

Ref No: PSB/HO/Shares Cell / 26 /2025-26

July 14, 2025

To,

BSE Limited, Department of Corporate Services, 25 th floor, Phiroze Jeejeebhoy Towers, Dalal Street, Fort, Mumbai – 400 001. SCRIP ID : PSB SCRIP CODE : 533295	National Stock Exchange of India Ltd., Exchange Plaza, C – 1, Block – G, Bandra Kurla Complex, Bandra (East), Mumbai – 400 051. SYMBOL: PSB SERIES: EQ
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Dear Sir,

Reg: Business Responsibility and Sustainability Report for the FY 2024-25

In terms of Regulation 34 (2) (f) of SEBI (LODR) Regulation, 2015 the Business Responsibility and Sustainability Report for the FY 2024-25 is enclosed herewith. The report has also been hosted on the website of the Bank <https://punjabandsindbank.co.in/> and a reference of the report has been provided in the Annual Report. The Assurance Report on the BRSR Core is also enclosed.

Request you to take note of the same.

Yours faithfully

Saket Mehrotra
Company Secretary



Head Office: 21, Rajendra Place, New Delhi-110008

Corporate Office: NBCC Office Complex, Block 3, East Kidwai Nagar, New Delhi – 110023

Email: complianceofficer@psb.co.in

BRSR FY 2024-25

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	Not Applicable
2	Name of the Listed Entity	Punjab & Sind Bank
3	Year of incorporation:	1908
4	Registered office address:	Bank House, 21 Rajendra Place, New Delhi – 110008
5	Corporate address:	NBCC Office Complex, Block – 3, East Kidwai Nagar, New Delhi - 110023
6	E-mail:	complianceofficer@psb.co.in
7	Telephone:	011-40175169
8	Website:	https://punjabandsindbank.co.in/
9	Financial year for which reporting is being done.	2024-2025
10	Name of the Stock Exchange(s) where shares are listed.	Equity shares are listed on BSE Limited (BSE) and National Stock Exchange of India Limited (NSE).
11	Paid-up Capital	Rs.7095.59 crore
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report.	Mr. Arnab Goswamy, Chief Financial Officer, 011-40175169, gmaccounts@psb.co.in
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone basis.

14	Name of assessment or assurance provider	M/s S.P. Chopra & Co. Chartered Accountants
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
	Banking and Financial Services	Banking Activity - Retail, Corporate, Treasury and other Banking activities	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
	Banking and Financial Services	64191	100%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	N.A.	1610	1610
International		Nil	Nil

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	Pan –India
International (No. of Countries)	Nil

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

Bank does not have any overseas branches.

c. A brief on types of customers

The Bank caters to a diverse customer base including corporates, micro small and medium enterprises, salaried and self-employed individuals, senior citizens, farmers, non-resident Indians and others.

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)(Executives)	10229	7113	69.54%	3116	30.46%
2.	Other Than Permanent (E)	5	5	100%	0	0%
3.	Total Employees (D+E)	10234	7113	69.55%	3116	30.45%
WORKERS						
4.	Permanent (F) (Non-executive employees)	NIL	NIL	NIL	NIL	NIL
5.	Other Than Permanent (G)	1427	1427	100%	NA	NA
6.	Total Workers (F+G)	1427	1427	100%	NA	NA

b. Differently abled Employees and workers:

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES <i>(Executives)</i>						
1.	Permanent (D)	258	207	80.23%	51	20%
2.	Other Than Permanent (E)	NIL	NIL	NIL	NIL	NIL
3.	Total differently abled Employees (D+E)	258	207	80.23%	51	20%
DIFFERENTLY ABLED WORKERS <i>(Non-executives)</i>						
4.	Permanent (F)	NIL	NIL	NIL	NIL	NIL
5.	Other Than Permanent (G)	NIL	NIL	NIL	NIL	NIL
6.	Total differently abled Workers (F+G)	NIL	NIL	NIL	NIL	NIL

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No.(B)	%(B/A)
Board of Directors	6	1	16.67%
*Key Management Personnel	14	2	14.28 %

*GMs & DGMS (Independent charge)

22. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	1.88	2.1	1.95	1.75	2.09	1.86	1.89	2.48	2.06
Permanent Workers	NA								

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 in column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
NA				

VI. CSR Details

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

No, Although Section 135 of the Companies Act, 2013 does not extend to the banking sector, Punjab & Sind Bank continues to embrace Corporate Social Responsibility (CSR) as a vital part of its institutional values. The Bank is deeply committed to promoting ethical conduct and inclusive development. With a strong sense of accountability towards social, environmental, and economic well-being, it carries out various CSR initiatives aimed at driving sustainable progress and uplifting the communities it serves.

(ii). **Turnover (in ₹):** Rs.13048.94 crore (Total income)

(iii). **Net worth (in ₹):** Rs.10945.42 crore

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2024-25			FY 2023-24		
		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://punjabandsindbank.co.in/module/complaint-lodge-grievance	0	0	0	Nil	Nil	Nil
Investors (other than shareholders)	Yes, https://punjabandsindbank.co.in/module/complaint-lodge-grievance	0	0	0	Nil	Nil	Nil
Shareholders	Yes, https://punjabandsindbank.co.in/module/complaint-lodge-grievance	0	0	0	Nil	Nil	Nil
Employees and workers	Yes, Internal	0	0	0	11	5	NA
Customers	Yes, https://punjabandsindbank.co.in/module/complaint-lodge-grievance	12005*	113*	Excluding complaints which were resolved within T+1 days of its receipt.	14354	170	All complaints redressed
Value Chain	No	0	0	0	0	0	0

Partners							
Others (please specify)	Yes, https://punjabandsindbank.co.in/module/complaint-lodge-grievance	0	0	0	0	0	0

* All complaints redressed

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.	Cyber Security	Risk	The operational efficiency of the Bank heavily relies on technical infrastructure, particularly in the digital age where the majority of the transactions are conducted online. We regard Cyber security as a critical concern, given the sensitive nature of the data we handle and potential financial & reputational damage that may entail a security breach. Given the Bank's focus on digitization and the growing dependence of customers on digital transactions, safeguarding customer funds and personal information becomes absolutely essential.	The Bank has established a cyber-security framework including critical features like multi factor authentication, encryption, firewalls & Intrusion detection system, penetration testing, endpoint security, access control and more to ensure upholding a robust and secured cyber environment. Besides, various measures such as awareness SMS's, newsletters and mock phishing drills are conducted to prevent breaches and protect customer privacy and data security. Further, Bank is also publishing posters on its official website on different types of Cyber Frauds.	Negative: Adverse outcomes, including interruptions in service, financial setbacks, harm to reputation and erosion of customer confidence, could result from a security breach.

2.	Climate Risk/ESG Framework	Risk	We believe Banks are increasingly vulnerable to climate-related risks stemming from climate change in recent times. Failure to address these risks could have detrimental effects on the operations and profitability. These risks encompass both immediate threats, such as extreme weather events, and long-term challenges associated with the transition towards sustainability. Neglecting to address these risks promptly may be detrimental to the profitability. Therefore, we regard it crucial to comprehend and effectively manage these risks while striving to minimize their environmental footprint	In order to effectively tackle climate concerns, the Bank has established an ESG Committee led by the top Management. Additionally, during the fiscal year 2023-24, the Bank has implemented both a Climate Risk Policy and a Green Deposit Policy. These measures demonstrate the Bank's commitment to addressing climate issues in a strategic and well-thought-out manner. Committed towards conserving paper, we conduct all our Board and internal Committee meetings on digital platform with the agendas being placed in soft mode.	Negative: Failure by the Bank to meet stakeholder expectations for financial transparency regarding climate change may lead to reputational damage and increased operational expenses due to environmental regulations.
3.	Financial Inclusion	Opportunity	Expanding into marginalized and underprivileged customers/segments presents significant growth Opportunities that may enhance market positioning.	--	Positive: Financial inclusion would contribute to the bank's profitability by expanding the customer base, increasing deposits, and diversifying the product offerings, while also strengthening the reputation.
4.	Digital Leadership	Opportunity	Digital leadership spearheads innovation, enhances customer experience, streamlines operations and ensures agility, efficiency and competitive advantage in the digital era, shaping future landscape.	--	Positive The Bank leads digital banking space with constant technological innovations across digital, mobile, ATMs, internet banking social media and branches. Its

					multichannel model offers customers a wide array of operational convenience.
5.	Training leadership and succession planning	Opportunity	Training, leadership development, and succession planning help ensure the Bank's efficiency, employee satisfaction, resilience, and sustainable growth		The Bank's Employee Training supports continuous development from onboarding to retirement, incorporating institutional training, branch experience, e-learning, and certifications. Ongoing learning includes webinars, classroom training, and required certifications, with financial support for approved external courses.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

The National Guidelines for Responsibility Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.	PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe.	PRINCIPLE 3: Businesses should respect and promote the well-being of all employees, including those in their value chains.
PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders.	PRINCIPLE 5: Businesses should respect and promote human rights.	PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment.
PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.	PRINCIPLE 8: Businesses should promote inclusive growth and equitable development.	PRINCIPLE 9: Businesses should engage with and provide value to their consumers in a responsible manner.

S. No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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Policy and management processes

1.	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	c. Web Link of the Policies, if available	https://punjabandsindbank.co.in/content/psb-policy Some of the policies may also include a combination of internal policies of the Bank which are accessible only to internal stakeholders.								

S. No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes										
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
4.	Name of the national and international codes/ certifications/ labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Punjab & Sind Bank Staff Training college at Delhi has been certified with ISO 9001:2015 for Quality Management System (QMS)								
	Specific commitments, goals and targets set by the entity with defined timelines, if any.	A strong Environmental, Social, and Governance (ESG) framework reflects the Bank's commitment to sustainable growth and responsible business practices. Recognizing climate change as one of the most critical global challenges, the Bank has undertaken several initiatives to align its operations with a greener and more sustainable future, viewing sustainable banking as a key driver of long-term value creation: i. In its lending practices, the Bank prioritizes financing for renewable energy projects, including solar power and other green initiatives. ii. To reduce greenhouse gas (GHG) emissions, rooftop solar systems have been installed at 09 of the Bank's locations, generating a total of 199 kW of clean energy, with plans to expand this initiative to additional branches, particularly those with higher energy consumption. iii. The Bank is actively enhancing ESG integration by establishing an ESG Committee, implementing a Climate Risk Policy with a								

S. No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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Policy and management processes

		target to achieve operational carbon neutrality by 2070, launching a Green Deposit and Finance Framework, and preparing a Green Balance Sheet to measure and disclose total exposure to green finance, thereby improving transparency in sustainable investments. iv. A mandatory ESG Questionnaire has been introduced for all loan proposals exceeding ₹50 crore to embed ESG considerations into credit decision-making. v. The Green Deposit and Finance Framework also incorporates an exclusion list to restrict financing for high-emission and environmentally harmful sectors. vi. The Bank is in the process of hiring experts to provide end-to-end climate risk solutions, ensuring the inclusion and third-party verification of emissions data in future disclosures. These efforts collectively reinforce the Bank's commitment to environmental responsibility, climate risk management, and long-term sustainable value creation.
6.	Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	i. In FY 2024-25 PSB installed rooftop solar power setup in 09 of its establishment with Cumulative establishment capacity of 199 Kw. ii. Driven by a sharp increase in digital transactions, the Bank has accelerated its digital transformation efforts, while simultaneously fostering environmental consciousness among employees and adopting energy-efficient solutions across its offices; this integrated approach to sustainability is closely aligned with the Bank's strategic priorities and is aimed at delivering enduring value to shareholders, customers, employees, communities, and regulators.

Governance, leadership, and oversight

7.	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure) At PSB, we believe that a strong ESG framework is integral to responsible banking and long-term value creation. Climate change remains one of the most urgent global challenges, and we are taking proactive steps to align our operations with a more sustainable future. This year, we have enhanced our ESG governance by establishing an ESG Committee and introducing a Climate Risk Policy, with a long-term goal of achieving operational carbon neutrality by 2070. We continue to prioritize financing for renewable energy projects, particularly solar power, and have installed rooftop solar systems at 09 locations, generating 199 kW of clean energy. Expansion to more energy-intensive branches is underway. To further integrate ESG into our lending practices, we have made ESG assessments mandatory for all proposals above ₹50 crore and introduced a Green Deposit and Finance Framework, which includes an exclusion list for high-emission sectors. A Green Balance
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S. No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes										
	Sheet is also being developed to improve transparency in our green financing efforts. As we move forward, we are onboarding climate risk experts and working toward third-party verification of emissions data. These initiatives reflect our unwavering commitment to environmental responsibility, climate resilience, and sustainable banking.									
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Board of Directors								
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. ESG Committee led by the top Management which is responsible for decision making on sustainability related issues.								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board /Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Board of Directors									Need basis								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Board of Directors									Need basis								

11.	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No).	P1	P2	P3	P4	P5	P6	P7	P8	P9
		NO								

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

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

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% Age of persons in respective category covered by the awareness programmes
Board of Directors (BoD)	1	P1	50%
Key Managerial Personnel (KMP)	19	P1,P3,P5,P7	93%
Employee other than BoD and KMPs (Executives)	532	All principles covered	85.87%
Workers (Non-executives)	NA	NA	NA

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

Monetary					
	NGRBC principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (INR)	Brief of the Case	Has an appeal been preferred? (Yes/ No)
Penalty / Fine	P1	Reserve Bank of India	Rs.68.20 lakh	1. Rs. 36.40 Lakh for not reporting seven borrowers with non-fund based exposure of 5crore and above to CRILC.	NO
	P5,P7			2. Rs. 31.80 lakh for opening other saving bank deposit account of the customers already holding BSBD account in the Bank.	
	P1	Reserve Bank of India	Rs.5.24 Lakh	27 (Cases of Penalty imposed by RBI on 12 currency chests)	No
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil
Non- Monetary					
	NGRBC principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (INR)	Brief of the Case	Has an appeal been preferred? (Yes/ No)
Imprisonment	Nil	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil	Nil

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Nil	

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

The organization fosters a strong culture of integrity and ethical conduct through its Whistle Blower Policy, which encompasses key elements aligned with Anti-Bribery and Corruption (ABC) principles. This policy provides a secure and confidential channel for reporting unethical or improper activities, including concerns related to bribery and corruption. The Bank remains committed to upholding the highest standards of transparency and accountability and continually enhances its governance framework in line with regulatory expectations and industry best practices. The Whistle Blower Policy is publicly accessible and can be viewed at: <https://punjabandsindbank.co.in/content/whistle-blower-policy-of-the-bank>.

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 2024-25	FY 2023-24
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	1
Workers	NA	NA

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

	FY 2024-25		FY 2023-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

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

Not Applicable

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

	FY 2024-25	FY 2023-24
Number of days of account payables	31 days	36 days

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 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	99.99 % of total procurement is done through GeM portal.	98.10 % of total procurement is done through GeM portal.
	b. Number of trading houses where purchases are made from		
	c. Purchases from top 10 trading houses as % of total purchases from trading houses		
Concentration of Sales	a. Sales to dealers /distributors as % of total sales	NA	NA
	b. Number of dealers /distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers/ distributors as % of total sales to dealers /distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties /Total Purchases)	NA	NA
	b. Sales (Sales to related parties / Total Sales)	NA	NA
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	< 0.01%	< 0.01%

Parameter	Metrics	FY 2024-25	FY 2023-24
	d. Investments (Investments in related parties / Total Investments made)	Nil	Nil

Leadership Indicators

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.

The Bank is committed towards conducting the business with all its stake holders with the highest ethical standards and in compliance with all the applicable laws and regulations. With this view, Bank has framed a Code of Conduct, in accordance with the SEBI LODR Regulations, which can be accessed from the link:

https://punjabandsindbank.co.in/document/customer-care/PSBPolicies/22Code_conductPolicy_19102016.pdf.

The Code elaborates on the aspects of Conflict of Interest and the responsibilities for avoiding it.

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 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R&D	NA	NA	NA
Capex	PSB installed a solar rooftop system costing ₹1.2 crore in FY 2024-25, accounting for 2.5% of the total non-IT procurement of ₹50 crore.		

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

No. While formal procedures for sustainable sourcing are not currently established, the organization recognizes its importance and is actively exploring opportunities to integrate sustainable procurement practices into its operations as part of its broader commitment to environmental and social responsibility

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

Not Applicable

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

Not applicable.

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 given the nature of industry.

Leadership Indicators

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

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

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

Name of Product / Service	Description of the risk / concern	Action Taken
Not Applicable. As the Bank operates in the banking and financial services sector, it does not engage in the production or disposal of physical products. Therefore, no significant social or environmental concerns or risks arise from a product life cycle perspective.		

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2024-25	FY 2023-24
Not Applicable (The provision of banking services requires various input materials, including paper and other stationery, laptops and electronic devices, as well as other consumables. The Bank is committed to minimizing the use of paper and plastics in its operations.)		

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

	FY 2024-25			FY 2023-24		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (Including packaging)	N.A. (The Bank's services do not generate significant post-consumer waste; therefore, no such waste is reclaimed by the Bank.)					
E-waste						
Hazardous waste						
Other waste						

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
NA	

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

Essential Indicators

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

	% OF EMPLOYEES COVERED BY										
Category	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
PERMANENT EMPLOYEES											
Male	7113	7113	100%	NIL	NA	NA	NA	711	100%	0	0.00%

								3			
Female	3116	3113	99.90 %	NIL	NA	3116	100%	NA	NA	3116	100%
Total	10229	10226	99.97 %	NIL	NA	3116	30.46 %	7113	69.54 %	3116	30.46 %

OTHER THAN PERMANENT EMPLOYEES

Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

% OF WORKERS COVERED BY											
Category	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
PERMANENT WORKERS											
Male	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Total	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
OTHER THAN PERMANENT WORKERS											
Male	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Total	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

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

	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the company	0.35 %	0.36 %

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

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	12.26%	NA	NA	14.07%	NA	NA
Gratuity	100%	NA	NA	100%	NA	NA
ESI	NA	NA	NA	NA	NA	NA
Others-NPS	87.74	NA	NA	85.93	NA	NA

3. Accessibility of workplaces

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

Most of the Bank's branches/offices are located either on the ground floor which are easily accessible or have ramp/lift for differently abled persons. Some of the branches/offices do not have feasibility of ramp due to their location and other reasons such as space constraints, steeper slope etc. Such branches/offices have been instructed to explore alternative arrangement such as erection of temporary ramp and/or wall mounted chair/hydraulic lifts etc

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.

Equal Opportunity policy for Divyangjan: In accordance with the provisions of the Rights of Persons with Disabilities Act 2016 and rules 2017, the Bank strives to ensure that the work environment is free from any discrimination against Divyangjan and has in place Equal Opportunity Policy for Divyangjan.

Further, the Bank takes all actions to ensure that the conducive environment is provided to Divyangjan to enable them to perform their role and excel in the same.

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

Gender	Permanent employees (Executives)		Permanent workers (non-Executives)	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	NA	NA

Female	58%*	100%	NA	NA
Total	79%	100%	NA	NA

*Female employees extend their leaves

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

	Yes/ No (If yes, then give details of the mechanism in brief)
Permanent Workers	Not Applicable.
Other than Permanent Workers	
Permanent Employees	Yes. Bank has in place Employee Grievance Redressal Portal for capturing concerns and queries from employees.
Other than Permanent Employees	Yes. Bank has in place Employee Grievance Redressal Portal for capturing concerns and queries from employees.

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

Category	FY 2024-25			FY 2023-24		
	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 (Executives)	10229	8180	80%	10148	7955	78.38%
Male	7113	5701	80%	7106	5602	78.83%
Female	3116	2479	80%	3042	2353	77.35%
Total Permanent Workers (Non-Executives)	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers:

Category	FY 2024-25					FY 2023-24				
	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 (Executives)										
Male	7113	235	3.30	6023	84.67	7106	NA	NA	8396 *	NA
Female	3116	340	10.91	2696	86.52	3042	NA	NA	3367 *	NA
Total	10229	575	14.21	8719	85.23	10148	NA	NA	11763**	NA
WORKERS										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

*includes Clerical & above

**includes more than one training attended by individuals

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
EMPLOYEES						
Male	7113	1772	24.91%	4742	4630	97.63
Female	3116	674	21.63%	2072	2004	96.71
Total	10229	2446	23.91%	6814	6634	97.35
WORKERS						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

* Officer scale (I-VII) as on 31.03.2024

** Officer scale (I-VII) as on 31.03.2024 whose APAR for 2022-23 were completed in FY 2023-24 (excludes 51 officers who joined in 2023-24, APAR 2022-23 pendency of 54 officers as on 31.03.2024 (non-eligible) cases & officers who exit bank (retirees / VRS / resignation / death etc) in FY 2023-24.

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?**

Owing to the nature of the business, there are no occupational health and safety risks.

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

Not Applicable. Due to the nature of banking operations, there are no significant work-related hazards requiring routine or non-routine risk assessments.

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

Not Applicable. As the Bank does not involve workers in hazardous operations, such processes are not required

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

Yes. Employees of the Bank have access to non-occupational medical and healthcare services as per the Bank's HR policies and employee welfare provisions

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

Safety Incident/Number	Category	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NA	NA
	Workers	NA	NA
Total recordable work-related injuries	Employees	NA	NA
	Workers	NA	NA
No. of fatalities (safety incident)	Employees	NA	NA
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	NA	NA
	Workers	NA	NA

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

As part of measures for a safe and healthy workplace, Bank has engaged a Medical Consultant, a Physiotherapist & a Psychologist at its Head Office/ Corporate office, New Delhi for its employees. Also, 20 Zonal Offices have engaged Physiotherapists, and 10 Zonal Offices have engaged Medical Consultants for well-being their employees. Engagement process is currently underway in the remaining zonal offices as well.

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

	FY 2024-25			FY 2023-24		
	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	NIL	NIL	NIL	Nil	Nil	Nil
Health and safety	NIL	NIL	NIL	NIL	NIL	NIL

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	While formal assessments by statutory authorities, third parties, or internal entities have not yet been conducted across our offices, the Bank remains conscious of the importance of maintaining safe and healthy working conditions. We are committed to upholding high standards of health, safety, and environmental practices across all our establishments. The Bank actively monitors workplace conditions, promotes employee well-being.
Working Conditions	We conduct electrical safety inspections of all our premises every two years through professional third-party agencies. During FY 24, these inspections were conducted, and corrective actions, in the form of rectification works, are undertaken at premises wherever necessary. Plans are underway to institutionalize a more structured approach to periodic assessments in the near future.

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

Not Applicable. No safety-related incidents or significant risks have been identified, given the nature of banking operations. The Bank continues to maintain a safe and secure working environment through regular facility management and adherence to workplace safety protocols

Leadership Indicators

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

Employees	Yes. Group Term Insurance: On death of employee due to any reason, a sum of Rs.5 lacs is extended to nominee of the deceased employee under this policy by Bank. Additionally, Bank also facilitates top up options to employees under this policy upto Rs.20 lacs on self-contribution basis. This policy is renewed annually.) Compassionate appointment scheme: Bank offers appointment on compassionate grounds/ payment of ex-gratia to the dependent of deceased employee if he/she fulfils all criteria for the same.
Workers	NA

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

Not Applicable. As a banking entity, Bank does not have a conventional value chain involving vendors or partners responsible for statutory dues in the manner typical of manufacturing or trading sectors

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 no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
Employees	NA	NA	NA	NA
Workers	NA	NA	NA	NA

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

Yes. Bank conducts a special program on "Happy & Healthy Living- Post Retirement" on half yearly basis for employees going to retire in the said period wherein information on Bank's retirement benefits, Investment planning & financial advice for the post-retirement period are imparted to them along with some other activities.

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	NA
Working Conditions	

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

Not Applicable

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

Essential Indicators

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

There is no specific process for identifying such groups. However, those who are availing Banks services (customers), employees and investors are considered as stakeholders.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Government of India and Regulators	No	Emails, Letters, Meetings	Engagement on regular basis and meetings are conducted as and when required.	Performance of the Bank, discussions, inspection, representations and approvals
Employees	No	Emails, meetings	As and when required	Feedback, Grievance Resolution, Educating them about Banks products / services
Shareholders / Investors	No	Email, Newspapers, Press / Analyst / Investor meets, Social Media	As and when required	Seeking approvals and interacting about the performance of the Bank.

Customers	No	Email, SMS, Newspapers, Press / Analyst / Investor Meets, Social Media, Outreach programmes	As and when required	Feedback, Grievance Resolution, New product launch
Communities	No	Meetings, engagement through NGOs	Ongoing basis	Women, certain communities leaving in rural areas, farmer community and low income group individuals as vulnerable & marginalized stakeholder

Leadership Indicators

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

The Bank places significant importance on continuous and proactive engagement with its key stakeholders, recognizing it as vital for the effective communication of its strategies and performance. This ongoing dialogue facilitates the alignment of expectations, thereby enhancing the Bank's ability to address stakeholder needs and deliver sustained value. Stakeholder consultations are conducted through a range of meetings and structured programmes covering various issues of mutual interest.

- 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.**

Stakeholder feedback and suggestions are duly considered wherever feasible, as part of the Bank's commitment to inclusive and responsive engagement. This engagement is conducted through multiple channels and is maintained as an ongoing process.

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

Punjab & Sind Bank engages with vulnerable and marginalized groups through meetings and partnerships with NGOs to understand and address their concerns effectively

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:

	FY 2024-25			FY 2023-24		
	Total (A)	No. of employees /workers covered (B)	% (B/A)	Total (C)	No. of employees /Workers covered (D)	% (D/C)
EMPLOYEES (Executives)						
Permanent	10229	718	7.01%	10148	5298	52.20%
Other than permanent	5	0	100%	5	0	0
Total Employees	10234	718	7.01%	10153	5298	52.18%
WORKERS						
Permanent (Non-Executives)	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total Workers	NA	NA	NA	NA	NA	NA

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

Category	FY 2024-25					FY 2023-24				
	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	The salary paid to permanent employees of the Bank is as per the Bipartite Settlement(s)/ Joint Note for wage settlement signed between Indian Banks' Association with Workmen Union/ Officers' Union									
Male										
Female										
Other than Permanent										

Category	FY 2024-25					FY 2023-24				
	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)
Male										
Female										

WORKERS

Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	1495	1495	100%	NA	NA	1427	1427	100%	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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)*	03	40.37 lakhs	0	0
Key Managerial Personnel*	12	35.95 lakhs	2	35.27 lacs
Employees other than BoD and KMP***	7101	16.82 lakhs	3114	15.28 lakhs
Workers	N.A.			

* Includes MD & CEO & EDs as on 31.03.2025.

** Includes GMs & DGMs- Independent charge as on 31.03.2025

*** Includes PTS, Sub staff, Clerical & above as on 31.03.2025 and also employees who exit bank services in the period

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

	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	28.45%	28.21 %

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

Yes. The Bank has a grievance redressal system in place to address any human rights impacts or issues that may arise, with the Head of the HR Department overseeing and managing such matters.

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

Prevention of sexual Harassment: The Bank has zero tolerance policy on sexual harassment at the workplace and initiatives have been taken to ensure prompt and expeditious Redressal of the grievances of women employees. In compliance of the Sexual Harassment at Workplace (Prevention, Prohibition and Redressal) Act, 2013 Bank has constituted Internal Complaints Committee at every Zone. The details of the members of the Internal Complaints Committee at Head Office level are also uploaded on the Bank's intranet site.

A special women cell has been created at Head Office to exclusively look after the problems of the women employees, with a view to encourage them to participate more in the mainstream and motivate them towards taking up higher responsibilities.

Internal Grievance Redressal Committee for Schedule Castes and Scheduled Tribes.

Bank has in place Employee Grievance Redressal Portal for capturing concerns and queries on any issue from employees.

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

	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	4	2	Under Process	11	5	NA
Discrimination at workplace	0	0	0	0	0	0
Child Labor	0	0	0	0	0	0
Forced Labor/ Involuntary Labor	0	0	0	0	0	0

	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Wages	0	0	0	0	0	0
Other human rights related issues	0	0	0	0	0	0

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

	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	4	11
Complaints on POSH as a % of female employees / workers	0.13%	0.36%
Complaints on POSH upheld	0	2

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

Same as at Point 5 above.

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

Yes

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	No
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

Nil

Leadership Indicators

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

Not Applicable

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

Not Applicable

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?

Most of the Bank's branches/offices are located either on the ground floor which are easily accessible or have ramp/lift for differently abled persons. Some of the branches/offices do not have feasibility of ramp due to their location and other reasons such as space constraints, steeper slope etc. Such branches/offices have been instructed to explore alternative arrangement such as erection of temporary ramp and/or wall mounted chair/hydraulic lifts etc. and to provide doorstep banking services in the meantime to Persons with Disabilities (PWDs) without any cost

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

Essential Indicators

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

Parameter	FY 2024-25	FY 2023-24
From renewable sources		
Total electricity consumption (A) (GJ)	199 Kwh 0.72 GJ	Nil
Total fuel consumption (B)	Nil	Nil
Energy consumption through other sources (C)	Nil	Nil
Total energy consumed from renewable sources (A+B+C) (GJ)	0.72 GJ	Nil
From non-renewable sources		
Total electricity consumption (D) (GJ)	37573728.50 KWh 135265.42 GJ	35406132.25 KWh 127462.08 GJ
Total fuel consumption (E) (GJ)	49073.05 GJ	33644.16 GJ
Energy consumption through other sources (F)	Nil	Nil

Parameter	FY 2024-25	FY 2023-24
Total energy consumed from non-renewable sources (D+E+F) (GJ)	1,84,338.47 GJ	1,61,106.23 GJ
Total energy consumed (A+B+C+D+E+F) (GJ)	1,84,339.19 GJ	1,61,106.23 GJ
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	0.0000014	0.0000015
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	0.000029	0.000030
Energy intensity in terms of physical output	N.A.	N.A.
<i>Energy intensity (optional) – the relevant metric may be selected by the entity</i>	N.A.	N.A.

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

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

Not Applicable

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

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	52128.67	51869.64
(ii) Groundwater	23463.35	25289.34
(iii) Third party water	11576.25	7139.93
(iv) Seawater / desalinated water	NA	NA
(v) Others	NA	NA
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	87168.27	84298.92
Total volume of water consumption (in kilolitres)	17433.65	16859.78
Water Intensity per rupee of turnover (Total water consumption / Revenue from operations)	0.00000013	0.00000015

Parameter	FY 2024-25	FY 2023-24
Water Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/ Revenue from operations adjusted for PPP)	0.0000028	0.0000032
Water intensity in terms of physical output (kl/ORE in MT)	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA

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

Note: The consolidated water consumption figures are based on data collected from the substantial number of PSB branches on the basis of water bills as well as CGWA guidelines for estimating water consumption.

4. Provide the following details related to water discharged:

Parameter	FY 2024-25	FY 2023-24
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		NA
- No treatment	69734.61	67439.13
- With treatment – please specify level of treatment	NA	NA
(ii) To Groundwater		NA
- No treatment	NA	
- With treatment – please specify level of treatment	NA	NA
(iii) To Seawater	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(iv) Sent to third parties		NA
- No treatment		NA
- With treatment – please specify level of treatment	NA	NA
(v) Others	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
Total water discharged (in kilolitres)	69734.61	67439.13

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.

Note: Wastewater is discharged into the municipal drainage system, which is linked to the centralized sewage treatment infrastructure.

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

Not Applicable.

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

Parameter	Please specify unit	FY 2024-25	FY 2023-24
NOx	Kg	117	117
SOx	-	-	-
Particulate matter (PM-2.5)	Kg	9	9
Particulate matter (PM-10)	Kg		
Persistent organic pollutants (POP)	-	NA	-
Volatile organic compounds (VOC)	-	NA	-
Hazardous air pollutants (HAP)	-	-	-
Others – Carbon Monoxide	Kg	1934	1935

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.

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

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	MTCO ₂ e	4724.06	3563.46
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	MTCO ₂ e	27316.10	25740.26
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)		0.00000025	0.00000022
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emission / Revenue from operations adjusted for PPP)		0.00000051	0.00000046

Total Scope 1 and Scope 2 emission intensity in terms of physical output		NA	NA
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

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

Note: The above emissions have been estimated based on data received from a substantial number of the PSB's branches, representing a broad overview of its operations.

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

Currently, PSB has installed rooftop solar systems at 09 of its establishment, generating a total of 199 kW of energy. The bank plans to expand this initiative by installing similar systems at additional locations with higher energy consumption, thereby contributing to a reduction in greenhouse gas (GHG) emissions.

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

Parameter	FY 2024-25	FY 2023-24
Total Waste generated (in metric tonnes)		
Plastic waste (A)	System is being developed to capture this data across all bank's establishments.	
E-waste (B)	4867.252 Kg*	
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)	System is being developed to capture this data across all bank's establishments.	
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H) .	NA	NA
Total (A+B + C + D + E + F + G + H)	4867.252 Kg	
Waste Intensity per rupee of turnover. (Total waste generated / Revenue from operations)	0.000000037	
Waste Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.00000077	

Parameter	FY 2024-25	FY 2023-24
Waste intensity in terms of physical output	NA	
Waste intensity (optional) – the relevant metric may be selected by the entity	NA	
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	NA	NA
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	NA	NA
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	NA	NA
Total	NA	NA

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

** The e-waste reported data pertains to PSB headquarter only, which is responsible for maximum e-waste generation. System is being developed to capture this data across all bank's establishments.*

- 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.**

Not Applicable

- 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.
NA			

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
NA					

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N).

Yes

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
NA				

Leadership Indicator

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

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:

Not Applicable

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
--------	-----------------------	--	---------------------------

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	NA	NA	NA

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

- Bank has a detailed Business Continuity and Disaster Management Plan and is committed to responding to emergencies safely, effectively, and timely. The bank's resources and equipment will be utilized to achieve the following objectives:
- Protect Personnel, Assets, and Information: Ensure the safety of employees, safeguard physical and digital assets, and prevent further injury or damage.
- Minimize Financial Losses: Reduce financial impacts resulting from disruptions to business operations.
- Facilitate Orderly Recovery: Develop and implement a plan to restore critical business functions in an organized manner.
- Identify Key Recovery Personnel: Designate individuals responsible for managing the recovery and restoration process.
- Form Recovery Teams: Establish teams to carry out specific activities necessary for the continuation of critical business functions.
- Specify Critical Activities: Identify and prioritize business activities that must continue during and after a disruption.
- Recover Critical Functions: Restore essential business operations and support systems promptly.
- Limit Damage and Loss: Employ strategies to minimize damage and losses.
- Resume Operations at Alternate Locations: Ensure that critical functions can continue at alternate sites if needed.
- Return to Normal Operations: Transition back to regular operations as soon as feasible.

The Business Continuity and Disaster Management Plan is a comprehensive, organizational-level framework designed to guide the emergency response of personnel and resources during an IT emergency, ensuring the continuity of business operations for the bank.

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.

Not Applicable

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. 9

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

S. No.	Name of the trade and industry chambers / associations	Reach of trade and industry chambers/ associations (State/National)
1.	Indian Banks Association (IBA)	National
2	Indian institute of Banking & Finance (IIBF)	National
3	Institute of Banking Personnel Selection (IBPS)	National
4	National Institute of Bank Management (NIBM)	National
5	National Institute of Banking Studies and Corporate Management (NIBSCOM)	National
6	Foreign Exchange Dealers Association of India (FEDAI)	National
7	Fixed Income Money Market and Derivatives Association (FIMMDA)	National
8	National Payment Corporation of India (NPCI)	National
9	Clearing Corporation of India Ltd. (CCIL)	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 the authority	Brief of the case	Corrective action taken
	NA	

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?	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please	Web Link, if available
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			(Yes/No)	specify)	
Nil					

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development.

Essential Indicators

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
NA					

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amount paid to PAFs in the FY (In INR)
NA						

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

The Bank has an effective Grievance Redressal Mechanism. A dis-satisfied person can lodge complaint in writing through various modes, like - in person, by post, by E-mail and by Internet (bank website). Upon lodgement of complaint same is acknowledged & complainant is intimated a complaint number. On receiving the complaint, same is examined at different levels, i.e. Branch, Zone, Head office department(s) for early resolution of the complaint as per Bank's Grievance Redressal policy.

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

	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ Small producers	12%	30%
Directly from within India	100%	100%

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

Location	FY 2024-25	FY 2023-24
Rural	20.21 %	21.12 %
Semi – Urban	14.52 %	13.92 %
Urban	29.34 %	29.22 %
Metropolitan	35.92 %	35.74 %

(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
NA	

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 Lakhs (INR)
NA			

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

Yes. The Bank's procurement policy reserves 25% of tender value for Micro and Small Enterprises (MSEs) quoting within L1+15%. Within this, 4% is reserved for MSEs owned by SC/ST entrepreneurs and 3% for women-owned MSEs, subject to meeting tender criteria.

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

Bank does not have a dedicated preferential procurement policy. However, the Bank strictly adheres to the guidelines prescribed by the Central Vigilance Commission (CVC), which are designed to ensure a fair, transparent, and non-discriminatory tendering process. In alignment with government directives, the Bank actively encourages procurement from Micro, Small and Medium Enterprises (MSMEs) and entities owned by marginalized or vulnerable groups.

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

In FY 2024–25, procurement from MSMEs and marginalized/vulnerable groups constituted approximately 12% of the Bank's total procurement by value.

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

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefits shared. (Yes/No)	Basis of calculating benefits share
NA				

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
NA		

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.	Financial assistance to Low External Input Sustainable Agriculture India Magazine	Farmers	Can't be ascertained
2.	125 Water Coolers and 125 Wheelchairs distributed on the occasion of Foundation Day	Needy Person, Patients of Hospital, Nursing Home, Old Age Home, Gurdwara etc	Can't be ascertained
3.	Two Ambulance to GNE Engineering College and Nankana Sahib Public School	Ambulances will be used by the Students and Patients of College and School	Can't be ascertained
4.	Mock drill children and School Safety on Disaster Risk Reduction in 3 Schools of Delhi/NCR through a registered society M/s The Institute of Civil Engineers Society	Students, Faculty, Parents, Visitors of 3 Schools in Delhi/NCR	Can't be ascertained
5.	Industrial Vacuum Cleaner to Gurdwara Bangla Sahib	Devotees	Can't be ascertained
6.	Basic Amenities provided to Primary Health Care Centre, Bakarkatta	Patients & Staff of Primary Health Care Centre	Can't be ascertained
7.	Upgradation of 10 Anganwadis into Model Anganwadis in co-ordination with District Administration, Bokaro, Jharkhand	Child, Mother and others of 10 Anganwadis Centre in Bokaro Jharkhand	Can't be ascertained

S. No.	CSR Project	No. of persons benefitted from CSR projects	% Of beneficiaries from vulnerable and marginalized groups
8.	Punjab Agriculture University, Ludhiana for the Project on Futuristic Farming	Students, associated farmers and others	Can't be ascertained
9.	Indian School of Business, Mohali for establishing a Street Vendor Incubator, Scholarship & Skill Development	Students and Startups	Can't be ascertained
10.	Construction of one classroom in school run by Adarsh Siksha Parishad	Students	Can't be ascertained
11.	Installation of 5 Water Coolers at AIIMS, New Delhi	Patients, Visitors and Doctors of AIIMS, Delhi	Can't be ascertained
12.	Two Pre School Kits for Anganwadis Centre in Unnao & Chandauli District, Lucknow	Students of Angawadis	Can't be ascertained
13.	Water Purifier to Govt. Inter College, Maanthaat, Dehradun	Students, Visitors and Faculty of College	Can't be ascertained
14.	Water Cooler to Govt. Polytechnic College, Chandauli, Lucknow	Students, Visitors and Faculty of Polytechnic	Can't be ascertained
15.	Distribution of Blanket in Kumbh Mela, 2025	Devotees and Vistors	Can't be ascertained
16.	One 30KVA Green Generator to GRC Jabalpur	Army Personals and Visitors	Can't be ascertained
17.	Medical Equipment to Holy Cross Hospital, Giridih, Jharkhand	Patients, Visitors and Doctors of Holy Cross Hospital, Giridih, Jharkhand	Can't be ascertained
18.	Accessories to Maharaj Ranjit Singh Punjab Technical University	Students, Faculty and Visitors of the University	Can't be ascertained
19.	Vehicle to Department of Social Justice, Empowerment & Tribal Affairs, Govt. of Arunachal Pradesh	Patients & Villagers	Can't be ascertained

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.

A dis-satisfied consumer can lodge complaint orally or in writing through various modes, like - in person, by telephone/mobile, by post, by E-mail and by Internet. On

receiving of the complaint, same is examined at different level, i.e. Branch, Zone, Head office department(s) for early resolution of the complaint to improve customer satisfaction level. To strengthen the Grievance redressal mechanism of the bank, a Grievance Redressal Policy is in place in which roles and responsibilities at each level of Grievance Redressal Mechanism has been defined.

The modes of filing complaint are:

1. SPGRS (Standardized Public Grievance Redressal System) portal which is accessible through our website.
2. PSB Call Centre (Toll Free Number – 1800-419-8300, 1800-569-5577 for NRI customers within India & Landline 0120-6038811 for NRI customers from outside India): 24*7 through Call.
3. Hard copy complaint directly/through post office at Branches / Zonal Offices / Head Office.
4. E-mail complaints can be sent to Branches / Zonal Offices / Head Office.
5. CPGRAMS (Centralised Public Grievance Redress & Monitoring System) Portal of Department of Administrative reforms & Public Grievances.
6. INGRAM (Integrated Grievance Redressal Mechanism) portal of Ministry of Consumer Affairs.
7. CMS (Complaints Management System) portal of RBI Banking Ombudsman.

On receiving of the complaint, same is examined at different level, i.e. Branch, Zone, Head office department(s) for early resolution of the complaint to improve customer satisfaction level. Resolution provided in the complaint is updated in portal.

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	NA
Recycling and/or safe disposal	NA

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

	FY 2024-25		Remarks	FY 2023-24		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
1. Data privacy	Nil	Nil	Nil	Nil	Nil	Nil
2. Advertising	Nil	Nil	Nil	Nil	Nil	Nil
3. Cyber-security	Nil	Nil	Nil	Nil	Nil	Nil
4. Delivery of essential	Nil	Nil	Nil	Nil	Nil	Nil

services						
5. Restrictive Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
6. Unfair Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
7. Other	12005	113	Excluding complaints which were resolved within T+1 days of its receipt	14354	170	All complaints redressed
A. Inter/Mobil banking/Electronic Banking	3433	24	Nil	4727	30	Nil
B. ATM/ Debit Card	3335	16	Nil	4611	49	Nil
C. Loans and advances	990	17	Nil	821	18	Nil
D. Levy charges without prior notice / excessive charges/ foreclosure charges	832	10	Nil	758	13	Nil
E. Staff behaviour	178	2	Nil	758	13	Nil
F. Others	3237	44	Nil	3277	48	Nil

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

	Number	Reasons for recall
Voluntary recalls	NA	NA
Forced recalls	NA	NA

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

Yes. The policy being an internal document is not available to the public

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.

Bank has taken various measures towards Cyber awareness such as:

- a) Cyber Awareness SMS are being sent to all the Customer and staff every month.
- b) Cyber Awareness Posters are published on Bank's official website and other social media handles like
- c) Instagram, X(Twitter) & Facebook every month as an initiative under Cyber Jaagrookta Diwas.
- d) Bank conducts Quarterly E-Mail Phishing Drills for its staff and vendors for awareness.
- e) Quarterly Newsletters are published on Banks internal portal for Bank staff on latest trends of Cyber Security.
- f) Bank conducts regular webinars in collaboration with DSCI (Data Security Council of India) for its staff and vendors.

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches

NIL

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

NA

c. Impact, if any, of the data breaches

NA

Leadership Indicators

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

Bank's Website. Website link :- <https://www.punjabandsindbank.co.in/>

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

Bank is regularly educating its customers through awareness SMS's, Social media like Twitter, Facebook etc. and by uploading Cyber Security awareness posters on Bank's official website.

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

Punjab & Sind Bank is dedicated to ensuring transparency and timely communication with its consumers regarding any potential disruptions or discontinuations of essential services. The following mechanisms are in place to inform consumers of such risks:

a. Multi-Channel Communication Strategy:

- Email Alerts: Regular updates and notifications sent directly to consumers' registered email addresses.
- SMS Notifications: Immediate alerts sent to consumers' mobile phones for urgent information.

b. Website and Online Banking Portal:

- Service Alerts Section: A dedicated section on the bank's website and online banking portal for real-time updates on service status.
- Pop-up Notifications: Prominent pop-up messages displayed upon login to the online banking portal, ensuring visibility of critical information.

c. Social Media Channels:

- Official Accounts: Regular updates and announcements posted on the bank's official social media platforms, including Facebook, Twitter, and LinkedIn.

d. Customer Service Helpline:

- 24/7 Support: A dedicated helpline available around the clock to provide information and assistance.

e. Branch Notices:

- In-Branch Announcements: Notices and updates prominently displayed within bank branches.
- Personal Communication: Bank staff equipped with the latest information to inform and assist consumers directly.
- By utilizing these mechanisms, Punjab & Sind Bank ensures that consumers are well-informed about any potential risks of disruption or discontinuation of essential services, enabling them to take necessary precautions and make informed decisions.

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

No, Bank displays product information as per local laws.

Yes, Bank carried out various surveys among customers on their satisfaction relating to major products/services through feedback system, made available on major channels like M-Banking, E-Banking, Kiosk etc.

Further, Bank also sends feedback link to customers on any transaction for their valuable feedback/rating/suggestion.

**INDEPENDENT PRACTITIONER'S REASONABLE ASSURANCE REPORT ON
IDENTIFIED SUSTAINABILITY INFORMATION IN THE "BUSINESS
RESPONSIBILITY AND SUSTAINABILITY REPORT" OF PUNJAB & SIND BANK**

To
The Board of Directors,
Punjab & Sind Bank,
New Delhi

We **S.P. Chopra & Co.**, Chartered Accountants (the "Firm"), have undertaken to perform a reasonable assurance engagement, for **Punjab & Sind Bank** (the "Bank") as assigned to us vide letter dated June 05, 2025 in respect of the agreed Sustainability Information listed below (the "Identified Sustainability Information" or "ISI") in accordance with the criteria stated below. This Sustainability Information is as included in the Business Responsibility and Sustainability Report (the 'BRSR') of the Bank for the year ended March 31, 2025.

Identified Sustainability Information

The Identified Sustainability Information for the year ended March 31, 2025 as per BRSR Core notified by SEBI vide circular number SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023 is summarized below:

ISI where Reasonable Assurance is carried out	Cross reference of BRSR (Section C)
Number of days of accounts payable	Principle 1, Question 8 of Essential Indicators
Open-ness of business	Principle 1, Question 9 of Essential Indicators
Employees and workers - well-being	Principle 3, Question 1(c) of Essential Indicators
Employees and workers - safety related incidents	Principle 3, Question 11 of Essential Indicators
Gross wages paid to females	Principle 5, Question 3(b) of Essential Indicators
Complaints on Prevention of Sexual Harassment ('POSH')	Principle 5, Question 7 of Essential Indicators
Energy footprint	Principle 6, Question 1 of Essential Indicators
Water footprint	Principle 6, Question 3 of Essential Indicators
Water discharged by destination and levels of Treatment	Principle 6, Question 4 of Essential Indicators
Green-house gas (GHG) footprint	Principle 6, Question 7 of Essential Indicators
Waste management	Principle 6, Question 9 of Essential Indicators
Input material sourced directly from MSMEs / small producers and from within India	Principle 8, Question 4 of Essential Indicators
Job creation in smaller towns	Principle 8, Question 5 of Essential Indicators
Loss / Breach of data of customers	Principle 9, Question 7 of Essential Indicators



Our reasonable assurance engagement was with respect to the year ended March 31, 2025 only, unless otherwise stated and we have not performed any procedures with respect to earlier periods or any other elements included in the BRSR and, therefore, do not express any opinion thereon.

Criteria

The criteria used by the Bank to prepare the Identified Sustainability Information is enclosed as **Annexure-A**.

Management's Responsibility

Bank's management is responsible for selecting or establishing suitable criteria for preparing the Sustainability Information, taking into account applicable laws and regulations, if any, related to reporting on the Sustainability Information, identification of key aspects, engagement with stakeholders, content, preparation and presentation of the Identified Sustainability Information in accordance with the Criteria. This responsibility includes design, implementation and maintenance of internal control relevant to the preparation of the BRSR and the measurement of Identified Sustainability Information, which is free from material misstatement, whether due to fraud or error.

Inherent limitations

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities.

Our Independence and Quality Control

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics issued by the Institute of Chartered Accountants of India and have the required competencies and experience to conduct this assurance engagement.

The firm applies Standard on Quality Control (SQC) 1, "Quality Control for Firms that Perform Audits and Reviews of Historical Financial Information, and Other Assurance and Related Services Engagements", and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

Our Responsibility

Our responsibility is to express a reasonable assurance conclusion on the Identified Sustainability Information based on the procedures we have performed and evidence we have obtained.

We conducted our engagement in accordance with the Standard on Sustainability Assurance Engagements (SSAE) 3000, "Assurance Engagements on Sustainability Information", issued by the Sustainability Reporting Standards Board of the Institute of Chartered Accountants of India. This standard requires that we plan and perform our engagement to obtain reasonable assurance about whether the Identified Sustainability Information are prepared, in all material respects, in accordance with the Reporting Criteria. A reasonable assurance engagement involves assessing the risks of material misstatement of the Identified Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances.



The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, evaluating the appropriateness of quantification methods and reporting policies, analytical procedures and agreeing or reconciling with underlying records. Given the circumstances of the engagement, in performing the procedures listed above, we:

1. Interviewed relevant personnel of Bank's management and the Bank's consultants and their team for understanding the process of collecting, collating, and reporting the subject matter as per SEBI circular number SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023 for BRSR core.
2. Reviewed of the consolidation for various branches, offices, and other locations on test check basis to ensure the completeness of data being reported.
3. Assessed the appropriateness of basis used for selecting sample branches for extrapolation.
4. Assessed the appropriateness of basis used for extrapolation of data, various assumptions, estimations and materiality thresholds from the sample to arrive at estimated annual data / information by the Bank and its consultants for data analysis.

Exclusions

Our assurance scope excludes the following and therefore we do not express a conclusion on the same:

1. Operations of the Bank other than those mentioned in the "Scope of Assurance".
2. Aspects of the BRSR and the data/information (qualitative or quantitative) other than the Identified Sustainability Information.
3. Data and information outside the defined reporting period i.e., April 01, 2024 to March 31, 2025.
4. The statements that describe expression of opinion, belief, aspiration, expectation, aim, or future intentions provided by the Bank.

Opinion

Based on the procedures we have performed and the evidence we have obtained, the Identified Sustainability Information for the year ended March 31, 2025 (as stated under "Identified Sustainability Information") are prepared in all material respects, in accordance with the criteria.



Restriction on use

Our Reasonable Assurance report has been prepared and addressed to the Board of Directors of the Punjab & Sind Bank at the request of the Bank solely, to assist Bank in reporting on Bank's sustainability performance and activities. Accordingly, we accept no liability to anyone, other than the Bank. Our Deliverables should not be used for any other purpose or by any person other than the addressees of our Deliverables. The firm neither accepts nor assumes any duty of care or liability for any other purpose or to any other party.

For **S. P. Chopra & Co.**
Chartered Accountants
Firm Regn. No. 000346N



Prateek Gupta
(**Prateek Gupta**)
Partner
M. No. 566023
UDIN: 25566023BMOURN1770

Place: New Delhi
Dated: 13.06.2025

Annexure – A to Independent Practitioner’s Reasonable Assurance Report on Identified Sustainability Information in the Business Responsibility and Sustainability Report of the Punjab & Sind Bank for the year ended March 31, 2025

Principle No. and Question of BRSR	Identified Sustainability Information	Criteria / Measurement Approach
1 / 8	Number of days of accounts payable	To compute number of days of accounts payable, data has been taken from Audited Financial Statements. (Accounts Payable*365 / Operating expenses). For Accounts Payable – Relevant items under Other Liabilities & Provisions Schedule are considered For Operating Expenses – Relevant items of the related schedule have been considered.
1 / 9	Open-ness of business	<u>Concentration of Purchases:</u> Ascertained based on purchases made by the Bank from GeM Portal with trading houses, dealers and related parties, as applicable. <u>Concentration of Sales:</u> Owing to the nature of entity, information related to sale is not applicable to the Bank. <u>Loans and advances & investments with related parties:</u> Ascertained based on information given for transactions with related parties in the Audited Financial Statements.
3 / 1(c)	Employees and workers - well-being	Verified based on Bank’s MIS, the expenditure incurred towards well-being of employees includes Health checkup reimbursement, Creche Allowance, Group medical insurance policy, etc. are taken into consideration to calculate cost incurred as a percentage of total income of the Bank.
3 / 11	Employees and workers - safety related incidents	Owing to the nature of business, this is not applicable.



5 / 3(b)	Gross wages paid to females	For this information, we have relied on the information provided by the concerned department dealing with Salaries of employees of the Bank and the same paid for female employees of the Bank.
5 / 7	Complaints on Prevention of Sexual Harassment ('POSH')	For this information, we have relied on the information provided by the respective department of the Bank.
6 / 1	Energy footprint	The energy consumed has been derived on the basis of expenditure incurred by the Bank on the Electricity and Fuel. Total Revenue have been considered as per the Audited Financial Statements. References used: - BRSR-Core Reporting Standard specified by SEBI. - PPP Conversion: 20.66 obtained from IMF Conversion rates. - Fuel prices from Carbon Accounting Proxy (CAP) Methodology. The values have been converted to Giga Joules.
6 / 3	Water footprint	The water consumption figures are based on data collected from the maximum number of branches of the Bank (extrapolated thereon) on the basis of water bills as well as Central Ground Water Authority ('CGWA') guidelines for estimating water consumption contained in BRSR-Core Reporting Standard specified by SEBI.
6 / 4	Water discharged by destination and levels of Treatment	Waste water discharge has been ascertained based on 80% of water consumption as per Central Pollution Control Board ('CPCB') Guidelines.
6 / 7	Green-house gas (GHG) footprint	Scope 1 emission includes emissions from the combustion of various fossil fuels purchased by the Bank for its owned DG sets and bank-owned vehicles and leakage of refrigerants from air conditioners and VRV systems across Bank establishments. Scope 2 emissions include GHG emissions from electricity consumed in the facilities that can be considered under the operational control of the Bank.



		<u>References used:</u> - BRSR-Core Reporting Standard specified by SEBI. - PPP Conversion: 20.66 obtained from IMF Conversion rates. - Fuel prices from Carbon Accounting Proxy (CAP) Methodology. - CEA emission factors.
6 / 9	Waste management	Data on E-waste has been reported under this based on the information provided by the respective department/cell of the Bank. In respect of Plastic waste, Battery waste and Paper waste (other non-hazardous waste), system is being developed by the Bank to quantify the data.
8 / 4	Input material sourced directly from MSMEs / small producers and from within India	Ascertained based on purchases made by the Bank from GeM Portal.
8 / 5	Job creation in smaller towns	For this information, we have relied on the information provided by the concerned department.
9 / 7	Loss / Breach of data of customers	No instances involving loss / breach of data of customers have been reported for the FY 2024-25 as per the information furnished by the respective department / cell of the Bank.

