health & Safety) primarily applies to the industries, where occupation involves health and safety related risks i.e., construction sites, manufacturing process, chemical plants etc., which may cause accidents, injuries, exposure to harmful substances, etc. at the workplace. There is no such work performed within SBI Card premises.

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	48%
Working Conditions	48%

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

None

Leadership Indicators

1. **Does the entity extend any life insurance or any compensatory package in the event of death of**

   a. **Employees (Y/N)**

   Yes

   b. **Workers (Y/N)**

   Not applicable

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

SBI Card follows a structured compliance oversight process to ensure that statutory dues are appropriately deducted and deposited by its value chain partners. As part of ongoing contract governance, the Company obtains monthly statutory payment evidence from Value Chain Partners (VCPs), including challans and contribution statements for applicable dues such as EPF, ESIC, LWF, Professional Tax, and other relevant statutory payments. These submissions are reviewed for completeness and timeliness, and sample-based audits/verification checks are conducted to validate adherence to statutory obligations.

In addition, statutory compliance is embedded into the contracting and assurance framework. SBI Card undertakes background checks and due diligence of VCPs as part of onboarding and contract execution to assess compliance readiness and integrity and reserves the right to seek supporting records wherever required. Further, contracts are subject to audit on a sample basis and as part of the Company's responsible sourcing and governance practices, SBI Card requires value chain partners to submit an ESG declaration and a Code of Conduct declaration at the time of contract execution.

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:**

	Total number of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2026 (Current Financial Year)	FY 2025 (Previous Financial Year)	FY 2026 (Current Financial Year)	FY 2025 (Previous Financial Year)
Employees	0	0	0	0
Workers	0	0	0	0

Not applicable. Being a service-based company, SBI Card's operations are primarily office-based and do not involve manufacturing or high-risk activities. Consequently, Lost Time Injury Frequency Rate (LTIFR) is not a relevant metric for our business context. Instead, our focus remains on employee well-being, ergonomics, and safe workplace practices.

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

No

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

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	4.34
Working Conditions	4.34

Note: Assessment requests were shared with identified key value chain partners representing approximately 80% of procurement and sales value. The reported percentage reflects the coverage achieved based on responses received during the reporting period.

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.**

No significant risks were identified through the assessment conducted during the reporting period. However, the Company is continuing its engagement with value chain partners through awareness, communication and ESG data collection initiatives to enhance assessment coverage and strengthen oversight of health, safety and working conditions across the value chain.

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

Essential Indicators

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

SBI Card is committed to building strong, value-driven relationships with its stakeholders through structured and ongoing engagement. Guided by the principles of inclusion, materiality and responsiveness, we identify and prioritize stakeholders based on their influence on, and impact from, our business. Through regular interactions, including discussions, communications and disclosures, we seek to understand stakeholder expectations, gather feedback and address concerns in a timely manner. These insights are reviewed at management levels and, where relevant, integrated into our policies, processes and decision-making. This approach helps us stay aligned with stakeholder needs, strengthen transparency, and continuously enhance our practices while creating meaningful and shared value. For further details, refer to the section of Stakeholder Engagement: Building Trust and Strengthening Relationships on page no 52.

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

S. No	Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
1	Customers	No	Contact Centres (Voice and Non-voice); Digital Channels (Website & Mobile Application); Walk-In desks; Surveys (Emails/ SMS/Calls)	As mandated by business requirements	Best-in-class service for customers; Effective customer grievance redressal mechanism; Maintaining customer data privacy and security; suitability of products and service
2	Communities	Yes	Through NGOs; Volunteering	Need based	Corporate social responsibility projects
3	Employees	No	HR Portals; Chatbot for employees; Employee engagement surveys; Culture-building initiatives; Well-being initiatives; Learning Management System (LMS); Talent development programs; Feedback and appraisal systems; E-mailers; Employee connects; Townhalls	Daily	Talent Management; Employee engagement; Learning and development; Wellness sessions and training Programmes; Health and Safety; Redressal; Employee engagement; Goals setting & Performance Reviews; Employee Assistance Programmes
4	Investors & Shareholders	No	Email; Meetings; Notice, Board; Annual General Meetings; Annual Reports; Company website; Investor Meets; Communication to Stock Exchanges	Quarterly	Updates on Company's progress; Long-term viability and sustainable growth
5	Regulatory bodies	No	E-mail; Phone; Meetings	Need-based	Understanding and adherence to local governance; Discussion with regard to various amendments; Notifications; Suggestions issued by the regulatory authorities' time to time; Update on Company performance
6	Suppliers	No	E-mail; Phone; Meetings; Online Vendor Management Portal; Webinars	Need-based	Ethical, transparent supplier relationships; ESG Assessment; Ethical compliance and anti-corruption; Supplier due diligence & onboarding checks; Periodic Risk Assessment; Timely payments

Leadership Indicators

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

   The management team at SBI Card regularly engages with a diverse set of stakeholders through structured interactions and ongoing dialogue to gather insights, feedback and inputs on relevant matters. These inputs are carefully reviewed and, where appropriate, are integrated into our decision-making through policy enhancements, process improvements and other organisational initiatives, including discussions at the Board and Committee level and actively engages with stakeholders through Board level committees and Annual General Meetings (AGMs) to ensure their concerns are heard.

   To further strengthen accessibility and transparency, we have established a dedicated ESG contact channel on our website (esg.sbic@sbicard.com), enabling all stakeholders to share feedback or raise concerns at any time. This approach ensures that we remain responsive, continuously improve our practices, and align our actions with stakeholder expectations.

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

   Yes, stakeholder engagement plays an important role in how SBI Card identifies and manages key environmental and social priorities. To encourage open dialogue, we have established a dedicated ESG contact channel on our website, enabling stakeholders to share feedback, concerns or suggestions. We remain committed to actively reviewing such inputs and, where relevant, incorporating them into our policies, processes and practices to ensure continuous improvement and responsiveness.

   In addition, for key initiatives such as materiality assessments, ESG strategy & Roadmap, ISO certifications, SBI Card collaborates with experienced external consultants. These partners engage with a wide set of stakeholders to provide informed perspectives and help shape responsible, forward-looking solutions. Their expertise supports us in strengthening our ESG roadmap and aligning our approach with evolving best practices.

   Further details on our stakeholder engagement approach are available in the Stakeholder Engagement section (page no. 52) of this report.

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

   By expanding access to credit and designing products that cater to diverse customer needs, we aim to reach underserved and emerging customer segments, including those new to formal financial systems.

   In addition, through our community development initiatives, we continue to support social progress and contribute to broader sustainability goals. Further Please refer to our CSR page for engagements with identified vulnerable/marginalised stakeholder groups – https://www.sbicard.com/en/who-we-are/csr.page

Principle 5 Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2026 (Current Financial Year)			FY 2025 (Previous Financial Year)		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	4218	4202	99.62	4098	4082	99.61
Other than permanent	28911	28300	97.89	31583	31359	99.29
Total Employees	**33129**	**32502**	**98.11**	**35681**	**35441**	**99.33**
Workers*						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
Total Workers	-	-	-	-	-	-

**SBI Card does not have any workers. Hence, the information pertaining to them is not disclosed anywhere in this Report.*

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

Category	FY 2026 (Current Financial Year)					FY 2025 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No.(B)	% B/A	No.(C)	% C/A		No.(E)	% E/D	No.(F)	% F/D
Employees										
Permanent	**4218**	**0**	**0**	**4218**	**100**	**4098**	**0**	**0**	**4098**	**100**
Male	3071	0	0	3071	100	3003	0	0	3003	100
Female	1147	0	0	1147	100	1095	0	0	1095	100
Other than permanent	**28911**	**0**	**0**	**28911**	**100**	**31583**	**0**	**0**	**31583**	**100**
Male	17033	0	0	17033	100	18891	0	0	18891	100
Female	11878	0	0	11878	100	12692	0	0	12692	100
Workers*										
Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

**SBI Card does not have any workers. Hence, the information pertaining to them is not disclosed anywhere in this Report.*

3. Details of remuneration/salary/wages

a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	5	10,25,000	3	8,25,000
Key Managerial Personnel	0	0	3	1,35,31,097
Employees other than BoD and KMP	3,071	8,89,605	1144	6,31,972
Workers**	-	-	-	-

* *In the category "Board of Directors" information pertaining only to Independent Directors has been disclosed as no remuneration is being paid by the Company to the Non-executive Nominee Directors. Further, only sitting fees for attending the meetings of the Board and its committee is being paid to the Independent Directors. Details pertaining to Managing Director and CEO has been considered under the Category "Key Managerial Personnel".*

***SBI Card does not have any workers. Hence, the information pertaining to them is not disclosed anywhere in this Report.*

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

	FY 2026 (Current Financial Year)	FY 2025 (Previous Financial Year)
Gross wages paid to females as % of total wages	22.05%	22.03%

Note:

1. The figure reported under 'gross wages paid to female employees' pertains to permanent employees only. Other than permanent employees include contractual personnel who are engaged through third-party agencies and are on the payrolls of those respective companies.
2. The reasonable assurance of the above BRSR Core Metric was carried out by SGS India Pvt. Ltd.

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, employee grievances and complaints are covered under the Company's Corrective Action Policy (CAP). The Internal Complaints & Escalations Review Committee (ICRC) and the Employee Disciplinary Action Committee (EDAC) act as the focal points for reviewing and addressing employee complaints, including those that may have implications for human rights. Complaints related to sexual harassment are handled separately under the PoSH Policy through the designated internal committee.

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

The Company has a structured grievance redressal mechanism defined in Corrective Action Policy (CAP) that enables employees and relevant stakeholders to raise concerns related to behaviour, conduct, discrimination or other matters that may have human rights implications. Complaints can be submitted in writing through the defined channels and are reviewed based on the nature of the issue.

Concerns are addressed through a fair and transparent process which may include preliminary review, fact finding and discussions with relevant parties, while ensuring confidentiality and providing an opportunity for all sides to present their perspective. Where required, a formal investigation is undertaken, and outcomes are acted upon in accordance with internal policies with provisions for escalation and appeal.

Complaints relating to sexual harassment are handled through a dedicated process under the PoSH framework ensuring sensitive and timely resolution in line with applicable requirements.

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

	FY 2026 (Current Financial Year)			FY 2025 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	2	0	-	0	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

**SBI Card does not have any workers. Hence, the information pertaining to them is not disclosed anywhere in this Report.*

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

	FY 2026 (Current Financial Year)	FY 2025 (Previous Financial Year)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	2	0
Complaints on POSH as a % of female employees / workers*	0.0149%	0
Complaints on POSH upheld	0	0

Note: The reasonable assurance of the above BRSR Core Metric was carried out by SGS India Pvt. Ltd.

**SBI Card does not have any workers. Hence, the information pertaining to them is not disclosed anywhere in this Report.*

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

The Company has mechanisms to ensure that complainants in cases of discrimination and harassment are protected against adverse consequences. This includes confidentiality safeguards, and review by independent committees under the Corrective Action Policy and PoSH Policy. These mechanisms apply to all employee grievances, including those that may relate to discrimination or harassment.

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

Yes, human rights related requirements form a part of Company's business agreements through the Company's ESG Declaration which embeds ethical conduct requirements applicable to vendors. These clauses are being implemented as part of the vendor onboarding process, thereby extending expectations relating to responsible conduct, compliance and human rights considerations to contractors and service providers engaged by the Company.

10. **Assessments for the year**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour*	100
Forced Labour/Involuntary Labour*	100
Sexual Harassment**	100
Discrimination at Workplace**	100
Wages***	100
Other-please specify	NA

**Child Labour & Forced Labour – All plants and offices are covered under statutory labor law compliance frameworks, with internal controls to prevent any incidence of child or forced labour.*

***All offices are covered under the statutory framework for prevention of sexual harassment and are assessed for workplace discrimination through the organisation-wide employee satisfaction survey, supported by internal checks and controls.*

****Wages – All offices are covered under statutory wage requirements, with internal checks and controls in place to ensure fair, timely, and compliant payment of wages.*

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

Not applicable.

Leadership Indicators

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

   No such complaints received where policy amendment must be modified or introduced.

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

   Human rights related considerations including non-discrimination, prevention of harassment, workplace conduct, data privacy, ethical behaviour etc., are integrated within SBI Card's various relevant policies. The Company's ESG Risk Register captures compliance with regulatory and disclosure guidelines around ESG aspects, including those that fall within the social ambit of responsible workplace practices.

   Oversight is supported through internal compliance assurance reviews and sample based Internal Audits conducted across business processes, enabling ongoing review of controls and practices that align with human rights related themes based on risk and operational relevance.

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

   Yes, in line with its Equal Opportunity Policy, the Company is committed to providing a safe and inclusive environment to ensure that its offices are equipped with necessary infrastructural facilities and amenities as required under applicable laws and thereby enable persons with disabilities access to the workplace. Measures relating to safety, security and accessibility such as dedicated washrooms, ramps etc. are implemented to support effective participation of persons with disabilities and other diverse communities within the workplace.

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

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	0
Discrimination at Workplace	0
Child Labour	0
Forced Labour/Involuntary Labour	0
Wages	0

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

   Not applicable.

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

Essential Indicators

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

Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
From renewable sources		
Total Electricity Consumption (A) (GJ)	883.76	326.99
Total Fuel Consumption (B) (GJ)	-	-
Energy Consumption through other sources (C) (GJ)	-	-
Total Energy Consumption from renewable sources (A+B+C) (GJ)	**883.76**	**326.99**
From non-renewable sources		
Total Electricity Consumption (D) (GJ)	10,832.34	12,187.49
Total Fuel Consumption (E) (GJ)	-	-
Energy Consumption through other sources (F) (GJ)	-	-
Total Energy Consumption from non-renewable sources (D+E+F) (GJ)	**10,832.34**	**12,187.49**
Total Energy Consumption (A+B+C+D+E+F) (GJ)	**11,716.10**	**12,514.48**
Energy Intensity per INR of turnover (Total energy consumption / Revenue from operations in rupees) (GJ / Cr- INR)	**0.56**	**0.67#**
Energy Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumption / Revenue from operations adjusted for PPP) (GJ / million -USD) **	**1.15**	**1.38#**
Energy Intensity in terms of physical output*	NA	NA
Energy Intensity per Full Time Employee (FTE) (GJ/FTE)	**2.78**	**3.05**

** As SBI Card is service based company there is no physical output or goods manufactured, so the field is not applicable*

*** The Purchasing Power Parity (PPP) for the current FY 2026 is sourced from the International Monetary Fund (IMF). The PPP factor applied is 20.34 as per the 2026 update.*

 # The energy intensity per rupee of turnover and intensity per rupee of turnover, adjusted for Purchasing Power Parity, has been restated for FY 2024–25 due to a revision in unit conversions.

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

Yes, Reasonable assurance of the above parameter was carried out by SGS India Private Limited.

2. **Does the entity have any sites/facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

Being a service-based industry, we are not identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India, hence this is not applicable to us.

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

Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	26,835.75	24,780.28
(iv) Seawater/desalinated water	-	-
(v) Others (Drinking water)	1,248.38	1,331.54
Total volume of Water Withdrawal (in kilolitres) (i + ii + iii + iv + v)	**28,083.78**	**26,111.82**
Total volume of Water Consumption (in kilolitres)	**28,083.78**	**26,111.82**

Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Water Intensity per rupee of turnover (Water consumed / Revenue from operations) (KL/ Cr- INR)	1.36	1.40#
Water Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (KL/ million -USD) **	2.76	2.90#
Water Intensity in terms of physical output	NA*	NA*
Water Intensity per Full Time Employee (FTE)	6.65	6.38

** As SBI Card is a service-based company there is no physical output or goods manufactured, so the field is not applicable.*

** * The Purchasing Power Parity (PPP) for the current FY 2026 is sourced from the International Monetary Fund (IMF). The PPP factor applied is 20.34 as per the 2026 update.*

 # The water intensity per rupee of turnover and intensity per rupee of turnover, adjusted for Purchasing Power Parity, has been restated for FY 2024–25 due to a revision in unit conversions.

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

Yes, Reasonable assurance of the above parameter was carried out by SGS India Private Limited.

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

Parameter	Unit	FY 2024-25 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)			
(i) Into Surface water	m^3	-	-
- No treatment	m^3	-	-
- With treatment – please specify level of treatment	m^3		
(ii) Into Groundwater	m^3	-	-
- No treatment	m^3	-	-
- With treatment – please specify level of treatment	m^3		
(iii) Into Seawater	m^3	-	-
- No treatment	m^3	-	-
- With treatment – please specify level of treatment	m^3		
(iv) Sent to third parties	m^3	-	-
- No treatment	m^3	-	-
- With treatment – please specify level of treatment	m^3		
(v) Others	m^3	-	-
- No treatment	m^3	-	-
- With treatment – please specify level of treatment	m^3	-	-
Total water discharged (in kilolitres)	m^3	-	-

SBI Card is operating from leased and co-working offices and hence there is no track with the company on the water discharged and it comes under the purview of the building owners.

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

Yes, reasonable assurance of the above parameter was carried out by SGS India Private Limited.

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

Considering the operations of SBI Card, being a credit card provider and operating in leased buildings, zero liquid discharge is not applicable to us.

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

Parameter	Unit	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
NOx	MT	Not Applicable*	Not Applicable*
SOx	MT		
Particulate matter (PM 10)	MT		
Particulate matter (PM 2.5)	MT		
Persistent organic pollutants (POP)	MT		
Volatile organic compounds (VOC)	MT		
Hazardous air pollutants (HAP)	MT		
Carbon monoxide (CO)	MT		

**Considering the nature of our business, emissions such as Ozone-Depleting Substances (ODS), Nitrogen Oxides (NOx) and Suplhur Oxides (SOx) and other air emissions are relatively not materially significant.*

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

Not applicable.

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

Parameter	Unit	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	**tCO_2e**	98.25	197.70
Total Scope 2 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	**tCO_2e**	2136.40	2461.22
Total Scope 1 and Scope 2 Emissions	**tCO_2e**	**2,234.65**	**2658.92**
Total Scope 1 and Scope 2 Emissions Intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG Emissions / Revenue from operations)	**tCO_2e / Cr - INR**	0.11	0.14#
Total Scope 1 and Scope 2 Emissions 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)	**(tCO_2e/million USD) ****	0.22	0.29#
Total Scope 1 and Scope 2 Emissions Intensity in terms of physical output		NA*	NA*
Total Scope 1 and Scope 2 Emissions Intensity per Full Time Employee (FTE)	**(tCO_2e/FTE) -**	0.53	0.65

** As SBI Card is service based company there is no physical output or goods manufactured, so physical output is not material for SBI Card.*

*** The Purchasing Power Parity (PPP) for the current FY 2026 is sourced from the International Monetary Fund (IMF). The PPP factor applied is 20.34 as per the 2026 update.*

 # The Emission intensity per rupee of turnover and intensity per rupee of turnover, adjusted for Purchasing Power Parity, has been restated for FY 2024–25 due to a revision in unit conversions.

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

Reasonable assurance of the above parameter was carried out by SGS India Private Limited.

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

Yes, as part of its commitment to sustainability, SBI Card has implemented a series of energy-efficient initiatives aimed at reducing its carbon footprint and enhancing operational efficiency. A major milestone was achieved at the Chennai office, where a transition to renewable energy took place in November 2024. This shift has enabled approximately ~80% of the Chennai office's electricity consumption to be met through renewable sources.

In addition, SBI Card undertook various initiatives during the year to reduce greenhouse gas (GHG) emissions through energy optimisation and infrastructure upgrades across its offices. The initiative combines the use of IoT-enabled energy management systems with the deployment of energy-efficient HVAC technologies to improve energy performance. Real-time monitoring of energy consumption, occupancy and environmental conditions enables predictive maintenance and optimised system performance, while upgrades such as installation of VRV systems, replacement of conventional air-conditioning units and airflow optimisation enhance overall efficiency.

Through these interventions, SBI Card has achieved annual energy savings of over ~32,000 kWh, leading to a corresponding reduction in GHG emissions. The project has also improved operational reliability and reduced energy costs, contributing to both environmental sustainability and operational efficiency. This initiative supports the Company's broader objective of lowering its carbon footprint and strengthening climate-aligned operations.

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

Parameter	**FY 2025-26 (Current Financial Year)**	**FY 2024-25 (Previous Financial Year)**
Total Waste generated (in metric tonnes)		
Plastic waste **(A)**	1.953	2.197
E-waste **(B)***	0.200	0.000
Bio-medical waste **(C)**	0.014	0.020
Construction and demolition waste **(D)**	-	-
Battery waste **(E)***	22.428	0
Radioactive waste **(F)**	-	-
Other Hazardous waste. Please specify, if any. **(G)**	-	-
Other Non-hazardous waste generated **(H)** Bifurcation below:	96.322	91.816
Food Waste	51.581	38.948
Paper and Cardboard Waste	35.462	34.381
Biodegradable Waste	-	-
Miscellaneous Waste (spoon, thermocol, foil papers, glass & crockery, cleaning & mopping)	9.283	18.487
Total (A+B + C + D + E + F + G+ H)	**120.920**	**94.033**
Waste Intensity per rupee of turnover (Total waste generated / Revenue from operations) (MT/ Cr- INR)	0.0058	0.0050#
Waste Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) (MT per million USD) **	0.012	0.010#
Waste Intensity in terms of physical output	NA*	NA*
Waste Intensity per Full Time Employee (FTE)	0.0286	0.0229
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste: Plastic waste (A)		
(i) Recycled	1.823	1.789
(ii) Re-used	-	-
(iii) Other recovery operations	-	0.039
Total	**1.823**	**1.828**
Category of waste: E-waste (B)		

Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
(i) Recycled	0.185	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	**0.185**	**-**
Category of waste: Battery waste (E)		
(i) Recycled	-	-
(ii) Re-used	17.94	-
(iii) Other recovery operations	-	-
Total	**17.94**	**-**
Category of waste: Food Waste generated (Other Non-hazardous waste) (H)		
(i) Recycled	41.03	28.119
(ii) Re-used	8.59	2.062
(iii) Other recovery operations	-	2.964
Total	**49.62**	**33.145**
Category of waste: Paper & Cardboard Waste generated (Other Non-hazardous waste) (H)		
(i) Recycled	33.08	25.721
(ii) Re-used	-	-
(iii) Other recovery operations	-	2.325
Total	**33.08**	**28.046**
Category of waste: Miscellaneous Waste generated (Other Non-hazardous waste) (H)		
(i) Recycled	8.39	15.690
(ii) Re-used	0.88	0.479
(iii) Other recovery operations	-	1.518
Total	**9.27**	**17.687**
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste: Plastic waste (A)		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	0.130	0.367
Total	**0.130**	**0.367**
Category of waste: E-waste (B)		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	0.015	0.139
Total	**0.015**	**0.139**
Category of waste: Battery waste (E)		
(i) Incineration	-	-
(ii) Landfilling	2.24	-
(iii) Other disposal operations	2.24	-
Total	**4.48**	**-**
Category of waste: Food Waste generated (Other Non-hazardous waste) (H)		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	1.95	5.746
Total	**1.95**	**5.746**

Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Category of waste: Paper & Cardboard Waste generated (Other Non-hazardous waste) (H)		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	2.38	6.238
Total	**2.38**	**6.238**
Category of waste: Miscellaneous Waste generated (Other Non-hazardous waste) (H)		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	0.727
Total	**-**	**0.727**

** As SBI Card is service based company there is no physical output or goods manufactured, so physical output is not material for SBI card.*

*** The Purchasing Power Parity (PPP) for the current FY 2026 is sourced from the International Monetary Fund (IMF). The PPP factor applied is 20.34 as per the 2026 update.*

 # The waste intensity per rupee of turnover and intensity per rupee of turnover, adjusted for Purchasing Power Parity, has been restated for FY 2024–25 due to a revision in unit conversions.

NOTE:

- Bio-medical waste generated at our medical centres in Gurgaon and Chennai is managed by the contracted hospital partners responsible for running these centres. The collection, segregation, and disposal of bio-medical waste is undertaken by them as part of their service arrangement.
- There is an increase in waste generated during the current reporting year due to the replacement of batteries, which typically occurs once every 3–5 years.

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

Yes, Reasonable assurance of the above parameter was carried out by SGS India Private Limited.

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

The company is committed to responsible waste disposal across all its locations:

- The plastic waste is disposed through building management team of the building owner.
- E-waste is disposed through authorised vendors who have been certified in handling E-waste.
  - o The vendor segregates (IT/Mobile/CD/CE/PCB), dismantles, separates ferrous, non-ferrous, glass & plastic.
  - o It is followed by extraction of base and higher base metals and refinement of metals into 99.9% purity.
- Hazardous waste is not generated through any processes.
- At the Gurgaon office, waste management is overseen by the building authority and handed over to a Municipal Corporation-certified vendor, from whom disposal and recycling certificates are obtained.

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:

S. No.	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any
Not applicable. As SBI Card offices are in urban commercial areas, there are no areas (such as national parks, wetlands, biodiversity hotspots, forests, coastal regulation zones, etc.) where environmental approvals/ clearances are required.			

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

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

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

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

Leadership Indicators

1. **Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):**

For each facility / plant located in areas of water stress, provide the following information:

(i) Name of the area:

(ii) Nature of Operation

(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover) (kilolitre / crore INR)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
- No treatment	-	-
- With treatment – NA	-	-
(ii) Into Groundwater		
- No treatment	-	-
- With treatment – NA	-	-
(iii) Into Seawater		
- No treatment	-	-
- With treatment – NA	-	-
(iv) Sent to third parties		
- No treatment	-	-
- With treatment – NA	-	-
(v) Others		
- No treatment	-	-
- With treatment – NA	-	-
Total water discharged (in kilolitres)	**-**	**-**

Not Applicable as all the branches of the Company are in commercial areas.

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

Parameter	Unit	FY 2026 (Current Financial Year)	FY 2025 (Previous Financial Year)
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	49,398.74	43,007.58
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO_2 equivalent/crore rupee	2.386	2.37
Total Scope 3 emission intensity (optional)– Full-Time Equivalent (FTE)	Metric tonnes of CO_2 equivalent/FTE	11.71	10.49

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

No

3. **With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities:**

Not applicable as the Company does not have operations/ offices in/around any ecologically sensitive areas (ESAs) or ecologically fragile areas (EFAs).

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

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along with summary)	Outcome of the initiative
1	Energy conservation initiatives	SBI Card implemented a series of energy efficiency measures across its offices to optimise HVAC performance and reduce energy consumption. These included the installation of advanced VRV air-conditioning systems, replacement of inefficient units, and airflow optimisation through duct balancing. Additionally, IoT-enabled sensors integrated with cloud-based platforms were deployed to enable real-time monitoring of HVAC performance, occupancy and indoor conditions, along with remote optimisation through mobile applications—enhancing efficiency, comfort and operational control. These new measures build upon earlier initiatives that continue to deliver impact, such as the adoption of renewable energy at the Chennai office and other long-standing conservation practices.	These initiatives have resulted in measurable reductions in energy consumption and emissions, while enhancing operational efficiency.
2	Sanitary Waste Circular Solution	SBI Card implemented the 'Pad Care' initiative across its offices to address hygiene challenges associated with sanitary waste disposal and reduce landfill impact. The initiative introduced specialised collection bins and structured disposal processes, ensuring safe handling and processing of sanitary waste. As a result, over 8,300 pads were responsibly managed, helping save landfill space and avoid carbon emissions while also promoting dignified and gender-inclusive sanitation practices across the workplace.	The initiative enabled the responsible management of sanitary pads, reducing landfill burden.

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

Yes, SBI Card has established a comprehensive Business Continuity and Disaster Recovery (BCDR) framework designed to minimise service disruption and safeguard the interests of employees, customers and other stakeholders during unforeseen events. Through detailed business impact assessments, we identify potential vulnerabilities and develop both short-term and long-term strategies to ensure continuity of critical operations.

In parallel, our disaster recovery approach focuses on the timely restoration of data and IT systems, enabling a swift and controlled return to normal operations. This structured and proactive framework enhances our preparedness and resilience, helping ensure business continuity while maintaining service reliability and stakeholder confidence.

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

SBI Card does not generate hazardous waste as part of its operations. All waste generated is measured and managed in coordination with the building management team.

- E-waste is disposed through authorised and certified vendors, ensuring compliance with applicable regulations.
- Other recyclable waste, such as paper and plastic, is managed by the landlord through segregated collection and appropriate treatment processes based on the type of material.

This structured approach helps ensure responsible waste management practices while supporting our broader commitment to sustainability.

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

0.

Note: SBI Card conducted environmental impact assessments by engaging key value chain partners representing a substantial share of business value. While the survey did not yield responses, the initiative ensured outreach to partners across critical categories, establishing a foundation for future collaboration and improved disclosure.

8. **How many Green Credits have been generated or procured:**

i. **By the listed entity**

SBI Card has not generated or procured green credits during the reporting period.

ii. **By the top ten (in terms of the value of purchases and sales respectively) value chain partners**

As part of our ongoing ESG integration efforts, we are in the process of gradually strengthening our engagement with value chain partners to enhance visibility on such sustainability – linked parameters in the future.

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

Essential Indicators

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

4

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

S. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Data Security Council of India (DSCI)	National
2	United Nations Global Compact Network of India (UNGCNI) - Participant	National
3	Indian Banks Association (IBA)	National
4	Confederation of Indian Industry (CII)	National

2. **Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.**

Name of authority	Brief of the case	Corrective action taken
The Company does not have any instances related to anti-competitive conduct based on orders from regulatory authorities during FY 2025-26		

Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others please specify)	Web Link, if available
Not applicable. SBI Card does not engage in any direct Public Advocacy.					

Principle 8 Businesses should promote inclusive growth and equitable development.

Essential Indicators

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

Name and brief details of project	SIA notification no.	Date of notification	Whether conducted by independent external agency (Yes / No)	Resulted communicated in public domain	Relevant Web Link
Not applicable. Given the nature of our business operations, a Social Impact Assessment (SIA) is not applicable					

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

Sr.	Name of project for which R&R is ongoing	State	District	No. of Project Affected Families	% of PAF covered by RAR	Amount Paid to PAFs in the FY (in INR)
Not applicable. Given the nature of our business operations, a Rehabilitation & Resettlement (R&R) is not applicable.						

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

SBI Card has instituted a structured and accessible mechanism for addressing community grievances through dedicated email channels, ensuring timely and transparent redressal. The Company follows a proactive and multi-dimensional approach to stakeholder engagement, including community interactions, periodic consultations, and ongoing dialogue with key stakeholders to capture feedback, concerns, and suggestions related to its interventions. To facilitate ease of access, the CSR team's email contact (csrpehel@sbicard.com) is prominently available on the Company's official CSR webpage, reinforcing its commitment to accountability and responsiveness.

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

	FY 2026 (Current Financial Year)	FY 2025 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	10.89%	10.16%
Directly from within India	99.99%	99.99%

Note: The reasonable assurance of the above BRSR Core Metric was carried out by SGS India Pvt. Ltd.

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

Location	FY 2026 (Current Financial Year)	FY 2025 (Previous Financial Year)
Rural	0.21%	0.0434%
Semi-urban	0.4056%	0.0946%
Urban	16.32%	7.34%
Metropolitan	83.06%	92.52%

Note: The reasonable assurance of the above BRSR Core Metric was carried out by SGS India Pvt. Ltd.

(Place to be categorized as per RBI Classification System - rural/ semi-urban/ urban/ metropolitan)

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Not applicable	

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

S. No	State	Aspirational District	Amount spent (In INR)
1	Bihar	Muzaffarpur	49,48,456
2	Haryana	Mewat	5,54,662
3	Jharkhand	Hazaribag	50,74,880
4	Madhya Pradesh	Khandwa	92,57,183
5	Maharashtra	Osmanabad	1,50,000
6	Odisha	Dhenkanal	63,750
7	Punjab	Moga	1,71,94,310
8	Punjab	Ferozepur	5,21,334
9	Rajasthan	Dholpur	7,61,92,271
10	Rajasthan	Karauli	42,87,433
11	Rajasthan	Jaisalmer	75,59,360
12	Uttar Pradesh	Bahraich	48,750
13	Uttarakhand	Haridwar	37,500
14	West Bengal	Nadia	75,000

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

No, however the Company integrates social and environmental responsibility into its supplier engagements through its ESG Declaration for value chain partners. Under this value chain governance framework, SBI Card actively encourages its partners to adopt sustainable sourcing practices and support inclusive engagement.

b. From which marginalized /vulnerable groups do you procure?

Not applicable.

c. What percentage of total procurement (by value) does it constitute?

Not applicable.

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

Sr. No.	Intellectual Property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating benefit share
Not applicable.				

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

Name of authority	Brief of the case	Corrective action taken
Not applicable.		

6. Details of beneficiaries of CSR Projects:

S. No	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Providing 1000 relief kits in Gurdaspur & Amritsar for families impacted by floods in Punjab.	1210	
2	The aim of the project is to plant 75,000 tree saplings of different varieties having high productivity around 6 metro cities with an aim to enhance green cover.	1) Approx. 37500+ tons Carbon Dioxide to be sequestered in its life span. 2) Approx. 67500+ tons Oxygen to be produced in a life span.	
3	An extension of existing Akal Charitable Hospital with 50 Beds (including Special, Wards) and setting up of Centre for Physiotherapy and Rehabilitation along with the, partial Opex support.	1497	
4	Climate-Smart Agriculture Systems: Integrated Approach for Livelihood Enhancement.	534	
5	The "Project Rukh" aims to plant 5,00,000 saplings of native species in Punjab to enhance green cover.	Additional 2,51,080 saplings planted	
6	Mahila Udyami: Empowering Women, Weaving Futures — Handcrafted with Heart and Heritage.	379	
7	Project 'Gyandeep': Transforming lives through 28 rural community libraries as a learning anchor in collaboration with Zila Parishad, Dholpur.	3300	
8	Project 'HOPE 2': Holistic Oncology Paediatric Enhancement: aims to bring about holistic transformation by supporting CanKids Hospital Support Units at KGMU, Lucknow, PGI Chandigarh and Paediatric Palliative Care Centre in Delhi.	1856	
9	Recycling Plastic Waste into Sustainable Seating Solutions for Government Schools in Doda, district of Jammu & Kashmir.	Construction of the recycling facility is in progress.	
10	Project 'SAMRIDDH 3': Smart and Modern Rural Infrastructure for Development, Diversity, and Harmony: The project aims to empower rural communities by improving education and health related infrastructure, promoting social entrepreneurship, enhancing natural resource management and advancing renewable energy solutions.	2060	All our CSR projects are for vulnerable and marginalized communities.
11	Project Back to Life: aims to enhance medical infrastructure at Military Hospital, Khadki (Pune) by providing Spinal Endoscopy and 30 wheelchairs for paraplegic and tetraplegic patients.	20 surgeries	
12	Project Financial Gyaan: Creating Financial Awareness among Youth.	2574	
13	Project Gram Uday: A rural development initiative to empower the Sahariya Tribes.	4141	
14	Project HOPE (Holistic Oncology Pediatric Enhancement) aims to bring a holistic transformation in life of children suffering from cancer by supporting paediatric cancer hospitals in Uttar Pradesh, Delhi and Odisha.	1221	
15	Project Hunar Hub: An initiative to build a future ready workforce in BFSI skills by training 3380 youth across 6 states & 9 districts.	3327	
16	Project Indradhanush 2: Aims to provide educational support to 700 students having learning disability across 35 Govt. schools.	700	
17	Project MASS: Mantra for Advance Sustainable Solution: Phase V Jammu for setting up Plastic, Recycling Facility.	40	
18	The project involves designing, supplying, erection & commissioning of 500 kWp Grid tied Solar PV plant 200 kWp at Pandit Sunderlal Sharma Central Institute of Vocational Education (PSSCIVE) Bhopal, Madhya Pradesh and 300 kWp at AIIMS-Bhopal, Madhya Pradesh.	Annual Co2 emission saving: 223 Ton	
19	Project Ujjwal Bhavishya: Improving access to quality education for empowerment of girls by strengthening the existing infrastructure in PPES School, Bulandshahr.	3900	
20	Promotion of tree-based plantation in aspirational districts to promote alternate livelihood opportunities.	344	

S. No	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
21	Providing 1100 relief kits in Doda and 1000 kits in Jammu for families impacted by floods in J&K.	2231	All our CSR projects are for vulnerable and marginalized communities.
22	Providing 800 relief kits to families impacted by landslides in HP.	800	
23	Providing Medical Equipment for setting up 4th Operation Theatre and strengthening of ICU at Sri Sathya Sai Sanjeevani Hospital, Palwal for treatment of congenital heart diseases in children.	198	
24	Recycling Plastic Waste into Sustainable Seating Solution for Govt. Schools in Doda, Udhampur and Kathua districts of Jammu & Kashmir.	22000	
25	The project aims to design, supply, erection, and commissioning of 620 kWp Grid tied Solar PV plant at 4 districts and sub-divisional hospitals of Rajasthan. The reach was further expanded by providing 103 kWp solar power facility, 60 LED streetlights (70W) in Karauli district of Rajasthan.	Annual Co2 emission saving: 433 Ton	
26	SKILL COUNCIL FOR GREEN JOBS-The project aims to Design, supply, erection, and commissioning of 300 kWp Grid tied Solar PV plants at 2 government hospitals in Delhi.	Annual CO2 emissions Saving 225 Ton	
27	SAMRIDDH 2: The project aims to enhance rural communities by improving infrastructure, upgrading school, promoting social and Women entrepreneurship, Agriculture development, renovating Anganwadi Centre with better facilities for child welfare.	1227	
28	Project 'Rakt Setu': The Project aims at supporting the establishment of a 2400 + sq. ft. Blood Bank at Sri Sathya Sai Sanjeevani Hospital, Palwal, Haryana with a capacity of 350 units of blood & blood components.	Blood Bank construction is in progress	
29	Project Pragati: Strengthening of School Infrastructure to ensure dedicated learning space and safe transportation for underprivileged girl students at PPES School, Bulandshahr.	Buses have been procured and construction of dedicated learning space is in progress.	
30	The aim of the project is skill development of 700 deaf youth through professional job-related skills and supporting them in getting suitable employment.	209	
31	Replication of Flagship Project MASS in Chennai to strengthen the waste management system through establishment of 30 TPD Plastic Recycling Facility (PRF) and Textile Recycling Facility (TRF).	Construction of the recycling facility is in progress.	
32	The project aims to address the challenge of high cost of HPV vaccination by providing free Cervical Cancer vaccination to 5000 girls in government schools of Varanasi.	4529	
33	The project aims to enhance cancer awareness and enable early cancer detection in Jammu & Border belt of Punjab by conducting mobile health camps through deployment of four medical mobile units.	Follow up with individuals at risk to ensure timely treatment.	
34	The project aims to enhance cancer awareness and enable early cancer detection in 10 districts of Punjab & 1 district of Himachal Pradesh by conducting mobile health camps through deployment of four medical mobile units.	55271	
35	"Catch the rain where it falls" initiative aims to develop rainwater harvesting structure in 40 police stations of Gurugram district which will enhance the ground water level.	Handover of RWH structures to Police Department for upkeep and maintenance	
36	The project aims to provide scholarships to 500 students from low-income families of Delhi/NCR.	500	
37	The project aims to strengthen 12 Government Health & Wellness Centre of Moga, Punjab through provision of telemedicine facility to provide quality healthcare services.	19645	
38	The project aims to support Sri Sathya Sai Health and Education Trust for setting up Sri Sathya Sai Sanjeevani Mother and Child Hospital at Raiwala, Uttarakhand to address the infant mortality and morbidity rate.	1072	
39	Construction of Hostel Complex for rural girls of Bihar.	Hostel construction is In progress	
40	The project is aimed at rejuvenation of Kasan Lake in Manesar, Haryana using natural purification method, operationalizing the defunct STP, landscaping the adjacent areas of water body, development of walking track etc. and awareness amongst villagers to keep the water body clean for improved aquatic life and water table.	Rejuvenated Kasan Lake handed to Manesar Municipal Corporation	

S. No	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
41	The project UDAAN aims to enhance the quality of education and overall development of approx. 170 children by upgrading existing facilities and providing essential resources for their well-being.	170	All our CSR projects are for vulnerable and marginalized communities.
42	To establish a Palletization Plant which will procure straw from farmers using Ex-situ techniques and manufacture bio pallets to be sold to industries. The Project will also establish a farm tool Bank to promote the in-situ recycling of straw.	775	
43	To provide education support to children with learning disability in 30 Government / MCD Schools in Delhi.	621	
44	To provide food, medical care and recreational activities for 200 uniquely identified abandoned destitute and homeless elderly beneficiaries at SHEOWS facility in Delhi and Garhmukteshwar, U.P. In addition, equipment's were provided for strengthening the existing Special Care unit, Physiotherapy, Pathology lab, and support for setting up rooftop Solar unit to is not only an environmentally responsible choice but also a strategic decision that offers long-term financial and operational benefits.	175	
45	Train a total of 1212 eligible candidates in residential and non-residential mode under 2 different job roles of Healthcare in Haryana, Assam & Tripura.	Total 1212 candidates are trained in the project.	
46	Water sustainable solution in 15 villages of Jaisalmer and 15 villages of Karauli.	1816	

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

Essential Indicators

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

SBI Card has established a formal Grievance Redressal Framework to ensure efficient, fair and timely resolution of customer complaints, in line with regulatory requirements. The framework is governed by a publicly disclosed Grievance Redressal Policy and is supported by defined processes, roles and escalation mechanisms.

Customers can register complaints and provide feedback through multiple channels, including:

- Customer care helpline
- Email support
- Chat
- Webforms (Website and mobile application)
- Social media platforms
- Walking desk

In addition, a structured escalation mechanism is available through the Nodal Officer, Principal Nodal Officer and Customer Service Head with provision to approach the Banking Ombudsman (RBI) in case of unresolved grievances.

A dedicated Grievance Officer oversees the resolution process, ensuring that complaints are addressed within stipulated timelines and in accordance with applicable regulatory guidelines. The Company follows a multi-layered resolution approach with a centralised team responsible for tracking, investigation and closure of complaints.

During the year, SBI Card enhanced its customer interface by introducing a live chat facility, enabling faster response and accessibility.

The framework is supported by internal monitoring systems to track complaint status, turnaround time and resolution quality, enabling continuous improvement in service delivery.

Grievance Redressal Policy is available at our website https://www.sbicard.com/sbi-card-en/assets/docs/pdf/footer/fair-practice-code/customer-grievance-policy.pdf

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	NA
Safe and responsible usage	100
Recycling and/or safe disposal	NA

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

	FY 2026 (Current Financial Year)		Remarks	FY 2025 (Previous Financial year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive Trade Practices	0	0	NA	0	0	NA
Unfair Trade Practices	0	0	NA	0	0	NA
Other	replace with Gross Inflow – 160,221, Gross Complaints – 116,487, Net Complaints – 8,484	replace with Gross Inflow – 2,686, Gross Complaints – 2,563, Net Complaints – 91	-	Gross Inflow – 193,971 Gross Complaints – 135,713 Net Complaints – 5,476	Gross Inflow – 2,613 Gross Complaints – 2,500 Net Complaints – 100	-

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

	Number	Reason for recall
Voluntary recalls	NA	
Forced recalls		

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

Yes, the Company is exposed to Information and Cyber Security risk due to the expanding digital footprint of the Company, growing reliance on third-parties evolving threat sophistication including AI-driven attack vectors, and emerging geopolitical developments impacting the overall threat landscape. The Company manages these risks through a strong governance-led framework aligned with regulatory requirements and industry's best practices. The Information Security and Privacy policies are well-established and aligned to applicable regulatory expectations, providing a robust foundation for safeguarding the Company's information assets. The Company has implemented multiple detective, preventive, and corrective controls in line with a 'defense in depth' strategy to minimize risk exposure. Periodic Cyber Security audits and independent assessments are undertaken to validate adherence to regulatory and compliance obligations. The Company continues to remain focus on maintaining strong compliance posture, including continued adherence to latest PCI-DSS & ISO/IEC 27001:2022 standards.

Further the Company is addressing data privacy requirements through a structured program aligned to stipulated regulatory timelines under the Digital Personal Data Protection Act (DPDPA), 2023. The Company has its Data Privacy policy framework and has established foundational governance to meet DPDPA compliance requirements and to ensure lawful, transparent, and accountable handling of personal data.

Privacy Notice : https://www.sbicard.com/sbi-card-en/assets/docs/html/personal/privacy-policy/index.html

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

   No corrective actions were required during the reporting period in relation to advertising, delivery of essential services, cybersecurity and data privacy, product recalls, or product safety/services. Further, no penalties or regulatory actions were imposed by any regulatory authority in relation to these matters. The Company continues to maintain robust policies, processes, and internal controls to ensure compliance with applicable regulatory requirements and drive continuous improvement.

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

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

      0

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

      0

   c. **Impact, if any, of the data breaches**

      No data breaches

   Note: The reasonable assurance of the above BRSR Core Metric was carried out by SGS India Pvt. Ltd.

Leadership Indicators

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

   SBI Card provides customers with access to product and service information through multiple digital and physical platforms. The Company maintains a strong presence across digital channels, including its official website and mobile application (iOS and Android), which enable customers to access product details, manage services and complete end to end digital onboarding processes.

   In addition, customers can access information and updates through email communication, customer service channels, social media platforms and customer touchpoints, ensuring broad accessibility and timely dissemination of information.

   For more information about the products, offers, rewards, kindly explore at the provided link : https://www.sbicard.com/

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

   SBI Card undertakes multiple initiatives to inform and educate customers on the safe and responsible usage of its products and services. The Company has adopted a Fair Practices Code, approved by the Board, which is publicly available on its website in English and multiple regional languages to enhance accessibility and awareness.

   The Code enables customers to better understand product features, benefits, financial implications and usage norms in a clear and simplified manner. Awareness on account security and safe usage practices is supported through transaction alerts, guidance on safeguarding PIN and reporting lost or unauthorized usage.

   For more information, kindly view “Fair Practices Code”: https://www.sbicard.com/sbi-card-en/assets/docs/pdf/footer/fair-practice-code/fair-practise-code.pdf

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

   SBI Card has established mechanisms to ensure timely and effective communication with customers in the event of any disruption or discontinuation of services. Customers are informed through multiple channels, including the official website, mobile application and Interactive Voice Response (IVR) system.

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.**

   Yes. As a credit card issuer, SBI Card provides product information through multiple customer touchpoints, including its official website, application forms and welcome kits, rather than physical labels:

   - Compliance with Regulatory Guidelines

     We strictly adhere to the Reserve Bank of India's guidelines, ensuring customers receive comprehensive and relevant information about our credit card products at all stages of interaction.

   - Transparent Customer Interactions

     We provide customers with the "Most Important Terms and Conditions" (MITC) along with Key Fact Statement containing product features, benefits and financial implications. In line with the Fair Practices Code, detailed product information is shared in a clear and accessible manner, enabling informed decision-making.

   - Customer Consent and Onboarding

     Customers provide explicit consent to terms and conditions, with key information reiterated during the onboarding process to ensure clarity and transparency.

   - Customer Awareness

     Customers are further made aware through ongoing communication via emails, SMS alerts, mobile applications and social media platforms like Facebook, enabling informed and responsible usage of products.

5. **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

   Customer Awareness and Engagement

   - The Company actively foster awareness through emails, SMS alerts, and digital platforms such as our website, mobile app, and social media channels like Facebook.
   - The Company regularly assess the customer experience through our Transactional CSAT process, and the insights gathered are used to drive refinement and continuous improvement.

For and on behalf of the Board

Challa Sreenivasulu Setty
CHAIRMAN
DIN: 08335249

Date: July 24, 2026
Place: Mumbai

INDEPENDENT REASONABLE ASSURANCE STATEMENT

Independent Assurance Statement to SBI Cards and Payment Services Limited on its BRSR Core Indicators for FY 2025-26

The Board of Directors,
SBI Cards and Payment Services Limited,
2nd Floor, Tower-B, Infinity Towers DLF Cyber City,
Block 2, Building 3 DLF Phase 2, Gurugram
Haryana 122002, India

Nature of Assurance

SGS India Private Limited (hereinafter referred to as 'SGS India') was engaged by SBI Cards and Payment Services Limited (the 'Company') to conduct an independent assurance of the Company's Business Responsibility and Sustainability Reporting (BRSR) (the 'Core Report') for the reporting period of April 1, 2025, to March 31, 2026. SGS India has conducted a Reasonable level of Assurance for the BRSR core indicators. This assurance engagement was conducted in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised) and ISAE 3410.

Reporting Framework

The Report has been prepared following

1. Master Circular for compliance with the provisions of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 by listed entities. (Master Circular: HO/49/14/14(7)2025-CFD-POD2/I/3762/2026; Issued on: 11 July 2023; Last updated: Jan 30, 2026.)

2. Greenhouse Gas Protocol Standard.

Intended Users of this Assurance Statement

This Assurance Statement is provided with the intention of informing all SBI Cards and Payment Services Limited internal and external Stakeholders.

Responsibilities

The information in the report and its presentation is the responsibility of the management of the Company. SGS India has not been involved in the preparation of any of the material included in the report.

Our responsibility is to express an opinion on the text, data, and statements within the defined scope of assurance, aiming to inform the management of the Company, and in alignment with the agreed terms of reference. We do not accept or assume any responsibility beyond this specific scope. The Statement shall not be used for interpreting the overall performance of the Company, except for the aspects explicitly mentioned within the scope.

Assurance Standard

SGS has conducted a Reasonable level of Assurance for BRSR core parameters under 9 ESG Attributes, including all essential indicators as specified under BRSR standards and amendments made as on date. This engagement was performed in accordance with the International Standard on Assurance Engagement (ISAE) 3000 (revised) and ISAE 3410 (Assurance Engagements other than Audits or Reviews of Historical Financial Information).

Our evidence-gathering procedures were designed to obtain a 'Reasonable' level of assurance, which is a high level of assurance in accordance with ISAE 3000(revised) standard, but is not absolute certainty. It involves obtaining sufficient appropriate evidence to support the conclusion that the information presented in the report is fairly stated and is free from material misstatements.

Statement of Independence and Competence

The SGS Group of companies is the world leader in inspection, testing, and assurance, operating in more than 140 countries and providing services including management systems and service certification; quality, environmental, social, and ethical auditing and training; and environmental, social, and sustainability report assurance. SGS India affirms our independence from SBI Cards and Payment Services Limited, being free from bias and conflicts of interest with the organization, its subsidiaries, and stakeholders.

The assurance team was assembled based on their knowledge, experience, and qualifications for this assignment, and comprised auditors registered with ISO 26000, ISO 20121, ISO 50001, SA8000, RBA, QMS, EMS, SMS, GPMS, CFP, WFP, GHG Verification, and GHG Validation Lead Auditors, and experience on the SRA Assurance.

Scope of Assurance

The assurance process involved assessing the quality, accuracy, and reliability of BRSR Indicators (KPIs) within the report for the period April 1, 2025, to March 31, 2026. The reporting scope and boundaries includes 9 offices spread across different states in India.

The assurance covered the following sample locations for the engagement:

- SBIC Gurugram Office (Head Office)
- SBIC Chennai Office
- SBIC Hyderabad Office

Assurance Methodology

The assurance comprised a combination of desktop review, interaction with the key personnel engaged in the process of developing the report, on-site visits, and remote verification of data. Specifically, SGS India undertook the following activities:

- Assessment of the suitability of the applicable criteria in terms of their comprehensiveness, reliability, and accuracy.
- Interaction with key personnel responsible for collecting, consolidating, and calculating the BRSR core and essential indicators, and assessing the internal control mechanisms in place to ensure data quality.
- Application of analytical procedures and verification of documents on a sample basis for the compilation and reporting of the KPIs.
- Assessing the aggregation process of data at the Head Office level.
- Critical review of the report regarding the plausibility and consistency of qualitative and quantitative information related to the KPIs.

Limitations

SGS India did not come across any limitation to the agreed scope of the assurance engagement. SGS India verified data on a sample basis; the responsibility for the authenticity of the data entirely lies with the Company. The assurance scope excluded forward-looking statements, product- or service-related information, external information sources, and expert opinions. SGS India has not been involved in the evaluation or assessment of any financial data/performance of the company. Our opinion on financial indicators is based on the third-party financial reports audited by the Company. SGS India does not take any responsibility for the financial data reported in the audited financial reports of the Company.

The assurance scope excludes:

- Disclosures other than those mentioned in the assurance scope.
- Data reviews outside the operational sites as mentioned in the reporting boundary.
- Validation of any data and information other than those presented in "Findings and Conclusions."
- The assurance engagement considers an uncertainty of ±5% based on the materiality threshold for Assumption/ estimation/ measurement errors and omissions.
- The Company's statements that describe the expression of opinion, belief, aspiration, expectation, aim to future intention provided by the Company, and assertions related to Intellectual Property Rights and other competitive issues.
- Mapping of the Report with reporting frameworks other than those mentioned in the Reporting Criteria above.

Findings and Conclusions

Based on the procedures we have performed and the evidence we have obtained, we are satisfied that the information presented by the Company in its report (as per the table below) is complete, accurate, reliable, fairly stated in all material respects, and is prepared in line with the BRSR requirements.

The list of BRSR Core Indicators that were verified within this assurance engagement is given below:

Sr.No.	BRSR Core Attributes	BRSR Core Indicators
1	Greenhouse gas (GHG) footprint	• Total scope 1 emissions • Total scope 2 emissions • GHG emission intensity (scope 1 +2)
2	Water footprint	• Total water consumption • Water consumption intensity • Water discharge by destination and levels of treatment
3	Energy footprint	• Total energy consumed • % of energy consumed from renewable sources • Energy intensity
4	Embracing circularity	• Plastic waste • E-waste • Bio medical waste • Construction and Demolition waste • Battery waste • Radioactive waste • Other hazardous waste • Other non-hazardous waste • Total waste generated • Waste intensity • Each category of waste generated, total waste recovered through recycling, re-using or other recovery operations. • For each category of waste generated, the total waste disposed of by the nature of the disposal method
5	Employee well-being and safety	• Spending on measures towards the well-being of employees as a % of the total revenue of the Company • Details of safety-related incidents for employees
6	Enabling gender diversity in business	• Gross wages paid to females as % of wages paid. • Complaints on POSH
7	Enabling inclusive development	• Input material sourced from MSMEs/ small producers as % of total purchases. • Job creation in smaller towns: Wages paid to people employed in smaller towns as % of total wage cost
8	Fairness in engaging with customers and suppliers	• Instances involving loss/breach of data of customers as a percentage of total data breaches or cybersecurity events. • Number of days of accounts payable
9	Openness of business	• Concentration of purchases & sales done with trading houses, dealers, and related parties • Loans and advances & investments with related parties

For and on behalf of SGS India Private Limited

Kalpesh Thombare
Technical Reviewer National Manager – ESG & Sustainability Services, SGS India.
18 June,2026.

Palash Raghava
Technical Lead– ESG & Sustainability Services, SGS India
18 June,2026.

Rishabh Shukla
Lead Verifier– ESG & Sustainability Services, SGS India
18 June,2026.
Team Member: Ms. Muskan Gupta