IDFC FIRST Bank

Living by Customer First Principles

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT 2025-26

Contents

Business Responsibility & Sustainability Report 2025-26

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L65110TN2014PLC097792
2.	Name of the Listed Entity	IDFC FIRST Bank Limited
3.	Year of incorporation	2014
4.	Registered office address	KRM Tower, 7th Floor, No. 1, Harrington Road, Chetpet, Chennai–600 031, Tamil Nadu, India.
5.	Corporate address	IDFC FIRST Bank Tower, The Square, C-61, G-Block, Bandra-Kurla Complex, Bandra (East), Mumbai – 400 051, Maharashtra, India.
6.	E-mail	esg@idfcfirstbank.com
7.	Telephone	+91 22 7132 5500
8.	Website	www.idfcfirst.bank.in
9.	Financial year for which reporting is being done	FY 2025-2026
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11.	Paid-up Capital	₹ 86,01,69,92,480 as on March 31, 2026
12.	Name and contact details of the person who may be contacted in case of any queries on the BRSR report	Mr. Akhil Anilkumar 1800 10888 esg@idfcfirstbank.com
13.	Reporting boundary	Standalone Basis
14.	Name of assessment or assurance provider	SGS India Private Limited
15.	Type of assessment or assurance obtained	Reasonable Assurance

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Financial and Insurance Service	Financial service activities, except insurance and pension funding	100%

Note: Business description and activity is as per Form MGT-7.

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Monetary intermediation of commercial banks, saving banks, postal savings bank and discount houses	64191	100%

Note: Product/Service description is as per NIC Code description.

III. Operations

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

Location	Number of plants/branches*	Number of offices	Total
National	1,146	53	1,199
International	1[#]	-	1

** Includes offices and liability branches. Additionally, the Bank has 289 asset outlets.*

[#] Wholesale-IBU located in GIFT City, Gujarat

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	25 States and 5 Union Territories
International (No. of Countries)	NIL

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

Since the Bank does not engage in the export of products or services, this parameter is not applicable.

c. A brief on types of customers

The Bank serves a diverse customer base, including retail customers (urban and rural), professionals, large corporates, private companies, micro, small and medium enterprises (MSMEs), and non-banking financial companies (NBFCs), catering to a wide spectrum of financial needs across segments.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
1.	Permanent (D)	43,059	35,128	81.58%	7,931	18.42%
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total employees (D + E)	43,059	35,128	81.58%	7931	18.42%

Note: As a service sector organisation, the Bank does not have ‘workers’ as defined under the SEBI BRSR Guidance. Accordingly, disclosures pertaining to workers are not applicable.

b. Differently abled Employees:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
1.	Permanent (D)	11	10	90.91%	1	9.09%
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees (D + E)	11	10	90.91%	1	9.09%

21. Participation/Inclusion/Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	11	2	18.18%
Key Management Personnel	4	NIL	NIL

Note: The MD & CEO and the Executive Director of the Bank, who are also Key Managerial Personnel (KMP) as per the provisions of Companies Act, 2013, have been considered under both categories.

22. Turnover rate for permanent employees:

The Bank undertook a range of initiatives during the year, including technical and managerial capability-building programmes, enhanced onboarding processes for new joiners, skill development initiatives, and opportunities for cross-functional mobility. It also strengthened employee engagement through feedback mechanisms, recognition programmes, and structured initiatives aimed at fostering a collaborative work culture. Additionally, the Bank continued to support employees through career progression opportunities, growth-oriented roles, compensation alignment, and ongoing recognition of performance.

Approximately 60% of the Bank's workforce is engaged in frontline roles including sales, customer service, call centres, and collections. In addition, nearly 27% of employees are based in rural locations, supporting rural financing businesses including microfinance loans which usually have a very small ticket size. As is commonly observed across the Indian banking and NBFC sectors, these roles tend to experience relatively higher attrition due to factors such as the transferability of skills across industries, opportunities for higher compensation elsewhere, increased career mobility among younger employees, and workforce exits arising from personal life events. Excluding these employee cohorts, attrition among the Bank's middle and senior management remains low.

Particulars	FY 2023-24 (Turnover rate in the year prior to the previous FY)			FY 2024-25 (Turnover rate in previous FY)			FY 2025-26 (Turnover rate in current FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Senior Management	8.6%	12.2%	9.0%	8.0%	9.8%	8.2%	10.7%	9.4%	**10.5%**
Middle Management	11.3%	16.5%	12.0%	11.2%	9.5%	10.9%	13.4%	15.2%	**13.7%**
Junior Management	22.5%	21.1%	22.2%	23.0%	24.1%	23.2%	23.3%	24.0%	**23.4%**
Junior sales, collection and customer service staff	38.6%	41.6%	39.2%	38.1%	42.0%	38.8%	37.6%	38.7%	**37.8%**
Permanent Employees (Overall)	**31.8%**	**34.5%**	**32.2%**	**31.5%**	**34.6%**	**32.0%**	**31.3%**	**32.5%**	**31.5%**
Permanent Employees (excluding Junior sales, collection and customer service staff)	19.9%	20.2%	19.9%	20.9%	22.4%	21.2%	21.5%	22.8%	**21.7%**

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V. Holding, Subsidiary and Associate Companies

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

S. No.	Name of the holding/ subsidiary/associate companies/joint ventures (A)	Indicate whether holding/ subsidiary/ associate/ joint venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity?
1	IDFC FIRST Bharat Limited	Subsidiary	100.00%	No
2	Millennium City Expressways Private Limited	Associate	29.31%	No
3	Jetpur Somnath Tollways Private Limited	Associate	26.00%	No

VI. CSR Details

24.

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

(ii) **Turnover (in Rs.)** 48,422.11 Cr.

(iii) **Net worth (in Rs.)** 46,297.08 Cr.

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place	FY 2025-26 (Current Financial Year)			FY 2024-25 (Previous Financial Year)		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks/ Policy	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks/ Policy
Communities	-	-	-	-	-	-	-
Investors (Bondholders)	Yes	40	0	Investors' Grievances Redressal Policy	90	7	Investors' Grievances Redressal Policy
Shareholders	Yes	27	0	Investors' Grievances Redressal Policy	11	0	Investors' Grievances Redressal Policy

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place	FY 2025-26 (Current Financial Year)			FY 2024-25 (Previous Financial Year)		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks/ Policy	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks/ Policy
Employees	Yes	6	0	Links of applicable policies are available on the internal portal of the Bank (iConnect)	12	0	Links of applicable policies are available on the internal portal of the Bank (iConnect)
Customers	Yes	17,170	760	Customer Grievance Redressal Policy	21,573	321	Customer Grievance Redressal Policy
Value Chain Partners	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-

Note: Maintaining its "Always You First" philosophy, IDFC FIRST Bank designs products, services, and processes to maximise customer value while minimising complaints. The Bank continuously monitors complaints per thousand customers and undertakes corrective actions as required. It also has a robust grievance redressal mechanism, enabling customers to raise complaints and provide feedback through multiple channels such as its website, phone, and other platforms.

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

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	Corporate governance, ethics and integrity	Opportunity	Strong governance and ethical conduct mitigate compliance and reputational risks while enhancing stakeholder trust, transparency, and long-term sustainability, positioning the Bank as a leader in responsible banking practices.	Not Applicable	Positive

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S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Regulatory compliance	Risk	Strict adherence to the RBI and SEBI regulations (and other applicable regulations and norms) mitigates compliance and legal risks while strengthening transparency, governance standards, and stakeholder confidence, enabling sustainable and responsible business operations.	Proactive regulatory monitoring, periodic compliance reviews, and timely policy updates ensure adherence to evolving laws, enabling effective risk mitigation and adaptive responses to regulatory changes.	Negative
3	Data security	Risk	Robust data protection and privacy measures mitigate risks related to data breaches, regulatory non-compliance, and reputational damage, while strengthening customer trust, ensuring regulatory adherence, and supporting secure and responsible digital operations.	Implementation of a robust information security framework, supported by advanced technologies, dedicated governance, and a defence-in-depth approach, enables proactive threat mitigation, regulatory compliance, and continuous strengthening of data protection and cybersecurity resilience.	Negative
4	Customer privacy	Risk	Respecting customer privacy mitigates risks related to data misuse, regulatory non-compliance, and loss of trust, while reinforcing ethical conduct, customer confidence, and the Bank's credibility in a highly sensitive banking ecosystem.	Clear customer privacy policies, transparent communication, and strict adherence to regulatory guidelines ensure informed consent, data protection, and proactive mitigation of privacy risks while strengthening trust and compliance.	Negative

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)
5	Product innovation	Opportunity	Focusing on innovation enables differentiation and value creation for customers, while addressing evolving needs and enhancing competitiveness, thereby driving growth opportunities, customer satisfaction, and long-term sustainability.	Not Applicable	Positive
6	Customer centricity and experience	Opportunity	Prioritising customer centricity strengthens trust and loyalty, reduces service-related risks, and enhances satisfaction by continuously improving customer journeys, thereby driving long-term value creation and sustainable competitive advantage.	Not Applicable	Positive
7	Financial performance, strength and stability	Opportunity	Maintaining a granular, high-quality portfolio mitigates concentration and credit risks, reduces NPAs, and enhances financial resilience, while supporting sustainable growth, asset quality, and long-term performance through prudent underwriting and customer-focused offerings.	Not Applicable	Positive

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S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
8	Community well-being	Opportunity	Creating meaningful social impact through CSR initiatives strengthens community relationships, mitigates social risks, and enhances the Bank's reputation while contributing to inclusive and sustainable development.	Not Applicable	Positive
9	Responsible sales and marketing	Opportunity	Maintaining transparency in customer dealings mitigates risks of mis-selling, regulatory non-compliance, and reputational harm, while strengthening customer trust, fairness, and long-term relationships aligned with responsible banking practices.	Not Applicable	Positive
10	Responsible finance	Opportunity	Exploring sustainable financing opportunities enables the Bank to support environmental and social impact, mitigate ESG-related risks, align with regulatory expectations, and create long-term value through responsible lending and portfolio diversification.	Not Applicable	Positive

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)
11	Financial inclusion and credit access	Opportunity	Enhancing credit access, particularly in rural segments, supports inclusive socioeconomic development, mitigates financial exclusion risks, and creates long-term growth opportunities while aligning with national priorities and strengthening the Bank's diversified portfolio.	Not Applicable	Positive
12	Risk management	Risk	Operating in a dynamic environment with evolving regulations, customer expectations, and market trends requires agility and continuous adaptation, enabling the Bank to mitigate emerging risks while leveraging opportunities for innovation, growth, and enhanced customer engagement.	A robust risk management framework enables the Bank to identify, assess, and mitigate risks arising from external factors, enhancing resilience, safeguarding operations, and supporting sustainable business continuity in a dynamic environment.	Negative
13	Learning and development	Opportunity	Focusing on employee development enables the Bank to build a skilled and future-ready workforce, mitigate talent and capability gaps, and enhance productivity, adaptability, and long-term organizational performance in a dynamic business environment.	Not Applicable	Positive

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S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
14	Employee wellness	Opportunity	Prioritising employee well-being mitigates risks related to productivity, engagement, and health, while fostering a supportive work environment, enhancing morale, and enabling sustainable performance and long-term organisational success.	Not Applicable	Positive
15	Climate action, climate risk management, and decarbonization	Risk + Opportunity	Recognising climate risks enables proactive mitigation of physical and transition impacts, safeguarding asset quality and operations while aligning with regulatory expectations and supporting the Bank's transition to a low-carbon, resilient economy.	Conducting stress testing for physical risks and maintaining controls for transition risks helps identify and mitigate climate-related risks, strengthens resilience, ensures regulatory preparedness, and supports informed decision-making for long-term sustainability.	Positive
16	Emissions and environmental footprint management	Risk + Opportunity	Recognising its role in enabling a green transition, the Bank mitigates environmental risks and supports operational sustainability by striving to reduce and manage footprint across emissions, water, and waste.	Baselining and disclosing environmental impacts enhances transparency and regulatory readiness, while efforts to decarbonize the lending portfolio mitigate climate-related risks and create opportunities for sustainable finance and long-term value creation.	Positive

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)
17	Transparency, disclosures and stakeholder communications	Opportunity	Regular stakeholder engagement and alignment with disclosure standards mitigate transparency and compliance risks, while strengthening accountability, trust, and informed decision-making, supporting responsible governance and long-term stakeholder relationships.	Not Applicable	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	Links of applicable policies, if available, are provided on the website of the Bank and in Section C – Principle Wise Performance Disclosure. In addition to this, there are certain policies for employees which are available on the internal portal of the Bank (iConnect).								
2. Whether the entity has translated the policy into procedures.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners?	No	No	No	No	No	No	No	No	No
4. Name of the national and international codes/ certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 26000	-	ISO 26000	-	UNGC Principles	ISO 14001 ISO 45001 IGBC LEED UNGC Principles PCAF Standards GHG Protocol	-	-	ISO 27001 PCI and DSS Standards

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Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Refer section on 'ESG Targets and Progress' of the Integrated Report for FY 2025-26.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Refer section on 'ESG Targets and Progress' of the Integrated Report for FY 2025-26.								
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements.	The message from the MD & CEO of the Bank (who also chairs the CSR and ESG Committee of the Board) covering aspects of ESG has been placed in the Integrated Report.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	Periodic review and implementation of policies, strategies, programmes, initiatives, reporting, disclosures and such other matters related to ESG, is a part of the Terms of Reference of the CSR & ESG Committee (CEC) of the Board.								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues?	Yes. The CSR & ESG Committee of the Board.								

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	Committee of the Board									Annually/ Whenever amendments are necessary in view of regulatory changes or otherwise								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Committee of the Board									Annually/ Whenever amendments are necessary in view of regulatory changes or otherwise								

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? If yes, provide name of the agency.

P1	P2	P3	P4	P5	P6	P7	P8	P9
Y	N	N	N	N	N	N	N	Y

Code of Conduct and Privacy Policy of the Bank are externally assured by TUV India Private Limited. All other Policies of the Bank are evaluated internally.

The effective implementation of relevant policies rests with the respective Business Heads of various Departments. The Bank's Internal Audit evaluates departmental compliance with applicable policies as part of its mandate. Additionally, the Compliance Department monitors adherence to policies mandated by the Reserve Bank of India (RBI), ensuring robust governance and regulatory alignment.

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business	N.A.								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles	N.A.								
The entity does not have the financial or/human and technical resources available for the task	N.A.								
It is planned to be done in the next financial year	N.A.								

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

ESSENTIAL INDICATORS

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

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	4	**Topics covered:** The trainings focused on governance and oversight, risk management, enhancing Board effectiveness, strategic leadership, and understanding emerging macroeconomic developments and their potential implications for businesses, industries and the broader economic environment. **NGRBC Principle(s) covered:** 1 and 4 **Impact:** The trainings strengthened capabilities in cybersecurity, credit risk and future-ready governance, while enhancing the Board's understanding of evolving macroeconomic developments and associated business implications.	100%
Key Managerial Personnel	20	**Topics covered:** The trainings covered governance, ethics and compliance, customer centricity, employee capability building and responsible technology use including AI. **NGRBC Principle(s) covered:** 1, 3 and 9 **Impact:** The trainings strengthened regulatory awareness, risk management, ethical conduct, and digital readiness, enhancing decision-making, customer protection, and overall organisational effectiveness.	100%

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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
Employees other than BoD and KMPs	Classroom – 1,328 E Learning – 5,343	**Topics covered:** The trainings covered governance, ethics, and regulatory compliance, employee well-being and inclusion including prevention of sexual harassment (POSH), human rights, mandatory module on ESG, customer protection and financial integrity, and risk management across operations and cybersecurity. **NGRBC Principle(s) covered:** 1, 3, 5, 6 and 9 **Impact:** The trainings enhanced awareness on fraud prevention, data security, business continuity, and responsible conduct, strengthening organisational resilience and compliance culture.	99.50%

Note: The MD & CEO and the Executive Director of the Bank, who are also Key Managerial Personnel (KMP) as per the provisions of Companies Act, 2013, have been considered under Board of Directors.

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:**

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred?
Penalty/ Fine	P9	RBI	10,000/-	RBI has imposed a penalty of ₹10,000 on December 11, 2025 relating to incognito visit done by them at the Noida Sector 16 Branch on November 13, 2025. During the visit, it was observed that the branch did not provide the facility for exchanging mutilated notes. The Branch staff have since been sensitized and disciplinary action have been initiated for the employees concerned. The Bank has also examined the incidents and taken necessary actions to avoid recurrence of the same in the future.	No

Monetary					
	NGRBC Principle	**Name of the regulatory/ enforcement agencies/ judicial institutions**	**Amount (In ₹)**	**Brief of the Case**	**Has an appeal been preferred?**
Penalty/ Fine	P9	RBI	5000/-	RBI imposed a penalty of ₹5,000 on October 15, 2025 for non-compliance with the requirement to prominently display security features at the Panipat (Haryana) Branch on September 19, 2025. The Branch staff have since been sensitized and disciplinary action have been initiated for the employees concerned. The Bank has also examined the incidents and taken necessary actions to avoid recurrence of the same in the future.	No
Settlement	NIL	N.A.	NIL	N.A.	N.A.
Compounding fee	NIL	N.A.	NIL	N.A.	N.A.

Non-Monetary				
	NGRBC Principle	**Name of the regulatory/ enforcement agencies/ judicial institutions**	**Brief of the Case**	**Has an appeal been preferred?**
Imprisonment	NIL	N.A.	N.A.	N.A.
Punishment	NIL	N.A.	N.A.	N.A.

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	N.A.

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

Yes, the Bank has a robust framework addressing anti-corruption and anti-bribery principles. These principles are embedded across three key publicly available policies:

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i. Code of Conduct for Board of Directors & Senior Management Personnel (SMP)

The Bank is firmly committed to maintaining the highest standards of ethical business conduct. This Code of Conduct requires all Directors and Senior Management Personnel (SMP) to comply with applicable laws, rules, regulations, and internal procedures in the discharge of their responsibilities.

Under this Code, Directors and SMP are expected to uphold the highest levels of integrity, honesty, and ethical behaviour in all professional interactions. This obligation applies not only within the Bank's premises but also at offsite locations, business engagements, and any situation where they represent the Bank.

The Policy clearly reinforces a zero-tolerance approach towards bribery, corruption, and unethical practices.

The Code of Conduct for Board of Directors & SMP is available on the Bank's website at:

https://www.idfcfirstbank.com/content/dam/idfcfirstbank/pdf/corporate-governance/Code-of-Conduct-for-Directors-Senior-Management--Personnel.pdf

ii. Code of Conduct for Employees

Aligned with the principles of the UN Global Compact and the Bank's core values, this Policy establishes standards of conduct across key areas including human rights, labour practices, environmental responsibility, and anti-corruption.

The Code of Conduct for Employees outlines expected behaviours and ethical standards to ensure responsible business conduct and a fair, respectful, and transparent work environment. It applies to all permanent employees and provides guidance on avoiding conflicts of interest, preventing bribery and corruption, and adhering to ethical practices in all business dealings.

The Code of Conduct for Employees is available on the Bank's website at:

https://www.idfcfirstbank.com/investors/corporate-governance/code-of-conduct

iii. Whistle Blower Policy

The Bank's Whistle Blower mechanism enables reporting of concerns directly to the Chief Vigilance Officer and, in exceptional cases, to the Chairman of the Audit Committee, as outlined in the Whistle Blower Policy. While the mechanism is not operated by an independent third party, the Bank allows anonymous disclosures on an exception basis when supported by credible and specific information.

The Bank maintains a strict zerotolerance stance against retaliation and prohibits any form of discrimination, harassment, or victimization of Whistle Blowers. To enhance awareness, the Bank conducts mandatory Whistle Blower/Vigilance training for all employees and issues regular internal communications ("Speak Up, Don't Hesitate") to encourage responsible reporting.

The Whistle Blower Policy is available on Bank's website at:

https://www.idfcfirst.bank.in/content/dam/idfcfirstbank/pdf/corporate-governance/IDFC-FIRST-Bank-Whistle-Blower-Policy.pdf

In summary, the Bank has a comprehensive governance framework that integrates anti-corruption and anti-bribery principles through its Codes of Conduct and Whistle Blower Policy, demonstrating a strong commitment to ethical and transparent business practices.

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

	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL

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

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

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

NIL

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

	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Number of days of accounts payables	0.70	0.96

Note: An independent assurance has been carried out by SGS India Private Limited on Question 8 for FY 2025-26.

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 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	N.A.	N.A.
	b. Number of trading houses where purchases are made from	N.A.	N.A.
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	N.A.	N.A.

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Parameter	Metrics	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	N.A.	N.A.
	b. Number of dealers / distributors to whom sales are made	N.A.	N.A.
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	N.A.	N.A.
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	N.A.	N.A.
	b. Sales (Sales to related parties / Total Sales)	N.A.	N.A.
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.01%	0.01%
	d. Investments (Investments in related parties / Total Investments made)	0.97%	0.43%

Note: An independent assurance has been carried out by SGS India Private Limited on Question 9 for FY 2025-26.

LEADERSHIP INDICATORS

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

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

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

Yes, the Bank has established robust processes to identify, avoid, and manage conflicts of interest involving members of the Board.

i. **Code of Conduct for Board of Directors & Senior Management Personnel (SMP)**

The Bank has implemented a comprehensive Code of Conduct applicable to all Board members and Senior Management Personnel (SMP). All Directors and SMP are required to strictly adhere to the provisions of this Code. Under this framework:

- Directors and SMP are required to avoid situations that may give rise to conflicts of interest with the Bank.

- A conflict of interest is defined as any situation where an individual's personal interests may conflict, or appear to conflict, with the interests of the Bank.
- In cases where a conflict exists or may potentially arise, individuals are required to promptly disclose the same, ensuring transparency and appropriate oversight.

This Code establishes clear expectations for ethical decision-making and reinforces accountability at the highest levels of governance.

The Code of Conduct for Board of Directors & SMP is available on the Bank's website at:

https://www.idfcfirst.bank.in/content/dam/idfcfirstbank/pdf/corporate-governance/Code-of-Conduct-for-Directors-Senior-Management--Personnel.pdf

ii. Policy on Related Party Transactions (RPT)

To further strengthen governance and manage conflict of interest risks, the Bank has instituted a Policy on Related Party Transactions. The key objectives and features of this Policy include:

- Ensuring timely identification, review, approval, disclosure, and reporting of all related party transactions involving the Bank and/or its subsidiaries.
- Ensuring that such transactions are conducted on an arm's length basis and in a transparent manner, in compliance with applicable laws and regulations.
- Providing a structured framework to prevent and manage potential conflicts of interest, including in scenarios where the Bank may not be a direct party to the transaction.
- Defining materiality thresholds and outlining procedures for appropriate governance and oversight of such transactions.

This Policy plays a critical role in maintaining fairness, transparency, and integrity in all dealings involving related parties.

The Policy on Related Party Transactions is available on the Bank's website at:

https://www.idfcfirst.bank.in/content/dam/idfcfirstbank/pdf/corporate-governance/Policy-on-Related--Party-Transactions.pdf

In summary, the Bank has a well-defined governance framework comprising the Code of Conduct and the Related Party Transactions Policy, which together ensure effective identification, disclosure, and management of conflicts of interest involving Board members and senior leadership.

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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.**

<table>
<tr><th></th><th>Current Financial Year</th><th>Previous Financial Year</th><th>Details of improvements in environmental and social impacts</th></tr>
<tr><td>R&D</td><td>N.A.</td><td>N.A.</td><td rowspan="2">Since the Bank is not engaged in manufacturing or direct production activities, this parameter is not considered materially applicable. However, the Bank actively recognizes its environmental responsibilities and has undertaken several initiatives to minimize its environmental footprint and promote sustainable practices:

i. Digital Transformation and Paper Reduction
The Bank has accelerated its digital transformation across various business processes and customer offerings. By promoting the use of mobile and internet banking, the Bank has significantly reduced reliance on physical documentation, thereby minimizing paper consumption and associated environmental impact.

ii. Green Building Initiatives
The Bank has taken steps to enhance the environmental performance of its infrastructure by obtaining green building certifications (such as IGBC and LEED) for its large office premises. These certifications reflect adherence to globally recognized standards in energy efficiency, water conservation, and sustainable building practices.

iii. Climate and Environmental Commitments
The Bank is committed to integrating sustainability into its operations and strategy, with a focus on:
• Decarbonizing its operations and portfolio
• Protecting and restoring water resources
• Safeguarding biodiversity and ecosystem services
• Enhancing the quality of life of communities</td></tr>
<tr><td>Capex</td><td>N.A.</td><td>N.A.</td></tr>
</table>

2. a. **Does the entity have procedures in place for sustainable sourcing?**

Yes. Wherever feasible, the Bank integrates sustainability considerations into its sourcing and procurement practices. In the procurement of equipment and materials, the Bank endeavours to prioritise energy-efficient solutions, lighting systems and air-conditioning units, in line with recognised efficiency standards.

In FY 2025-26, the Bank added 3 offices and 50 branches under green certification, taking the overall green footprint to 1.4 million sq. ft. or 36% of the Bank's carpet area. These certifications reflect the Bank's continued focus on incorporating sustainable design principles, including energy efficiency, water conservation, responsible material selection and improved indoor environmental quality across its premises. In line with these frameworks, the Bank uses GreenPro certified materials such as plywood, laminates, flooring tiles, false ceiling tiles, paints, adhesives and finishes wherever feasible.

In addition, the Bank promotes resource efficiency through digitisation initiatives that reduce reliance on paper-intensive processes. Increased adoption of digital platforms for customer onboarding, servicing and internal workflows has contributed to lower paper consumption, complemented by the use of recycled paper in operations where physical documentation remains necessary.

These measures collectively support the Bank's commitment to responsible sourcing and environmentally sustainable operations.

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.**

Product	Process to safely reclaim the product
Undelivered debit cards, cheque books and welcome kit.	Due to the sensitive nature of certain banking instruments, such as cheque books and debit cards, these items are not recycled. These materials contain confidential customer information and therefore require secure handling and disposal to prevent any risk of data compromise. **Disposal and Destruction Process:** • The Bank adheres to stringent destruction protocols for such items, as defined under its Records Management Policy, ensuring secure, compliant, and systematic disposal. • After the prescribed cooling period, all undelivered Welcome Kits, Debit Cards, and Cheque Books are systematically identified for disposal. • These items are then handed over to an authorized third-party vendor for secure physical destruction, ensuring: o Complete elimination of sensitive information o Compliance with data security and confidentiality requirements o Adherence to applicable regulatory and risk management standards

Note: As a financial services provider, the Bank generates relatively low levels of waste and has implemented several measures to further minimise its environmental footprint. Through digitisation and automation, the Bank has enabled paperless processes, significantly reducing reliance on physical documentation. Initiatives such as e-statements, e-receipts, and digital customer communications have helped lower paper consumption and procurement. Additionally, the Bank has empanelled certified vendors for the responsible management and disposal of e-waste in compliance with applicable environmental standards, ensuring a structured and sustainable approach to waste management.

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.**

No. EPR is not applicable to the Bank.

Business Responsibility & Sustainability Report 2025-26 (Contd.)

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.
No. Product life cycle assessment is not applicable to the Bank.					

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
N.A.		

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 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
N.A.		

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 2025-26 (Current Financial Year)			FY 2024-25 (Previous Financial Year)		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
E-waste	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Hazardous waste	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Other waste	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

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
N.A.	

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

ESSENTIAL INDICATORS

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number E	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	34,763	34,763	100%	34,763	100%	-	-	34,763	100%	-	-
Female	7,427	7,427	100%	7,427	100%	7,427	100%	-	-	7,427	100%
Total	**42,190**	**42,190**	**100%**	**42,190**	**100%**	**7,427**	**100%**	**34,763**	**100%**	**7,427**	**100%**
Other than Permanent employees											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

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

c. Spending on measures towards well-being of employees in the following format:

	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Cost incurred on well-being measures as a % of total revenue of the company	0.49%	0.46%*

Note: An independent assurance has been carried out by SGS India Private Limited on Question 1 (c) for FY 2025-26.

** The FY 2024-25 figure has been revised following the updated classification of employee well-being components.*

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

Benefits	FY 2025-26 (Current Financial Year)		FY 2024-25 (Previous Financial Year)	
	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	Yes	100%	Yes
Gratuity	100%	Yes	100%	Yes
ESI	N.A.	N.A.	N.A.	N.A.
Others – please specify	N.A.	N.A.	N.A.	N.A.

3. Accessibility of workplaces

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

Yes, the Bank is committed to ensuring accessibility across its workplaces in line with the Rights of Persons with Disabilities Act, 2016.

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The Bank has undertaken measures to improve accessibility at its premises, including the provision of wheelchair ramps at IDFC FIRST Bank Tower (Corporate Head Office) and at a majority of its branches, wherever feasible, to support elderly and Persons With Disabilities (PWD). Further, the Bank continues to enhance accessibility standards by working towards the integration of best-in-class accessibility features across its offices and customer touchpoints, thereby fostering an inclusive and enabling environment for all.

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

Yes, the Bank has an Equal Opportunity and Diversity Guidelines Policy in line with the requirements of the Rights of Persons with Disabilities Act, 2016.

The Bank is committed to upholding the principles of equal opportunity across all stages of the employee lifecycle. It strives to foster an inclusive, innovative, and integrated work environment where all employees are provided equal opportunities to grow and realise their full potential, irrespective of disability, race, gender, marital status, sexual orientation, political opinion, religion, beliefs, or ethnic and national origin.

The Equal Opportunity and Diversity Guidelines Policy is publicly available at:

https://www.idfcfirstbank.com/content/dam/idfcfirstbank/pdf/69-Equal-Opportunity-and-Diversity-Guidelines-Policy-V-19-1.pdf

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

Gender	Permanent employees	
	Return to work rate	Retention rate
Male	100.00%	72.98%
Female	98.63%	56.46%
Total	**99.77%**	**70.50%**

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employees	Yes, the Bank has a structured grievance redressal mechanism in place to address employee concerns in a timely and fair manner. Grievances are typically resolved at the earliest possible stage, with the reporting manager acting as the first point of contact. In cases where the grievance involves the reporting manager, employees may escalate the matter to their skip-level manager. If employees are not comfortable approaching business managers, they have the option to connect with their respective HR Managers. For more serious concerns, employees can lodge formal complaints through a dedicated email channel at IHaveaGrievance@idfcfirstbank.com, with appropriate confidentiality maintained throughout the process. If the issue remains unresolved or the employee is dissatisfied with the outcome, the matter is further escalated to the Head – Employee Relations to ensure impartial review and resolution.

	Yes/No (If Yes, then give details of the mechanism in brief)
Other than Permanent Employees	Contractual staff are engaged through the Bank's vendors and remain on the payroll of their respective employers. While most grievances of contractual employees are addressed and resolved by these employers in accordance with applicable policies and terms of employment, the Bank endeavours to facilitate resolution of concerns at the workplace. This is supported, where required, by the relevant business teams and the HR function on a need basis, ensuring a fair and responsive approach to grievance handling.

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

Category	FY 2025-26 (Current Financial Year)			FY 2024-25 (Previous Financial Year)		
	Total employees in respective category (A)	No. of employees in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees in respective category (C)	No. of employees in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	NIL					
Male						
Female						

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

Category	FY 2025-26 (Current Financial Year)					FY 2024-25 (Previous Financial Year)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	35,128	23,661	67.36%	34,976	99.57%	34,763	31,914	91.80%	34,572	99.45%
Female	7,931	5,080	64.05%	7,894	99.53%	7,427	6,872	92.53%	7,393	99.54%
Total	**43,059**	**28,741**	**66.75%**	**42,870**	**99.56%**	**42,190**	**38,786**	**91.93%**	**41,965**	**99.47%**

Note: The Bank provides health & safety and skill upgradation training opportunities to 100% of its employees. The percentages reported in the table above represent the actual completion rates for these training programmes during the reporting period. To drive timely completion, the Bank undertakes proactive measures, including periodic email reminders and system-driven follow-ups.

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

Category	FY 2025-26 (Current Financial Year)			FY 2024-25 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	35,128	32,027	91.17%	34,763	33,179	95.44%
Female	7,931	7,139	90.01%	7,427	6,970	93.84%
Total	**43,059**	**39,166**	**90.96%**	**42,190**	**40,149**	**95.16%**

Note: Performance and career development reviews are carried out for 100% of eligible employees.

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10. Health and safety management system:

a.	Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?	Yes. All employees.
b.	What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	IDFC FIRST Bank Health & Safety Policy Synopsis available at: https://www.idfcfirstbank.com/content/dam/idfcfirstbank/pdf/Health-and-safety-policy.pdf
c.	Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)	Yes
d.	Do the employees of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	Yes

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

Safety Incident/Number	Category*	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
Total recordable work-related injuries	Employees	NIL	NIL
No. of fatalities	Employees	NIL	NIL
High consequence work-related injury or ill-health (excluding fatalities)	Employees	NIL	NIL

Note: An independent assurance has been carried out by SGS India Private Limited on Question 11 for FY 2025-26.

**Including in the contract workforce*

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

The Bank is committed to ensuring the overall health, safety, and well-being of its employees through a range of structured initiatives and support systems. Employees are covered under group insurance benefits, and the Bank promotes a culture of wellness through initiatives such as monthly wellness diaries, webinars, and dedicated wellness weeks. To support holistic well-being, the Bank provides 24x7 online doctor consultations, medical emergency services, and medical room facilities at larger offices.

Additionally, the Bank's *Reach Out* initiative—an Employee Assistance Programme (EAP) delivered through '1to1help'—offers confidential counselling and support, free of cost to the employees, supplemented by awareness sessions, leadership engagements, and access to mental health resources such as articles, self-assessments, and videos.

The Bank also places strong emphasis on occupational health and safety. It celebrated National Safety Week in March 2026 through various engagement activities including workshops, quizzes, and training on safety, carbon footprint, and waste management.

Robust emergency preparedness measures are in place, with designated Emergency Handling Teams at each location and mandatory fire evacuation drills conducted every six months involving both employees and contractual staff. Further, 15 of the Bank's large offices are ISO 14001 and ISO 45001 certified, reflecting adherence to internationally recognized standards for environmental management and occupational health and safety.

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

	FY 2025-26 (Current Financial Year)			FY 2024-25 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	NIL	NIL	NIL	NIL	NIL	NIL
Health & 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	NIL
Working Conditions	NIL

Note: The Bank is committed to maintaining the highest standards of compliance with all applicable statutory requirements related to health, safety, and workplace well-being across its operations. Through this commitment, the Bank ensures alignment with regulatory expectations and industry best practices, while fostering a safe, secure, and healthy work environment for its employees and associated workforce.

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.

NIL

LEADERSHIP INDICATORS

1. Does the entity extend any life insurance or any compensatory package in the event of death of employees (Y/N).

Yes, the Bank extends life insurance coverage to its employees.

All permanent employees are covered under a group life insurance policy, which provides financial support and a compensatory benefit to the nominee(s) in the event of an employee's unfortunate demise, thereby ensuring financial security for their dependents.

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

The Bank is committed to maintaining the highest standards of compliance with all applicable statutory requirements, and expects similar adherence from its value chain partners. To ensure that statutory dues are duly deducted and deposited by partners, particularly manpower service providers, the Bank has established oversight mechanisms including periodic compliance reviews and audits. These processes help verify adherence to relevant regulatory requirements and contractual obligations, thereby promoting accountability, transparency, and responsible practices across the value chain.

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

	Total no. of affected employees		No. of employees that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Employees	NIL	NIL	NIL	NIL

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

Yes, the Bank provides structured transition support to facilitate continuity and effective management of career transitions.

The Bank recognizes that providing advance notice enables employees, clients, and stakeholders to plan and manage transitions in an orderly manner. Accordingly, a formal notice period is applicable to all employees, which ensures adequate time for knowledge transfer and smooth handover of responsibilities, thereby minimizing disruption to business operations and client relationships. This structured approach supports both organizational continuity and employees' transition planning at the time of separation.

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	NIL
Working Conditions	NIL

Note: The Bank is committed to maintaining the highest standards of compliance with all applicable statutory requirements and regulatory obligations across its operations. In line with this commitment, it also expects its value chain partners to adhere to relevant laws and regulatory norms, ensuring a consistent and responsible approach to compliance throughout the extended value chain.

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.**

NIL

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.**

The Bank's stakeholders are identified basis industry benchmarking and internal assessments.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	E-mails Intranet portal HR Helpdesk Induction Programmes Town halls Reward & Recognition programmes Leadership meetings Employee Engagement initiatives Managerial Effectiveness Surveys	Continuous engagement/ Annually/ Quarterly	Employee Training Learning and Development Wellness Programmes Compensation and Rewards Performance Reviews Career Growth and Development Grievance Redressal
Regulators	No	E-mail/ Letter/ telecom/ meetings/ reporting through designated portal	Continuous engagement/ Annually/ Quarterly/ Whenever necessary in view of regulatory changes or otherwise	Submission of requisite data/information/ returns, seeking approvals/ clarifications, inspection, etc.
Communities & NGOs	Yes	Regular meetings Focus group discussions Regular capacity building programmes Project monitoring and reviews	Continuous engagement/ Annual performance review	Training and inclusive growth, financial literacy, sustainable growth and community development across engagement themes, such as education, livelihoods, and entrepreneurship.
Customers	Yes#	Digital – E-mail, Website, Social Media, Mobile App, SMS Others – Branch, Calls, Advertisement, Notice Board	Continuous engagement	Customer Needs Customer Experience Product Features & Benefits Customer Feedback
Investors (Shareholders & Bondholders)	No	E-mails/ Letters/ Media/ Meetings/ Website/ Stock exchange announcements/ Earnings call/ Newspaper announcements and Annual Reports	Continuous engagement/ Annually/ Quarterly	Regulatory announcements and disclosures, press releases, update on corporate actions
Value Chain Partners	No	E-mail/ Letter/ Telecom/ Meetings/ Calls/ Dedicated Procurement Portal	Continuous engagement/ Annual performance review	Supplier onboarding and payments, payments, reviews, inspection, clarification etc.

 # The Bank has identified women, persons with disabilities, children, youth, farmers, and dairy farmers as its key disadvantaged, vulnerable, and marginalised stakeholder groups. This identification enables the Bank to design and implement targeted initiatives and interventions aimed at promoting inclusion, improving access to opportunities, and supporting the socio-economic well-being of these segments.

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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 has established structured processes to ensure regular consultation with key stakeholders on economic, environmental, and social matters, with appropriate mechanisms for escalation and reporting to the Board.

   Stakeholder Engagement and Board Oversight:

   i. **Regulators (e.g., RBI):** Senior Management engages with the RBI through periodic meetings and consultations on various banking and regulatory matters. Key outcomes and insights from these interactions are consolidated and presented to the Board on a quarterly basis.

   ii. **Communities and NGOs:** The Bank collaborates with communities and non-governmental organizations (NGOs) on project planning, implementation, reviews, and ideation through regular engagements. Updates on key discussions and initiatives are shared with the Board quarterly, ensuring oversight on social impact initiatives.

   iii. **Customers:** The Bank maintains continuous engagement with customers through digital channels such as video conferencing, customer care platforms, satisfaction and loyalty surveys, and social media. Feedback gathered is used to enhance products, services, and customer experience, with material insights informing management and Board-level discussions where relevant.

   iv. **Investors and Shareholders:** Engagement with investors takes place through earnings calls, Annual General Meetings (AGMs), quarterly investor calls, and key corporate actions such as fund-raising. Multiple communication channels—including emails, websites, stock exchange filings, advertisements, and annual reports—are used to ensure transparency. Dedicated toll-free numbers, email IDs, and social media platforms are also available for investor feedback and grievance redressal, which are reviewed and escalated internally as required.

   v. **Suppliers and Value Chain Partners:** Business Units engage with suppliers based on operational requirements. These interactions facilitate alignment on expectations, including compliance, performance, and responsible business practices.

   In summary, across all stakeholder engagements, environmental, social, and governance (ESG) considerations are discussed, where relevant. Feedback and key insights from these consultations are systematically consolidated by Senior Management and periodically reported to the Board, enabling informed decision-making and effective governance.

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

   Yes, stakeholder consultation is actively used to support the identification and management of environmental and social (E&S) topics.

   The Bank regularly engages with key stakeholders and systematically incorporates their inputs into its policies, processes, and initiatives. For instance, feedback received from employees through internal platforms and engagement mechanisms is translated into actionable ESG initiatives, particularly in areas such as employee well-being, diversity and inclusion, and environmental sustainability practices.

Similarly, guidance and directions from regulatory authorities, especially the RBI, are instrumental in strengthening and refining the Bank's ESG-related policies, governance frameworks, and compliance mechanisms. Overall, insights derived from stakeholder interactions are embedded into strategic planning and operational improvements, ensuring that the Bank's approach to environmental and social issues remains responsive, relevant, and aligned with evolving stakeholder expectations and regulatory requirements.

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

IDFC FIRST Bank's Social Good initiatives under its FIRST Impact division are focused on bridging critical service gaps for vulnerable and underserved communities. Key programs include the Aftercare Livelihood Program, implemented with Catalyst for Social Action, which supports youth aged 16–27 transitioning out of Child Care Institutions through education, vocational training, and job readiness; and Ek Prayas, an early intervention initiative that has benefited 611 children with disabilities.

The Bank has also advanced inclusive education by providing scholarships to 322 engineering students, 1,044 MBA students, and 127 economics scholars. Through Shwetdhara, it has strengthened rural livelihoods by supporting 57,475 dairy farmers, while its innovation efforts have enabled 50 startups across HealthTech, ClimateTech, and AI for Social Good.

Complementing these efforts, the Lend-a-Shoulder volunteering program has driven strong employee engagement, with 15,558 employees contributing 21,575 hours and positively impacting 128,372 individuals across education, healthcare, skilling, and environmental initiatives.

PRINCIPLE 5: Businesses should respect and promote human rights

ESSENTIAL INDICATORS

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

Category	FY 2025-26 (Current Financial Year)			FY 2024-25 (Previous Financial Year)		
	Total (A)	No. of employees covered (B)	% (B / A)	Total (A)	No. of employees covered (B)	% (B / A)
Employees						
Permanent	43,059	43,059	100%	42,190	42,190	100%
Other than Permanent	-	-	-	-	-	-
Total Employees	**43,059**	**43,059**	**100%**	**42,190**	**42,190**	**100%**

Note: While the Bank does not engage in any activities that directly pose a risk to human rights within or around its operations, it remains fully committed to upholding and promoting human rights in line with applicable legal and regulatory requirements. This includes adherence to provisions related to minimum wages, prohibition of forced and child labour, ethical business conduct, and POSH.

The Bank also aligns its practices with internationally recognized frameworks, including the United Nations Universal Declaration of Human Rights and the International Labour Organization's Declaration on Fundamental Principles and Rights at Work. Further, the Bank reinforces its commitment through targeted employee training on key human rights aspects, such as POSH, as detailed in the table above.

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

Category	FY 2025-26 (Current Financial Year)					FY 2024-25 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent										
Male	35,128	NIL	0%	35,128	100%	34,763	NIL	0%	34,763	100%
Female	7,931	NIL	0%	7,931	100%	7,427	NIL	0%	7,427	100%

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)	9	₹0.67 crore	2	₹0.58 crore
Key Managerial Personnel	4	₹5.28 crore	NIL	NIL
Employees other than BoD and KMP	35,124	₹6.22 lakh	7,931	₹5.97 lakh

Note: The Salary of MD & CEO and Executive Director of the Bank, who are also Key Managerial Personnel (KMP) as per the provisions of Companies Act, 2013, have been considered under both categories.

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

	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Gross wages paid to females as % of total wages	16.19%	15.70%

Note: An independent assurance has been carried out by SGS India Private Limited on Question 3 (b) for FY 2025-26.

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 designated focal points to address human rights concerns.

Human Resources Business Partners (HRBPs) serve as the primary point of contact for identifying, addressing, and resolving human rights-related issues that may arise within the organization. In this capacity, HRBPs work closely with employees and management to ensure that concerns are handled in a timely, fair, and confidential manner, in line with the Bank's policies and applicable legal frameworks.

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

The Bank has established a structured and multi-tiered internal mechanism to address grievances related to human rights issues in a fair, timely, and confidential manner. Employee concerns are addressed as close to the point of origin as possible, with the reporting manager serving as the first point of contact. In cases where the grievance involves the reporting manager, employees may escalate the matter to their skip-level manager. Alternatively, employees can approach their respective HR Managers if they are uncomfortable engaging with business managers.

For serious concerns, employees may submit formal complaints via a dedicated email channel (IHaveaGrievance@idfcfirstbank.com), with appropriate confidentiality safeguards in place. If the matter remains unresolved or the employee is dissatisfied with the outcome, it is escalated to the Head – Employee Relations for further review and resolution. Employees also have the option to escalate concerns directly to senior leadership, including up to the Chief Human Resources Officer or the CEO, particularly in cases involving harassment, unethical conduct, or unacceptable workplace behaviour. Such issues are investigated by the relevant departments and, where necessary, at the highest levels of management.

Additionally, the Bank has implemented a Policy on Prevention, Prohibition and Redressal of Sexual Harassment at the Workplace, which reflects its zero-tolerance stance towards harassment, gender bias, or discrimination. The Policy establishes a formal framework for the prevention, prohibition, and redressal of sexual harassment complaints, thereby reinforcing the Bank's commitment to safeguarding human rights and ensuring a respectful and inclusive workplace.

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

	FY 2025-26 (Current Financial Year)			FY 2024-25 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	4	2	NIL	1	1	NIL
Discrimination at workplace	NIL	NIL	NIL	NIL	NIL	NIL
Child Labour	NIL	NIL	NIL	NIL	NIL	NIL
Forced Labour/Involuntary Labour	NIL	NIL	NIL	NIL	NIL	NIL
Wages	NIL	NIL	NIL	NIL	NIL	NIL
Other human rights related issues	NIL	NIL	NIL	NIL	NIL	NIL

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

	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	4	1
Complaints on POSH as a % of female employees	0.05%	0.01%
Complaints on POSH upheld	1	1

Note: An independent assurance has been carried out by SGS India Private Limited on Question 7 for FY 2025-26.

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

The Bank has established robust mechanisms to prevent any adverse consequences for complainants in cases of discrimination and harassment, ensuring a safe and supportive environment for reporting concerns. In line with the Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013, the Bank has constituted an Internal Committee (IC) to receive, investigate, and address complaints of sexual harassment in a fair, timely, and confidential manner.

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The Bank's Policy on Prevention, Prohibition and Redressal of Sexual Harassment at the Workplace reinforces a zero-tolerance approach towards any form of prejudice, gender bias, or harassment at the workplace, while explicitly safeguarding the rights and dignity of complainants throughout the inquiry process. Measures such as maintaining confidentiality, ensuring protection against retaliation, and conducting impartial investigations are integral to the Policy. Additionally, the Bank undertakes regular awareness and training programmes to educate employees on these protections and encourage reporting without fear.

More broadly, the Bank's policies and processes are designed and implemented in an inclusive and non-discriminatory manner, thereby upholding the rights of all employees, customers, and stakeholders and ensuring protection against any form of victimisation.

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

   Yes, in certain business agreements and contracts where relevant. While not uniformly embedded across all contracts, human rights considerations are reflected through the Bank's practices. For instance, enhanced due diligence is undertaken for lending above specific thresholds, and suppliers are expected to adhere to regulatory standards, including the prevention of child and forced labour. The Bank remains committed to upholding human rights, ethical conduct, and compliance with applicable labour and non-discrimination laws across its operations and partnerships.

10. **Assessments for the year:**

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

Note: The Bank is committed to upholding the highest standards of compliance with all applicable statutory requirements relating to child labour, forced labour, and workplace discrimination. It ensures that all employees are compensated above the prescribed minimum wages. Additionally, the Bank conducts targeted training programmes on key human rights aspects, including POSH. Further details on these initiatives are provided under Principle 5.

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.**

   No human rights grievances or complaints were received during FY 2025–26; accordingly, no business processes were modified or introduced in this regard.

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

The Bank has identified potential human rights risk areas across its operations and immediate value chain and has implemented appropriate safeguards and controls to ensure compliance with its Human Rights Policy and mitigate associated risks.

Key measures include employment contracts aligned with legal labour standards to prevent child, forced, or trafficked labour; an Equal Opportunity and Diversity Policy promoting a discrimination-free and inclusive workplace; an Internal Committee constituted under the POSH Act to address workplace harassment concerns; and a disciplinary framework to address misconduct, discrimination, or violations of the Code of Conduct. These measures serve as key safeguards for human rights compliance.

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

Yes, the Bank is committed to ensuring accessibility across its workplaces in line with the Rights of Persons with Disabilities Act, 2016.

The Bank has undertaken measures to improve accessibility at its premises, including the provision of wheelchair ramps at IDFC FIRST Bank Tower and at a majority of its branches, wherever feasible, to support elderly and Persons With Disabilities (PWD). Further, the Bank continues to enhance accessibility standards by working towards the integration of best-in-class accessibility features across its offices and customer touchpoints, thereby fostering an inclusive and enabling environment for all.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	25%
Discrimination at workplace	25%
Child Labour	25%
Forced Labour/Involuntary Labour	25%
Wages	25%
Others – please specify	N.A.

Note: The Bank is committed to upholding high standards of compliance and expects its value chain partners to adhere to applicable regulatory and ethical requirements. In line with SEBI's BRSR framework, top value chain partners are identified as those contributing 2% or more to total annual purchases or sales. Accordingly, the Bank has covered 25% of these identified partners (by value of business) through its assessment process, which included sharing detailed questionnaires on key human rights and labour parameters such as sexual harassment, workplace discrimination, child labour, forced/involuntary labour, and wages. Of these, approximately 60% of suppliers participated in the assessment. The approach remains risk-based and aligned with the Bank's ESG and responsible sourcing practices, with ongoing efforts to enhance participation, coverage, and monitoring.

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

No significant risks or concerns were identified during the reporting period; accordingly, no corrective actions were required or undertaken.

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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 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	15,085.73	6,856.68
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	**15,085.73**	**6,856.68**
From non-renewable sources		
Total electricity consumption (D)	2,04,265.00	2,09,242.96
Total fuel consumption (E)	5,988.54	4,001.05
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	**2,10,253.54**	**2,13,244.00**
Total energy consumed (A+B+C+D+E+F)	**2,25,339.27**	**2,20,100.68**
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	4.65	5.06
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	9.47	11.33
Energy intensity in terms of physical output	5.23	5.22
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? Yes. An independent assurance has been carried out by SGS India Private Limited on Question 1 for FY 2025-26.

 # The definition of physical output is taken from Industry Standards Note on BRSR Core available at NSE website.

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.**

N.A.

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

Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water (in kilolitres)	5,10,007.58	5,80,914.84
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)* (i + ii + iii + iv + v)	**5,10,007.58**	**5,80,914.84**
Total volume of water consumption (in kilolitres)	**2,83,337.54**	**1,37,208.30**
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	5.85	3.15
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	11.90	7.06
Water intensity in terms of physical output#	6.58	3.25
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? Yes. An independent assurance has been carried out by SGS India Private Limited on Question 3 for FY 2025-26.

** Based on the Industry Standards Note on BRSR Core available at NSE website, the estimated consumption is 45 litres per head per working day for offices. Accordingly, the total water withdrawal in FY 2025-26 has been calculated by multiplying the total number of employees by the stipulated 45 litres per head per working day. The total water consumption is then calculated using the formula: Total water consumption = Total water withdrawal - Total water discharge, aligned to the Guidance Note for BRSR format.*

 # The definition of physical output is taken from Industry Standards Note on BRSR Core available at NSE website. The Bank has considered only permanent employees for its FTE calculation.

4. Provide the following details related to water discharged:

Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-

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Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
(iii) To Seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties		
- No treatment	2,26,670.04	4,43,706.54
- With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged* (in kilolitres)	**2,26,670.04**	**4,43,706.54**

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? Yes. An independent assurance has been carried out by SGS India Private Limited on Question 4 for FY 2025-26.

** Based on the Consolidated Ministry of Jal Shakti (MoJS) Guidelines to Regulate and Control Ground Water Extraction in India [MoJS Notification dated 24.09.2020 with Amendment Notification dated 29.03.2023] published by the Central Ground Water Authority (CGWA), flushing water for offices (including canteen) is 20 litres per head/ day. Accordingly, the total water discharge in FY 2025-26 has been calculated by multiplying the total number of employees by the stipulated 20 litres per head per working day.*

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

Yes. Zero Liquid Discharge principles are implemented in select large offices, including the Corporate Head Office, through the installation of Sewage Treatment Plants (STPs). These systems ensure that wastewater is effectively treated and recycled for reuse, with no discharge into external sewerage systems. The Bank is also in the process of evaluating the expansion of such infrastructure to other large office locations to further strengthen its water management practices.

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

Parameter	Please specify unit	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
NOx	N.A.	N.A.	N.A.
SOx	N.A.	N.A.	N.A.
Particulate matter (PM)	N.A.	N.A.	N.A.
Persistent organic pollutants (POP)	N.A.	N.A.	N.A.
Volatile organic compounds (VOC)	N.A.	N.A.	N.A.
Hazardous air pollutants (HAP)	N.A.	N.A.	N.A.
Others – please specify	N.A.	N.A.	N.A.

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

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

<table>
<tr><th colspan="2">Parameter</th><th>Unit</th><th>FY 2025-26 (Current Financial Year)</th><th>FY 2024-25 (Previous Financial Year)</th></tr>
<tr><td rowspan="4">Total Scope 1 emissions* (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)</td><td>DG Sets</td><td>tCO_2e</td><td>444.33</td><td>296.87</td></tr>
<tr><td>Fire Extinguisher</td><td>tCO_2e</td><td>87.98</td><td>532.21</td></tr>
<tr><td>AC Gas Refilling</td><td>tCO_2e</td><td>8,575.46</td><td>18,588.09</td></tr>
<tr><td>Total Scope 1</td><td>tCO_2e</td><td>9,107.77</td><td>19,417.16</td></tr>
<tr><td colspan="2">Total Scope 2 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)</td><td>tCO_2e</td><td>40,285.63</td><td>42,284.12</td></tr>
<tr><td colspan="2">Total Scope 1 and Scope 2 emissions</td><td>tCO_2e</td><td>49,393.40</td><td>61,701.28</td></tr>
<tr><td colspan="2">Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)</td><td>tCO_2e/ ₹ Cr.</td><td>1.02</td><td>1.42</td></tr>
<tr><td colspan="2">Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)</td><td>tCO_2e/ USD mn.</td><td>2.07</td><td>3.18</td></tr>
<tr><td colspan="2">Total Scope 1 and Scope 2 emission intensity in terms of physical output#</td><td>tCO_2e/ ₹ Cr.</td><td>1.15</td><td>1.46</td></tr>
<tr><td colspan="2">Total Scope 1 and Scope 2 emission intensity (optional)– the relevant metric may be selected by the entity</td><td>-</td><td>-</td><td>-</td></tr>
</table>

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? Yes. An independent assurance has been carried out by SGS India Private Limited on Question 7 for FY 2025-26.

** In FY 2024-25, the total AMC charges from air conditioning was considered for estimating the fugitive emissions. For FY 2025-26, actual refrigerant refill quantities were obtained for 57 locations and then extrapolated across the remaining 1,432 locations (including offices, asset outlets, and branches) to improve accuracy.*

 # The definition of physical output is taken from Industry Standards Note on BRSR Core available at NSE website. The Bank has considered only permanent employees for its FTE calculation.

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

Yes. The Bank has voluntarily taken up an initiative to connect its large offices to the green power grid, thereby reducing its Scope 2 emissions.

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

Parameter		FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Total Waste generated* (in metric tonnes)			
Plastic waste **(A)**		2.89	2.35
E-waste **(B) (in metric tonnes)**		4.75	4.70
Bio-medical waste **(C)**		N.A.	N.A.
Construction and demolition waste **(D)**		N.A.	N.A.
Battery waste **(E) (in metric tonnes)**		126.24	99.46
Radioactive waste **(F)**		N.A.	N.A.
Other Hazardous waste. Please specify, if any. **(G)**		NIL	NIL
Other Non-hazardous waste generated **(H)**. Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	Metal Waste	0.98	7.46
	Dry Waste	333.11	422.61
	Wet Waste	191.99	263.22
	Total (H)	526.07	693.29
Total (A+B + C + D + E + F + G + H) (in metric tonnes)		**659.96**	**799.81**
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)		0.01	0.02
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)		0.03	0.04
Waste intensity in terms of physical output#		0.02	0.02
Waste intensity (optional) – the relevant metric may be selected by the entity		-	-
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 – (E-waste)		4.75	4.70
(ii) Re-used		-	-
(iii) Other recovery operations		-	-
Total		**4.75**	**4.70**
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)			
Category of waste			
(i) Incineration		-	-
(ii) Landfilling		-	-
(iii) Other disposal operations (in metric tonnes)		655.21	795.11
Total		**655.21**	**795.11**

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? Yes. An independent assurance has been carried out by SGS India Private Limited on Question 9 for FY 2025-26.

** The total waste generated in FY 2025-26 comprises plastic waste, e-waste, battery waste, and other non-hazardous waste (including metal, dry, and wet waste streams). For improved consistency and comparability, waste categories have been rationalized: paper and food waste reported in FY 2024-25 have been reclassified under dry and wet waste, respectively. Additionally, waste oil previously disclosed under other hazardous waste in FY 2024-25 has been recategorized as wet waste for both years, as it pertains to used cooking oil generated from cafeteria/canteen operations.*

 # The definition of physical output is taken from Industry Standards Note on BRSR Core available at NSE website. The Bank has considered only permanent employees for its FTE calculation.

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

The Bank has implemented measures to minimise waste generation across its operations. All e-waste is disposed of through empanelled, authorised recyclers, ensuring environmentally responsible processing. At larger offices, waste is segregated at source into wet and dry categories and handed over to authorised waste management agencies.

The Bank actively promotes digitisation and automation, reducing paper consumption through e-statements, e-receipts, and paperless processes. It has also taken steps to reduce the use of plastic by eliminating single-use plastic consumables and transitioning to reusable or sustainably sourced alternatives. These initiatives collectively support responsible waste management and resource efficiency.

11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

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.
The Bank does not have any operations or offices in or around ecologically sensitive areas.			

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
N.A.					

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

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

Note: The Bank complies with all applicable environmental laws, regulations, and guidelines in India. To address noise pollution, it deploys DG sets that are certified by the Central Pollution Control Board (CPCB) for lower emissions and are equipped with acoustic enclosures to maintain noise levels within 75 dB(A), thereby supporting a safe and sustainable work environment. Additionally, the Bank utilises high-efficiency UPS systems with energy transfer efficiency exceeding 95%, contributing to improved energy efficiency and reduced environmental impact.

LEADERSHIP INDICATORS

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

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

(i) Name of the area

(ii) Nature of operations

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

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

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

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

Parameter		Unit	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Total Scope 3 emissions# (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	Cat. 1	tCO_2e	368.47	428.69
	Cat. 6	tCO_2e	39,300.49	40,812.14
	Cat. 7	tCO_2e	1,335.63	1,440.12
	Total Scope 3	**tCO_2e**	**41,004.59**	**42,680.95**
Total Scope 3 emissions per rupee of turnover		**tCO_2e/ INR Cr.**	0.85	0.98
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		**tCO_2e/ USD mn.**	1.72	2.20

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

 # The total reported Scope 3 emissions include emissions from three categories as defined in the GHG Protocol, i.e., Purchased goods and services (Cat. 1) - Paper; Business travel (Cat. 6) - Air Travel and Local Conveyance; and Employee commuting (Cat. 7) - Work from Home and Shuttle Services.

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.**

   N.A.

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:**

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

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

   Yes. The Bank's Business Continuity Management (BCM) Disclosure document is available at:

   https://www.idfcfirst.bank.in/content/dam/idfcfirstbank/pdf/IDFC-FIRST-Bank-Limited-Business-Continuity-Management-Disclosure-Statement.pdf

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?**

   NIL

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

   NIL

Business Responsibility & Sustainability Report 2025-26 (Contd.)

8. **How many Green Credits have been generated or procured:**
   a. By the listed entity — NIL
   b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners — NIL

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

ESSENTIAL INDICATORS

1. a. Number of affiliations with trade and industry chambers/ associations. – 4
   b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Indian Banks' Association	National
2	Confederation of Indian Industry	National
3	Fixed Income Money Market and Derivatives Association of India	National
4	Foreign Exchange Dealers Association of India	National

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

Name of authority	Brief of the case	Corrective action taken
No instances of anti-competitive conduct were identified during FY 2025–26; consequently, no corrective actions were required or undertaken.		

LEADERSHIP INDICATORS

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
1	**Suggestions to RBI:** (i) Feedback on Draft circular on Guidelines to facilitate faster cross-border inward payments (ii) Feedback on Commercial Banks – Kisan Credit Card (KCC) Scheme	The draft directions/ guidelines of RBI are circulated to all the stakeholders. The suggestions received are submitted to RBI on e-mail.	No	N.A.	N.A.

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
	(iii) Clarification regarding the feedback received on Draft “Scheduled Commercial Banks - Asset Classification, Provisioning and Income Recognition Directions, 2025” issued on October 07, 2025 (iv) Consolidation of Regulations – Drafts for comments - Reserve Bank of India (Commercial Banks – Resolution of Stressed Assets) Directions, 2025 (v) Consolidation of Regulations – Drafts for comments - Reserve Bank of India (Commercial Banks – Credit Cards and Debit Cards: Issuance and Conduct) Directions, 2025	In certain cases, the Bank submits the suggestions/ representation on guidelines based on challenges faced by them.			
2	**Suggestions to IBA:** (i) Feedback: Review of Kisan Credit Card (KCC) Scheme (ii) Feedback on Draft ‘Reserve Bank of India (Settlement of Claims in respect of Deceased Customers of Banks) Directions, 2025’ (iii) Reply Due: 09.09.2025_ Feedback: Updation of the IBA Model Policy for Grievance Redressal in Banks (iv) Seeking feedback on RBI Draft Circular on Unique Transaction Identifier for OTC Derivative Transactions in India (v) Feedback on Adoption of facial recognition technology with real-time transaction decline mechanism	IBA seeks suggestions from all banks in various areas. The Bank then disseminates these mails to the concerned stakeholders internally. The responses received from the stakeholders are submitted to IBA.	No	N.A.	N.A.

Business Responsibility & Sustainability Report 2025-26 (Contd.)

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

ESSENTIAL INDICATORS

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

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

2. **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	Amounts paid to PAFs in the FY (In ₹)
N.A.						

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

The Bank's on-ground teams serve as the primary interface for identifying community concerns, which are raised directly by community members. These concerns are subsequently addressed by the Bank's NGO/CSR teams, either independently or in collaboration with relevant stakeholders, to the extent feasible.

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

	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	6.69%*	8.12%
Directly from within India	98.61%	98.87%

Note: An independent assurance has been carried out by SGS India Private Limited on Question 4 for FY 2025-26.

** For FY 2025-26 reporting of the percentage of input materials directly sourced from MSMEs/ small producers, the vendors who have an UDYAM Certificate with the Major Activity classified as Trading have not been considered, as this activity is only limited to availing Priority Sector Lending benefits. The vendors such classified cannot claim any other benefit available under the MSME Act 2006.*

The denominator for the above indicator represents 'purchases' made from vendors forming part of Schedule 16 and additions to fixed assets as per Schedule 10 of the Audited Standalone Financial Statements of the Bank.

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

Location	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Rural	1.24%	1.49%
Semi-urban	8.03%	8.42%
Urban	16.07%	14.67%
Metropolitan	74.65%	75.42%

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

Note: An independent assurance has been carried out by SGS India Private Limited on Question 5 for FY 2025-26.

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
N.A.	

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 ₹)
NIL			

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

   No.

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

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

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)	Benefit shared (Yes / No)	Basis of calculating benefit share
N.A.				

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
N.A.		

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
Details provided in the CSR section of the Integrated Report for FY 2025-26.			

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.**

   Customer queries are managed through the Bank's 24×7 customer service channels, supported by its Customer Contact Centre, which leverages advanced technology and infrastructure to deliver seamless service. Customers can also raise queries through digital platforms such as the web portal and mobile application. The Bank is progressively moving towards a Zero Contact Resolution framework, with a strong focus on enhancing digital-first customer experiences.

   The Customer Grievance Redressal Policy ensures fair and unbiased treatment, with complaints addressed within defined turnaround times (TAT). Customers are also informed of alternative escalation mechanisms to enable informed resolution choices.

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	N.A.
Safe and responsible usage	N.A.
Recycling and/or safe disposal	N.A.

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

	FY 2025-26 (Current Financial Year)			FY 2024-25 (Previous Financial Year)		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	NIL	NIL	-	NIL	NIL	-
Advertising	NIL	NIL	-	NIL	NIL	-
Cyber-security	NIL	NIL	-	NIL	NIL	-
Delivery of essential services	17,170	760	Refer note	21,573	321	Refer note
Restrictive Trade Practices	NIL	NIL	-	NIL	NIL	-
Unfair Trade Practices	NIL	NIL	-	NIL	NIL	-
Other	NIL	NIL	-	NIL	NIL	-

   Note: Maintaining its "Always You First" philosophy, IDFC FIRST Bank designs products, services, and processes to maximise customer value while minimising complaints. The Bank continuously monitors complaints per thousand customers and undertakes corrective actions as required. It also has a robust grievance redressal mechanism, enabling customers to raise complaints and provide feedback through multiple channels such as its website, phone, and other platforms.

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

	Number	Reasons for recall
Voluntary recalls	N.A.	N.A.
Forced recalls	N.A.	N.A.

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

   Yes, the Bank has a Data Privacy Policy, which is publicly available at:

   https://www.idfcfirstbank.com/privacy-policy

   Additionally, the Bank has an Information Security Management System (ISMS) Policy available on its internal intranet and certified under ISO 27001. These policies collectively define the Bank's framework for information and cyber security, including data protection and privacy requirements.

   Recognising increasing cyber risks, the Bank has established robust governance mechanisms, including board-level oversight and dedicated accountability through the Chief Information Security Officer (CISO). Its information security framework aligns with global standards and ensures confidentiality, integrity, and availability of data across its lifecycle. The Bank also implements a comprehensive management program covering business continuity planning, vulnerability assessments, internal and external audits, and incident escalation protocols, alongside enterprise-wide awareness initiatives to strengthen a culture of cybersecurity resilience.

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.**

   NIL

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** – NIL

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

      Note: An independent assurance has been carried out by SGS India Private Limited on Question 7 (b) for FY 2025-26.

Leadership Indicators

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

   The The Bank provides comprehensive information on its products and services through its official website: https://www.idfcfirst.bank.in. The website includes details on product features, service charges, applicable fees, interest rates, deposit schemes, and other relevant disclosures, enabling customers to make informed decisions.

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

   The Bank undertakes regular awareness and education initiatives to promote safe and responsible usage of its products and services. Campaigns highlighting various fraud risks—such as skimming, vishing, phishing, SIM swap fraud, social engineering, UPI fraud, identity theft, and social media threats—are conducted through emails, SMS, social media, and push notifications. Safety-related messaging is also integrated into transaction alerts to reinforce customer awareness. Additionally, the Bank provides guidance on secure practices, including safeguarding OTPs and passwords.

   The Fair Practice Code for Credit Card Operations is available on the Bank's website:

   https://www.idfcfirstbank.com/terms-and-conditions/fair-practice-code-for-credit-card-operations

Business Responsibility & Sustainability Report 2025-26 (Contd.)

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

   The Bank has established a comprehensive Business Continuity Management (BCM) Programme aligned with RBI guidelines and global best practices, ensuring continuity of critical operations and timely recovery during disruptions. This is supported by defined recovery strategies, periodic testing, and dedicated plans such as the Crisis Management Plan, Disaster Recovery Plan, and Pandemic Plan.

   During disruptions, the Bank communicates proactively with customers through multiple channels, including emails, SMS, and digital banking platforms. Customers are also supported through alternative service channels such as net banking, mobile banking, ATMs, and branches. Additionally, the Bank's customer service centre and website provide updated information, escalation contacts, and access points to address customer concerns effectively.

4. **Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief.**

   Yes. The Bank ensures transparent and comprehensive disclosure of product information beyond regulatory requirements. Relevant details are made available on its corporate website, enabling customers to make well-informed decisions. Additionally, customer-facing employees are provided with enhanced training to effectively communicate product features, terms, and conditions, ensuring clarity and consistency in customer interactions.

5. **Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

   Yes. The Bank conducts surveys across onboarding and transaction journeys to measure customer satisfaction. The feedback is used to improve systems, processes and enable better focus on training and development of its staff.

Annexure - Reasonable Assurance Statement on BRSR Core

Independent Reasonable Assurance Statement on identified sustainability information ("BRSR Core") in IDFC FIRST Bank Limited's Business Responsibility & Sustainability Report (BRSR) 2025-26.

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INDEPENDENT ASSURANCE STATEMENT

Independent Assurance Statement to IDFC First Bank Limited on its BRSR Core Attributes for FY 2025-26

The Board of Directors,

IDFC First Bank Limited
IDFC First Bank Tower, (The Square),
C-61, G-Block, Bandra-Kurla Complex,
Bandra (East), Mumbai-400051.

Nature of the Assurance

SGS India Private Limited (hereinafter referred to as 'SGS India') was engaged by IDFC First Bank Limited (the 'Company' or 'IDFC') to conduct an independent assurance of the Company's BRSR Core attributes, forming part of its BRSR (the 'Report'), pertaining to the reporting period of April 1, 2025, to March 31, 2026. SGS India has conducted a Reasonable level of Assurance for BRSR Core parameters. This assurance engagement was conducted in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised) and ISAE 3410.

Reporting Framework

The Report has been prepared following the

1. Master Circular for compliance with the provisions of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 by listed entities: BRSR Core and Non-Core Framework for Assurance and ESG Disclosures for Value Chain (Circular No. HO/49/14/14(7)2025-CFD-POD2/I/3762/2026), dated 30 January 2026.
2. Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard.

Intended Users of this Assurance Statement

This Assurance Statement is provided with the intention of informing all IDFC First Bank Limited's Stakeholders.

Responsibilities

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

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

Assurance Standard

SGS has conducted an engagement in accordance with the International Standard on Assurance Engagement (ISAE) 3000(revised) and ISAE 3410 (Assurance Engagements other than Audits or Reviews of Historical Financial Information). Our evidence-gathering procedures were designed to obtain a 'Reasonable' level of assurance, which is a high level of assurance in accordance with the ISAE 3000(revised) standard but is not absolute certainty. It involves obtaining sufficient appropriate evidence to support the conclusion that the information presented in the Report is fairly stated and is free from material misstatements.

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Statement of Independence and Competence

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

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

Scope of Assurance

The assurance process involved assessing the quality, accuracy, and reliability of BRSR Core Indicators (KPIs) within the Report for the period April 1, 2025, to March 31, 2026. The reporting scope and boundaries encompass IDFC First Bank Limited along with its regional network comprising 1,489 locations across India. This includes 1,147 bank branches, 289 asset outlets, and 53 offices.

Assurance Methodology

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

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

Limitations

The assurance scope excludes:

- Disclosures other than those mentioned in the assurance scope.
- Data review outside the operational sites as mentioned in the reporting boundary.
- Validation of any data and information other than those presented in “Findings and Conclusion”.
- The assurance engagement considers an uncertainty of ±5% based on the materiality threshold for Assumption/ estimation/measurement errors and omissions.
- The Company’s statements that describe the expression of opinion, belief, aspiration, expectation, aim to future intention provided by the Company, and assertions related to Intellectual Property Rights and other competitive issues.
- Strategy and other related linkages expressed in the Report.
- Mapping of the Report with reporting frameworks other than those mentioned in the Reporting Criteria above
- The assurance scope excluded forward-looking statements, product- or service-related information, external information sources and expert opinions.

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

SGS

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Findings and Conclusions

Based on the procedures we have performed and the evidence we have obtained, we are satisfied that the information presented by the Company in its Report on the Core Indicators (Annexure A) is complete, accurate, reliable, has been fairly stated in all material respects, and is prepared in line with the BRSR requirements.

For and on behalf of SGS India Private Limited

Kalpesh Thombare Technical Reviewer and National Manager – ESG & Sustainability Services, SGS India. 02nd July 2026.	**Chirag Bafna** Lead Verifier and Senior Technical Associate – ESG & Sustainability Services, SGS India. 02nd July 2026.

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Annexure-A

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

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

IDFC FIRST Bank Limited

CIN: L65110TN2014PLC097792

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