Social Factsheet

Category	Social Indicator	IDFC FIRST Bank (FY 2022-23)	
Human capital (HR)	Total Employees	35,352	
	Gender Diversity		
	• Male	83.88%	
	• Female	16.12%	
	Gender Diversity		
	• Share in total workforce	16.12%	
	• Share in overall Management position	15.17%	
	• Revenue generating business	11.78%	
	• Senior Management	10.27%	
	• Middle Management	15.98%	
	• Junior Management	16.36%	
	% Female among new hires	18.90%	
	Age Diversity: Average Age of Employees		
	• 20-30 years	48.96%	
	• 30-40 years	43.25%	
	• 40-50 years	7.44%	
	• 50-60 years	0.35%	
	• > 60 years	-	
	% of Differently abled employees	0.03%	
	Growth in Median salary of employees (Y-o-Y)	+ 7.71	
Human Capital Development (HR)	Training and Development		
	• Average training hours per employee	50 hours	
	• Average amount spent per employee (INR)	Rs. 6,397	
	• % of employees covered through training (participated in training)	99.14%	
	Average years of association of employees	1 year 7 months	
Gender Pay Indicators	Executive level	Base	Base + Incentives
	• Men	73.79 lakhs	99.79 lakhs
	• Women	70.93 lakhs	94.85 lakhs
	Management level	Base	Base + Incentives
	• Men	15.29 lakhs	17.98 lakhs
	• Women	14.26 lakhs	16.47 lakhs
	Non-management level	Base	
	• Men	4.03 lakhs	
	• Women	4.30 lakhs	
Employee Engagement Survey	% of Actively engaged employees	97.3%	
	% of Total Employees covered	93.2%	
Absentee Rate	% of total absentee days scheduled for Employees	2%	
	% coverage of employees	100%	
Top Employee Development Programs	Retail Ready Level 1	% of FTE participation	
	For frontline roles across Retail Bank, we offer Retail Ready level 1 – A robust program for employees who join the Retail Liabilities vertical covering functional knowledge on products, process, customer acquisition and selling skills.	78%	
	Genesis Programme	% of FTE participation	
	The Genesis programme is intended to impart a comprehensive training to all employees to align them with the culture of the Bank and an emphasis on involving them in the growth of the Bank. It is an	85%	

<table>
<tr><td></td><td>interactive session comprising of quizzes, Q&A created as a boardgame that helps the HR Business Partners who are the facilitators for this, to seamlessly deliver the session. This programme is instrumental in ensuring that the employees clearly understand the expectations and aligns them with the expected performance standards that can drive both business benefits and accelerated career growth.</td><td></td></tr>
<tr><td rowspan="3">Performance Appraisal</td><td>Principles</td><td>Dynamic & Agile
Challenging & Stimulating
Collaboration
Meritocracy
Fair, Transparent & Consistent
Compliance
Simplicity</td></tr>
<tr><td>Methodology</td><td>Scorecard Method
Key Result Area

Refer to our Integrated Report 2022-23 page no. 246 – 253</td></tr>
<tr><td>Frequency</td><td>Twice a year</td></tr>
<tr><td rowspan="4">Employee Support Programs</td><td>Employee Benefits</td><td>Maternity Leave</td></tr>
<tr><td>Refer to our Integrated Report 2022-23 page no. 50 – 55</td><td>182 days</td></tr>
<tr><td>Work Conditions</td><td>Paternity Leave</td></tr>
<tr><td>The Bank provides employees with:
Flexible working hours
Working-from-home arrangements
Part-time working options</td><td>7 days</td></tr>
<tr><td>Occupational Health and Safety</td><td colspan="2">We are committed to enabling a safe and sound work environment for the overall well-being of our employees. We have undertaken various initiatives to promote employee retention and maintain high levels of employee satisfaction. To this, Bank has instituted an Occupational Health and Safety (OHS) Policy along with Internal Health and Safety SOP which has initiated the implementation of a Management System based on international standard (ILO Standards). (Bank's OHS policy can be accessed here). The Bank has established emergency readiness and response processes, with each location having a designated "Emergency Handling Team," to guarantee the overall occupational health, safety, and well-being of its employees and contract workers. It has identified several emergency situations, such as first aid, fire, flood, armed robbery, bomb threats, and earthquakes. Employees (including contract workers) and security staff receive regular training and feedback sessions to prepare them to handle fire-related emergencies. Individual locations are required to mandatorily conduct a fire evacuation drill once in every six months, with participation of staff and contractual employees. A dedicated team examines and keeps track of all activities carried out by the Bank in accordance with its health and safety policy and standard operating procedure (SOP), as well as any potential health and safety-related problems. To ensure compliance and ongoing improvement, internal and external audits are conducted on a regular basis.</td></tr>
<tr><td>Financial Inclusion</td><td colspan="2">The Bank strives to ensure the following with respect to its financial inclusion commitment:
Engage with external parties to expand the reach or develop the inclusive finance market.
Training staff for conducive and professional behaviour.
Implement mechanisms for easy and effective redressal of grievances by financial inclusion clients.</td></tr>
</table>

	• Establish procedures and governance to prevent over indebtedness, and to maintain asset quality. • Offer non-financial support and promote the financial well-being of underserved groups through trainings. • Tailor delivery methods to the targeted group's needs and preferences, such as through WASH Financing. Innovate and expand the range of financial services available to underserved groups, based on market research and feedback from clients such as financing for EV two wheelers and three wheelers.	
Policies	• Equal Opportunity and Guidelines Policy	https://idfcfir.st/y44gayf
	• Health and Safety Policy	https://idfcfir.st/js7duqf
	• Human Rights Policy	https://idfcfir.st/eici0al
	• Leave and Benefits Guidelines	https://idfcfir.st/wny1p88
Third-Party audits of Policies	Code of Conduct and Privacy Policy assurance by a certified Third-Party aligned to ISO 26000 standards	