

TRANSFORMATIVE RESILIENCE



Contents

1 Sustainability Snapshot

2 From the Chairman's Desk

3 Message from the Leadership

4 About This Report

5 Resilience in the New Normal

6 How We Create Value

7 Ethics and Governance

8 Responsible Investment at SBI

9 Stakeholder Engagement & Materiality Assessment

10 Financial Capital Management

11 Natural Capital Management

12 Human Capital Management

13 Social and Relationship Capital Management

14 Intellectual Capital Management

15 Awards and Recognition

16 GRI Content Index

17 BRR Mapping

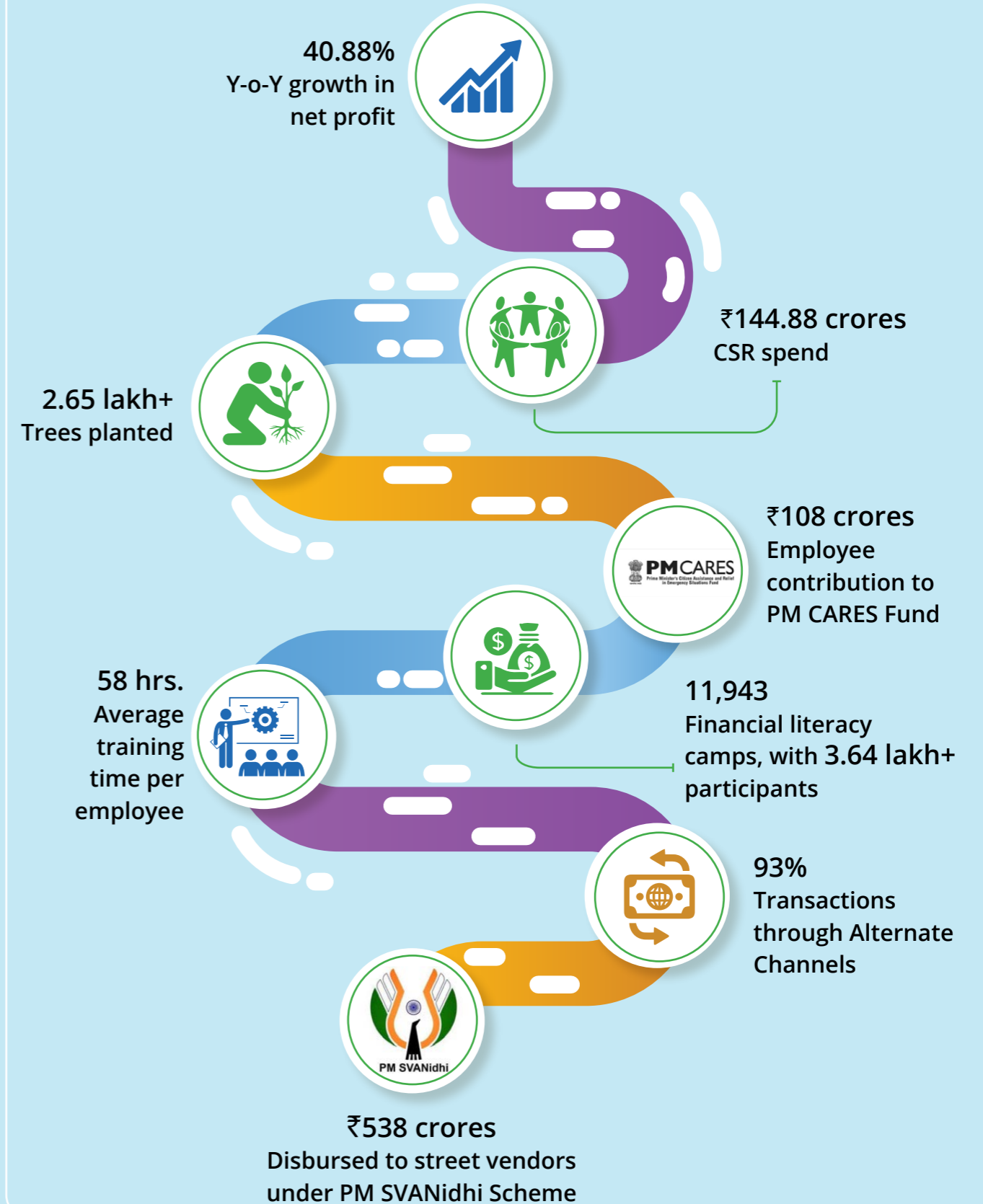
18 Glossary

Sustainability Snapshot



Figures mentioned in the Report are in lakhs and crores, as per the Indian system, the conversion of which is as under:
 • 1 crore = 10 millions
 • 10 lakhs = 1 million

Highlights of FY 2020-21





From the Chairman's Desk



Dear Reader,

Whether it comes to communities, businesses or nations at large, the year gone by has shed light on the need for resilience and agility. Faced with an unprecedented public health crisis, institutions around the world have had to adapt to the needs of the hour, to ensure the health and wellbeing of all.

Since its inception in 1806, SBI has witnessed extensive shifts in the macroeconomic landscape. The Bank has thrived despite evolving customer needs, geopolitical developments and regulatory changes, among much more. Transforming with the times has helped it endure over the centuries, earning the patronage and trust of crores of customers.

Even in the unprecedented trying times arising out of COVID-19 and the lockdowns needed to contain the virus' spread, SBI's focus remained on ensuring uninterrupted services without sacrificing health and safety. This translated into increased harmony and cohesion within the Bank, to serve customers, communities and other stakeholders. I take pleasure in presenting this report, themed '**Transformative Resilience**', which showcases efforts undertaken in FY 2020-21 to usher in a sustainable, inclusive and prosperous future.

Customer service has always been a key differentiator for SBI, which has helped it earn and retain the trust of its large customer base. Specifically, during the pandemic, we have stood by our customers, taking proactive measures to support them. Close monitoring of the Bank's portfolio helped identify sectors that were most likely to be affected. Remedial measures have been taken to support these businesses, while also mitigating credit risk. Initiatives have been taken by the Bank for the borrowers in all segments to ease the unforeseen stress arising out of the pandemic.

Responsible finance has been an integral aspect of Bank's strategy to effect positive change.

It has helped leverage the organisation's core strength to drive progress on national and global developmental goals. SBI is committed to financing sectors like renewable energy, clean mobility and affordable housing, which are addressing some of the most pressing social and environmental challenges of the 21st century.

This year, the Bank also signed a Memorandum of Understanding (MoU) with the Luxembourg Stock Exchange, to add impetus to Environmental, Social and Governance (ESG) focussed funds and bonds market.

GRI 102-14, GRI 102-15

In recent years, SBI has also aligned its products, services and community development initiatives with the Government's vision for a Digital India. The Bank has been investing in analytics and digital technologies to assess customer needs, improve product delivery, enhance customer satisfaction and optimise operational efficiency. These digital interventions have proved to be instrumental during the pandemic, ensuring seamless service delivery and significantly reducing risk for employees and customers as well.

In its continuous pursuit to be future ready, Bank has accorded considerable focus towards upskilling its workforce. Several online learning initiatives have been launched for skilling/reskilling of SBI's workforce. These culminated in the prestigious Brandon Hall Excellence Awards for the Bank, including the Best Use of Blended Learning, Best Learning Programme Supporting a Change Transformation Business Strategy, and Best Unique or Innovative Learning and Development Programme.

The Bank's workforce rose to the challenge of keeping the operations running during the pandemic. SBI supported them by providing special leave for those in quarantine, reimbursing expenses on COVID-19 tests and treatment and providing monetary compensation to customer-facing personnel. Recognising the unique stressors facing people during this time, emotional wellbeing initiatives like webinars, power talks and programmes on mental health and resilience-building were also introduced.

The Bank takes great pride in the fact that its employees embodied its culture of social responsibility, collectively contributing ₹108 crores to the PM Cares Fund. Additionally, SBI contributed ₹11 crores to the PM Cares Fund to support the second phase of the government's COVID-19 vaccination drive. For the reporting year, Bank allocated more than 25% of the Corporate Social Responsibility (CSR) budget for COVID-related relief measures. The Bank's dedicated CSR arm, SBI Foundation, also launched a flagship programme on healthcare and undertook various initiatives like community-based screening for COVID-19, tele-care, supporting Research and Development (R&D) of indigenous health technologies, providing food to migrants, donation of health equipment and protective gears, to name a few.

Additionally, CSR measures relating to education, promotion of sport, conservation of national heritage, arts and culture, R&D, environment and sustainability have also been undertaken to promote developmental initiatives. In line with the

GRI 102-14, GRI 102-15

Government's *Beti Bachao Beti Padhao* campaign, which aims to promote the welfare of the girl child, the Bank also donated an amount of ₹10 crores to the Armed Forces Flag Day Fund. The contribution to the fund will be utilised for providing education grants to girl children of war veterans and war widows. For promoting sports and training athletes for international events like Olympics, the Bank contributed ₹5 crores to the National Sports Development Fund (NSDF) under the aegis of Ministry of Youth Affairs and Sports, Government of India (Gol).

In keeping with one of the core values of sustainability, SBI is continuing its journey towards carbon neutrality. The Bank is constantly striving to ensure energy and resource efficiency, health and comfort, and responsible waste management at its facilities. Some of its flagship establishments have been rated under different categories by the Indian Green Building Council (IGBC). Going forward, the Bank's new facilities will also be in compliance with green norms, cementing the commitment to internalising sustainable practices.

In FY 2020-21, the Bank also continued to drive environmental protection and biodiversity management through community outreach efforts. It supported R&D efforts aimed at promoting clean energy transport and sustainable energy solutions in India, in collaboration with IIT Madras. Bank's initiative of SBI Green Fund has onboarded customers in the sustainability journey by facilitating online redemption of rewards points towards green initiatives. The fund collected is donated to SBI Foundation to support green initiatives related to tree plantation, spring shed management, waste management, sanitation and clean energy in remote areas. Additionally, the Bank has initiated Project Waste No More, an innovative Public-Private Partnership (PPP) for dry waste management with 100% segregation and recycling in collaboration with Municipal Corporation of Greater Mumbai, Hindustan Unilever India and Xynteo India.

SBI is cognizant of the responsibility that accompanies the privilege of being India's largest public sector bank, especially in unprecedented times like these. The Bank remains unwavering in its commitment to ensuring that its own success and resilience translate into that of all its stakeholders. As we embark on the journey of recovery and rebuilding, I invite your feedback and suggestions on how SBI can amplify the value it creates for society.

Thank you,

Dinesh Khara

Chairman, State Bank of India

Sustainability Report 2020-21 | 7



Message from the Leadership



Shri Challa Sreenivasulu Setty

Managing Director
Retail & Digital Banking

Agility and innovation are the driving forces that have allowed SBI to remain triumphant through the years. These have helped it endure through ever-evolving social, economic and political landscapes.

Though digital transformation has played an invaluable role in ensuring SBI's success in recent years, its importance has been more evident than ever during the COVID-19 crisis. YONO and other digital offerings have been instrumental in ensuring a seamless banking experience, as well as ensuring the health and safety of the Bank's customers, employees and communities at large. These digital initiatives have also helped the Bank manage its environmental footprint, drive financial inclusion efforts, and be future-ready. The use of technologies will be instrumental and integral to sustainable efforts across all sectors, to which the Bank will continue to contribute.



Shri Ashwani Bhatia

Managing Director
Corporate Banking & Global Markets

The importance of collaboration is more evident than ever, as individuals, organisations and countries are working together to recover from the unprecedented crisis arising out of the COVID-19 pandemic. It's no surprise, then, that the United Nations lists partnership as one of the key tenets for achieving the much-desired Sustainable Development Goals (SDGs) and ushering in peace and prosperity for people and the planet.

As India's largest public sector bank, SBI is cognizant of its responsibility towards customers, communities and the globe. The Bank is going beyond merely minimising the adverse impacts of its own operations by helping foster an ecosystem of responsibility and collaboration. In the present times, it is even more crucial to back the right sectors to restore and strengthen livelihoods and economies. SBI is committed to ensuring that this recovery does not come at a social or environmental cost.



Shri Swaminathan J.

Managing Director
Risk, Compliance & Stressed
Assets Resolution Group

The changing regulatory landscape has made it essential for businesses to ensure that their governance practices are dynamic and robust. This is especially true for the highly regulated Banking, Financial Services and Insurance (BFSI) sector. Regular risk assessment, monitoring and management have helped SBI retain its leadership position despite current and past crises.

A commitment to compliance, ethical behaviour and transparency underlies SBI's operations. The Bank strives to operate in a responsible manner and create value for its stakeholders. Recognising the need for organisations to enhance their non-financial performance as well, SBI is increasingly incorporating ESG considerations in its operations and public disclosures. All this, backed by the STEPS (Service, Transparency, Ethics, Politeness and Sustainability) value system, has helped the Bank enhance its own resilience and, in turn, that of its stakeholders.



Shri Ashwini Kumar Tewari

Managing Director
International Banking,
Technology & Subsidiaries

Since becoming the first Indian bank to transcend national borders in 1864, SBI has continued to expand its global footprint. A keen focus on tailoring its offerings to meet the needs of each market has been instrumental in facilitating this growth. The Bank's subsidiaries have also contributed to this by enhancing SBI's offerings to keep pace with evolving customer needs. Each of the subsidiaries is also creating policies and sustainability frameworks.

The Bank is committed to leveraging its wide reach and range of services to ensure a hassle-free experience for customers. At the same time, devising technological solutions to ensure sustainability and inclusiveness is a priority area, which is helping it thrive in the disruptive business landscape. Over the years, SBI has been unwavering in its efforts to leverage its innovations and presence to benefit the communities within which it functions, and it continues to do the same in the new normal.



Shri Rana Ashutosh Kumar Singh

DMD (HR) & Corporate Development Officer

Sustainability and related socioeconomic areas are a collective responsibility. As a responsible corporate, SBI has always strived to align its business actions with the societal requirements. As India's largest public sector bank, SBI is uniquely positioned to effect positive change across the nation and arguably, the globe. The Bank is proud to shoulder this responsibility and has, therefore, embodied sustainability in its core values to drive and inspire action towards fulfilling national and global aspirations.

SBI is funding sectors such as agriculture, livelihood generation, housing and renewable energy, which are playing a significant role in enhancing the resilience of communities. The Bank is also leveraging its domain expertise to foster financial inclusion and literacy, through its outreach, products and services. Special consideration is given to design and tailor offerings in order to drive progress on SDGs concerning gender equality, generating livelihood directed at poverty reduction, promoting clean energy and climate action, among others.

Reducing the environmental impact of the Bank's operations has also been a priority, in line with its commitment to becoming carbon neutral. This is combined with SBI's initiatives in other areas including education, skill development, healthcare, sanitation, rural development and women's empowerment, to drive sustainability in a holistic manner.

The COVID-19 pandemic has highlighted and brought to the fore the need for a concerted effort to overcome the disruptions touching all aspects of human life. It is clear that rebuilding measures will be most inclusive if they are sustainable, inclusive and accessible to all. This report offers a snapshot of SBI's endeavour to support its customers, workforce, communities, investors and value chain partners, and how it has been contributing to development efforts in a sustainable manner.

About This Report

This sustainability report, based on the theme 'Transformative Resilience', showcases SBI's efforts to adapt to changes in the business landscape. It brings out the Bank's responsible approach towards ensuring business continuity, customer satisfaction and exemplary services. It further demonstrates its approach to corporate citizenship, and the evolution of SBI's initiatives to meet the needs of the hour.

SBI's sixth consecutive Sustainability Report provides an overview of its performance during the reporting period of 1st April 2020 to 31st March 2021. It contains information on areas that the Bank believes are of interest to its stakeholders and can impact its business. The materiality framework created through continuous engagement with stakeholders is reviewed annually. Periodic discussions and reviews with the Board and its committees, the senior management and other stakeholders help the Bank to work consistently towards fulfilling the expectations of its stakeholders.

The Bank's most recent Sustainability Report was published for FY 2019-2020. The report for FY 2020-21 does not feature any significant restatements from last year.

Reporting Guidelines

This report has been prepared in accordance with the GRI Standards: Core option. Additionally, sustainability disclosures are aligned with the following international and national guidelines:

- Integrated Reporting (<IR>) Framework of the International Integrated Reporting Council (IIRC)
- National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVG-SEE)
- United Nations Global Compact (UNGC) Principles
- United Nations Sustainable Development Goals (SDGs)



Scope and Boundary

The scope and boundary of the Report pertain to SBI's domestic operations, which include the Corporate Centre office in Mumbai, various other Corporate Centre establishments, and 17 circles across the country.

Advisory Statement

This report contains forward-looking statements that define SBI's plans and expectations, based on rational assumptions and previous performance. These are dependent on developments in the industry, changes in geographical market conditions, government regulations, laws and other incidental factors. These statements must not be used as an assurance of the Bank's future performance, as the underlying assumptions may change significantly.

Precautionary Principle

Being the largest bank in India, it is critical for SBI to ensure proper identification and management of all its significant risks. The Bank's precautionary approach has been communicated through information about its internal controls and practices for mitigating risk and managing its economic, environmental and social performance. The Bank has put in place a Sustainability and Business Responsibility (BR) Policy to guide its overall sustainability performance. It also has a robust set of policies and frameworks in place to ensure effective risk management.



Resilience in the New Normal

The uncertainties that came with the pandemic, made it important for organisations to adapt to the new normal. Being the largest Indian public sector bank, it became especially vital for SBI to respond to the pandemic with utmost social responsibility and commitment.

An accountability towards employees, customers and communities lies at the core of SBI's ethos. With a strong focus on fulfilling the needs of stakeholders, SBI has been continuously endeavouring to transition seamlessly and effectively to the new normal.

Transforming the Banking Experience

SBI constantly works towards creating an environment of increased risk awareness. It aims at continuously upgrading controls and security measures, including those related to cyber security, to avoid or mitigate risks. The Bank has put in place policies and procedures aimed at measuring,

assessing, monitoring, and managing risks systematically across all its portfolios. The onset of the pandemic was a testing point of the risk management frameworks and Business Continuity Plans (BCPs) for SBI.

Being a customer-centric bank, SBI's primary focus was on transitioning to the new normal without interruption in any of its services. SBI has a detailed BCP in place, which helps ensure continuity of operations at branches and offices during any disruptions. Among others, the BCP covers natural disasters as well as pandemics and global disruptions.

The Bank's Risk Management function, has taken a proactive approach in identifying, assessing, and managing risks associated with the various activities of the Bank and risks emerging from the occurrence of disruptive events.

In line with the Reserve Bank of India's (RBI's) directives to support Small and Medium Enterprises (SMEs), the Bank has taken various initiatives including, but not limited to, deferment

of six instalments with respect to term loans, deferment of interest on working capital (WC) limits for the period from 1st March to 31st August 2020, reassessment of WC cycle and resetting of credit period and credit limit. All eligible customers were contacted proactively via messages and e-mails.

SBI also arranged mobile van ATMs with 4G connectivity for ease of cash withdrawal during the pandemic. Keeping in mind the challenges faced by customers, it launched a series of schemes catering to varied consumer segments. PM SVANidhi

Loans were introduced to help tide street vendors through the crisis, whereas Special Pre-Approved Personal Loan (SPL PAPL) scheme was geared at customers in urgent need of money. Additionally, the Bank extended interest deferment facility and provided moratorium on Equated Monthly Instalments (EMIs) and term loan instalments to lend support to the agriculture sector. Emergency credit lines were also extended to help meet immediate financial needs.

The Bank also promoted a number of contactless banking initiatives, which have been largely appreciated by customers.



Mobile ATMs at Customers' Doorsteps

Making modifications to the existing Enterprise-Wide Loyalty Programme (EWLP), SBI encouraged customers to donate reward points earned for their transactions to fight against the pandemic. SBI has introduced a new redemption category known as the SBI COVID-19 Relief Fund, which enables customers to donate their reward points. As of 31st March 2021, 17,400 customers have contributed 129.19 lakh points, amounting to ₹ 32.30 lakh.

Caring for Its People

The Bank's employees played a significant role in adjusting to the new world order. Staff members valiantly rose to the challenge of keeping operations running during this critical period. The Bank remains focused on their utmost safety, and is taking adequate precautions and closely monitoring government mandates.

With the initial lockdowns implemented in the country, it became essential for SBI to ensure seamless functioning, despite the disruptions to

everyday life. The Bank, therefore, realigned and reworked the existing Work from Home Policy into a more comprehensive and robust Work from Anywhere Policy. This policy provides more flexibility to staff members to continue working from alternate locations, including their respective homes. This, in turn, has helped ensure a stable work-life balance and maintain social distancing, without disrupting operations.

The health and safety of employees has always been a priority at SBI, and in these testing times, it became even more important for the



SBI leaders took an oath to ensure COVID-appropriate behaviour

Bank to stand for its people. It took a number of proactive measures for its employees, such as reimbursement of expenses incurred on COVID-19 tests or treatment, and sanction of special leave to employees in quarantine, to name a few. In the initial phase, SBI also provided monetary compensation to employees who were at the forefront, to support and motivate them.

The Bank has put in place a COVID-19 Standard Operating Procedure (SOP), which consist of guidelines regarding the safety and security of its employees, customers and communities. The SOP clearly defined measures like the use of Personal Protective Equipment (PPE), social distancing norms, periodic fumigation of premises, use of

contact tracing apps, and restriction of movement in multi-floor offices, among much more. Along with this, the Bank also made arrangements for isolation rooms for positive asymptomatic staff members, their dependents and pensioners.

In light of COVID-19, 11 exclusively designed collaborative webinars for 596 Persons with Disabilities (PwDs) were organised by the Bank. These webinars ensured that the employees remained engaged with the Bank during their exemption from attending office. Sensitisation workshops were conducted for Human Resources (HR) Managers for supporting and handholding the employees for COVID-19-triggered mental distress.

Naya Savera: A Dedication to COVID Warriors

The Bank is leveraging digital platforms to enhance employee engagement. One initiative that has been undertaken towards this end was the digital musical series known as 'Naya Savera'.

The song 'Naya Savera' dedicated to all COVID-19 warriors and essential service providers was launched by the Chairman in recognition and appreciation of their untiring and uninterrupted services during the crisis. The event showcased SBI's contributions in the areas of sustainability, CSR and HR, along with featuring a few musical performances,

to instil positivity. The three-day series was made available on all social media platforms to maximise its reach and impact.



#BeyondBanking #SpreadingPositivity

Building Resilient Communities

SBI has a deep sense of social responsibility ingrained in its culture and contributing towards the greater good is a key aspect of this. It has worked closely with all stakeholders to minimise the impacts of this pandemic by leveraging its wide reach and resources.

The Bank has spent a total of ₹43 crores, towards supporting the fight against COVID-19. SBI committed ₹11 crores to support the government's COVID-19 vaccination drive. The Bank also donated ₹1 crore to the Mumbai Police Foundation to the families of COVID warriors, who lost their lives in the line of duty. Further, SBI takes immense pride in the fact that its employees have embodied its culture, collectively contributing ₹108 crores towards the PM CARES Fund. The Bank has also donated ₹1 crore to set up medical rooms at six centers in collaboration with OYO and Apollo Hospitals.

Amidst the pandemic, the country encountered an acute shortage of ventilators, other health equipment, and PPE kits for use by healthcare and law enforcement professionals. The Bank's CSR arm, SBI Foundation, procured and distributed 335 ventilators to government hospitals across the country. The Foundation also distributed other equipment, such as thermal scanners, infrared thermometers, pulse oximeters, electrocardiogram machines and non-stress test machines. Additionally, more than 74,000 PPE kits were provided to healthcare professionals and police personnel across the country.

Further, freshly cooked meals and dry ration kits were distributed to migrants, domestic help and daily wage earners, who were significantly impacted by the pandemic.

Despite the pandemic, SBI continued its initiatives to impart financial literacy and skill upgradation through its Rural Self-Employment Training Institutes (RSETIs).

The Bank, through the SBI Foundation, also actively supported an initiative to train and mentor 50,000 healthcare providers across various states in

India. Additionally, 10 hubs established with State National Health Missions served to train more than more than three lakh healthcare professionals on various aspects related to COVID-19.

Further, the Bank collaborated with Indian Institutes of Technology (IITs), Indian Institute of Science (IISc) incubators, start-ups and the healthcare industry to support research and development (R&D) projects intended to prevent, diagnose, contain and treat the coronavirus.

Through the activities conducted by SBI Foundation, the Bank also launched a collaborative healthcare programme called the India Health Alliance (IHA) to help combat current and future healthcare challenges in the country. This initiative, in collaboration with the United States Agency for International Development (USAID) India, Xynteo India and IPE Global Partnerships for Affordable Health Access and Longevity, aims to combat the pandemic in India, provide comprehensive primary healthcare and promote innovation.



SBI Recognised for Contribution to Relief Efforts

How We Create Value



Founded in 1806 as the erstwhile Bank of Calcutta, State Bank of India (SBI) is the oldest commercial bank in the Indian subcontinent, strengthening and serving the aspirations of its vast population. SBI is India's largest commercial bank in terms of assets, deposits, branches, number of customers and employees, enjoying the continuing faith of millions of customers across the social spectrum. SBI is headquartered in Mumbai, and is a government owned, Indian multinational, public sector banking and financial services company.

In collaboration with non-banking subsidiaries and joint ventures, the Bank provides a wide range of products and services in the sectors of retail banking, small and medium enterprises (SMEs) and corporate banking, wealth management services, life insurance, general insurance, merchant banking, mutual funds, credit cards, factoring services, securities trading and primary dealership. The details of SBI's branches and outlets, joint ventures and subsidiaries can be found online at: <https://www.sbi.co.in/web/affiliates>. As on 31st March 2021, the Bank manages 22,219 branches, 62,617 Automated Teller Machines (ATMs) and

Automated Deposit and Withdrawal Machines (ADWMs), and employs over 2.45 lakh people with a customer base exceeding 45 crore people. The total income of the Bank was ₹3.08 lakh crores for the reporting period.

A steady stream of technology-driven innovations, necessitated by changing customer preferences, is transforming SBI's retail banking landscape. The Bank has been able to move over 90% of its transactions to alternate channels.

As on 31st March 2021, SBI's flagship application YONO has surpassed 37.10 million registered users, up from 21.2 million in March 2020.

SBI actively utilises social media to connect with its customers. The Bank has the highest global fanbase on Facebook and highest number of followers on Twitter across all banks in the world. It also has the highest followers on Instagram and LinkedIn across all Indian banks.

SBI's Social Media Presence

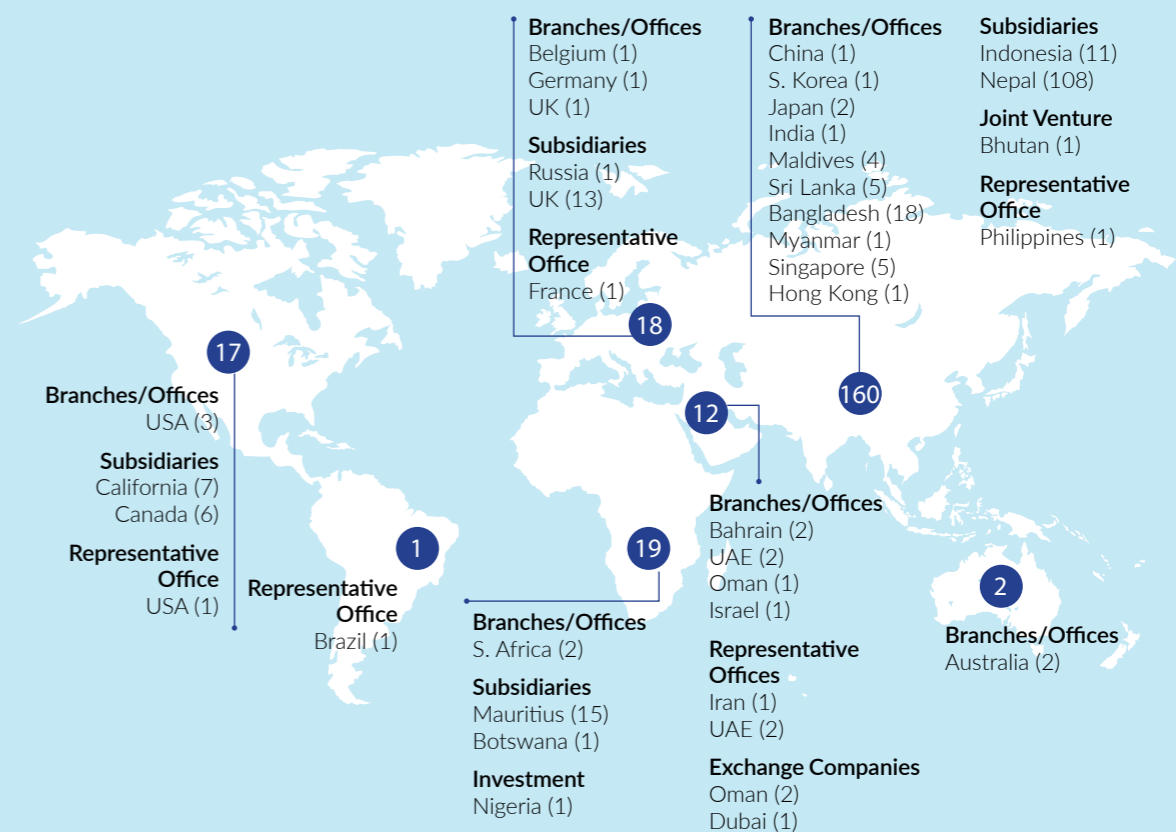
- f** 1.79 crore+ Facebook likes
- t** 42 lakh+ Twitter followers
- y** 40 crore+ YouTube video views
- y** 3.5 lakh+ YouTube subscribers
- i** 20 lakh+ Instagram followers
- in** 19 lakh+ LinkedIn followers
- Q** 21 lakh+ Quora content views

SBI ranked 1st among the top 100 banks in the number of Facebook likes, Twitter followers, YouTube views and Instagram followers as on 31st March 2021.

Global Presence

SBI's international operations have been guided by the overarching principle of supporting global Indian corporates and Indian diaspora spread across the geographies. The Bank's focus has gradually moved from its reliance on the India-based business to claim its position in the overseas local markets, in line with its vision to become a truly international bank.

SBI has gradually spread its wings across the globe with a presence across 229 offices in 31 countries, and has become a pioneer of international banking among Indian public sector banks. These operations are managed by a separate business unit, the International Banking Group (IBG), headed by the Deputy Managing Director (IBG) and overseen by MD (IB,T&S).



Building a Resilient Institution

SBI has always endeavoured to embrace change without losing sight of its values, namely Service, Transparency, Ethics, Politeness and Sustainability. The Bank has re-evaluated risks, enhanced systems for growing the retail banking arm, rolled out several IT initiatives, and enhanced the customer experience to serve India's vast population.

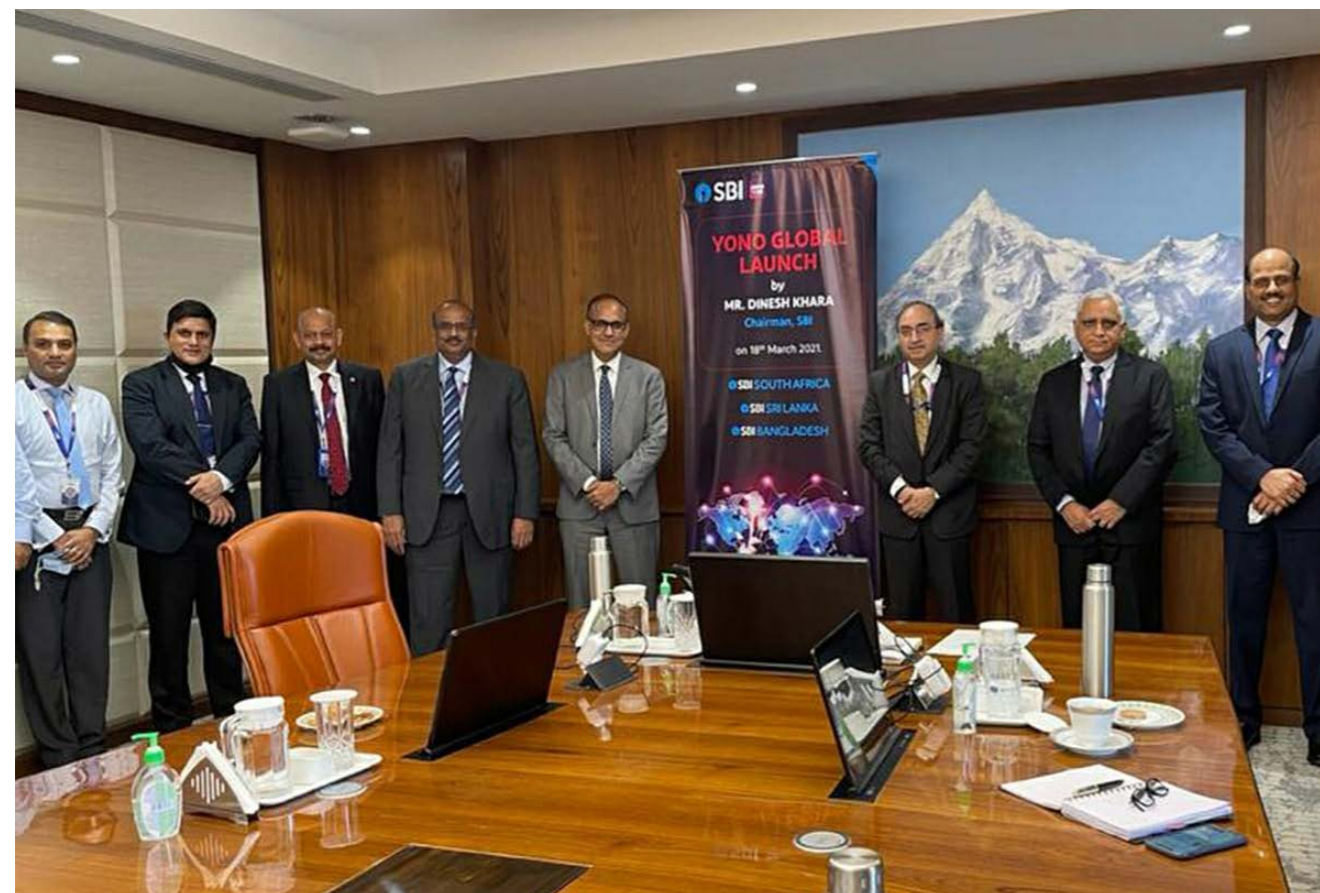
SBI has shown remarkable resilience in the continuity of its core functionalities at its offices across the globe, despite heterogeneous challenges on account of the pandemic. The Bank has leveraged its digital offerings by launching YONO in new geographies to improve penetration through contactless offerings for raising retail deposits. SBI offers a wide range of products and services to SMEs, corporate and government departments and financial institutions.

The Bank interacts with several industry associations on matters of policy development, and is associated with several reputed organisations, such as:

- Indian Banks' Association (IBA)
- Indian Institute of Banking & Finance (IIBF)
- Federation of Indian Chambers of Commerce and Industry (FICCI)
- Confederation of Indian Industries (CII)
- The Associated Chambers of Commerce and Industry of India (ASSOCHAM)

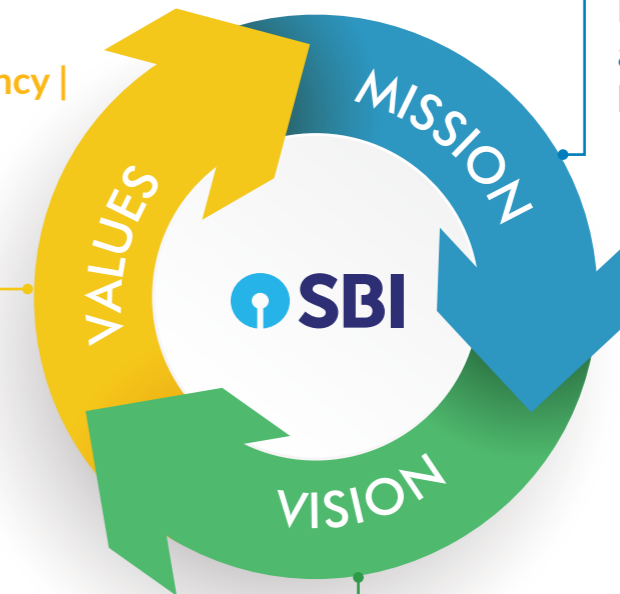
Additionally, SBI has supported various initiatives of the Climate Change Council and FICCI task force for ESG.

The Bank has not made any financial or in-kind political contributions in the year.



Virtual launch of YONO SBI in Sri Lanka, South Africa and Bangladesh

STEPS
Service | Transparency | Ethics | Politeness | Sustainability



Committed to Providing Simple, Responsive and Innovative Financial Solutions

Be the Bank of Choice for a Transforming India



Ethics and Governance



SBI firmly believes that ethical business practices and transparency are integral to optimising its business performance. The Bank established an Ethics and Business Conduct vertical in 2017 to integrate ethics in the operational fabric in a structured manner. The vertical reiterates SBI's commitment to upholding the highest standards of integrity and conduct.

SBI has developed a Code of Ethics centered on its core values. It applies to employees, suppliers, service providers and subsidiaries. Its effective implementation is ensured through mechanisms such as systemically defined responsibilities, accountabilities, and reporting lines in each division, in addition to dedicated helpdesks, focal points, hotlines, an ombudsman and disciplinary measures. The Code is complemented by a robust whistle blower mechanism, which allows employees to voice their concerns with confidentiality and anonymity, without the fear of retribution. Further, the code is enforced by a Vigilance function, which operates under three primary directives – preventive, participative and punitive. The Bank has also designed and hosted a digitally certified online certification module on the Code of Ethics on the intranet. No breaches of the Code of Ethics were recorded during the year.

SBI also has a Board-approved Code of Conduct for its Directors and senior management. It is aimed at ensuring the highest quality of disclosures, confidentiality and fairness in dealings, good corporate governance practices, and optimum use of the Bank's resources. Moreover, the Code lays down regulations to eliminate any conflicts of interest, and safeguard the interests, safety and welfare of customers, employees, and other stakeholders.

The Bank is leveraging technology to manage business conduct and discipline. For instance, it has instituted the portal Garima, which allows employees to lodge complaints related to sexual harassment at the workplace. It is among the key elements of SBI's commitment to nurturing an inclusive and secure workplace for its women employees.

The Bank's daily email broadcast series also covers various aspects related to ethical conduct at the workplace, to encourage the right behaviour across the organisation.

All this has helped in ensuring that ethical transgressions are properly dealt with in a transparent and prompt manner.

Vigilance

The Vigilance function employs measures that are preventive, punitive and participative. The Bank observed Vigilance Awareness Week, themed 'Satark Bharat, Samridh Bharat' (Vigilant India, Prosperous India) from 27th October 2020 to 2nd November 2020. All employees at SBI have taken an integrity pledge.

In FY 2020-21, the vigilance department conducted **193** preventive vigilance programmes and provided training to **3,735** officers.

The Bank also conducted suo-motu investigations in **768** branches to ensure preventive measures are in place.

Board of Directors

The Board of Directors of SBI is headed by the Chairman, and is comprised of Managing Directors, Shareholder Directors and Directors nominated by the Government of India. As on 31st March 2021,

the Central Board comprised of 13 members. The major roles of the Board include:

- Overseeing the Bank's risk profile
- Monitoring the integrity of the Bank's business and control mechanisms
- Ensuring expert management
- Maximising the interest of the shareholders.

The Bank's Central Board draws its powers from, and carries out its functions in compliance with, the provisions of SBI Act & Regulations, 1955. As on 31st March 2021, the Board comprised of five Executive Directors and eight Non-Executive Directors.

The average tenure of each member of the board was approximately 23 months, based on the tenure of existing Directors on 31st March 2021. All the Non-Executive Directors are eminent professionals with experience in fields like technology, accountancy, finance, economics and academia.

The financial returns and relative financial metrics used to determine the variable compensation of the Executive Directors are defined by the Government of India.

Board-Level Committees:

- Executive Committee of the Central Board (ECCB)
- Audit Committee of the Board (ACB)
- Risk Management Committee of the Board (RMCB)
- Stakeholder Relationship Committee (SRC) cum Customer Service Committee of the Board (CSCB)
- Special Committee of the Board for Monitoring of Large Value Frauds (SCBMF)
- IT Strategy Committee of the Board (ITSC)
- Corporate Social Responsibility Committee (CSRC)
- Nomination and Remuneration Committee of the Board (NRC)
- Board Committee to Monitor Recovery (BCMR)
- Review Committee for Identification of Wilful Defaulters/Non-Co-operative Borrowers



Risk Governance

The Risk Management approach at SBI is based on 4 key pillars:

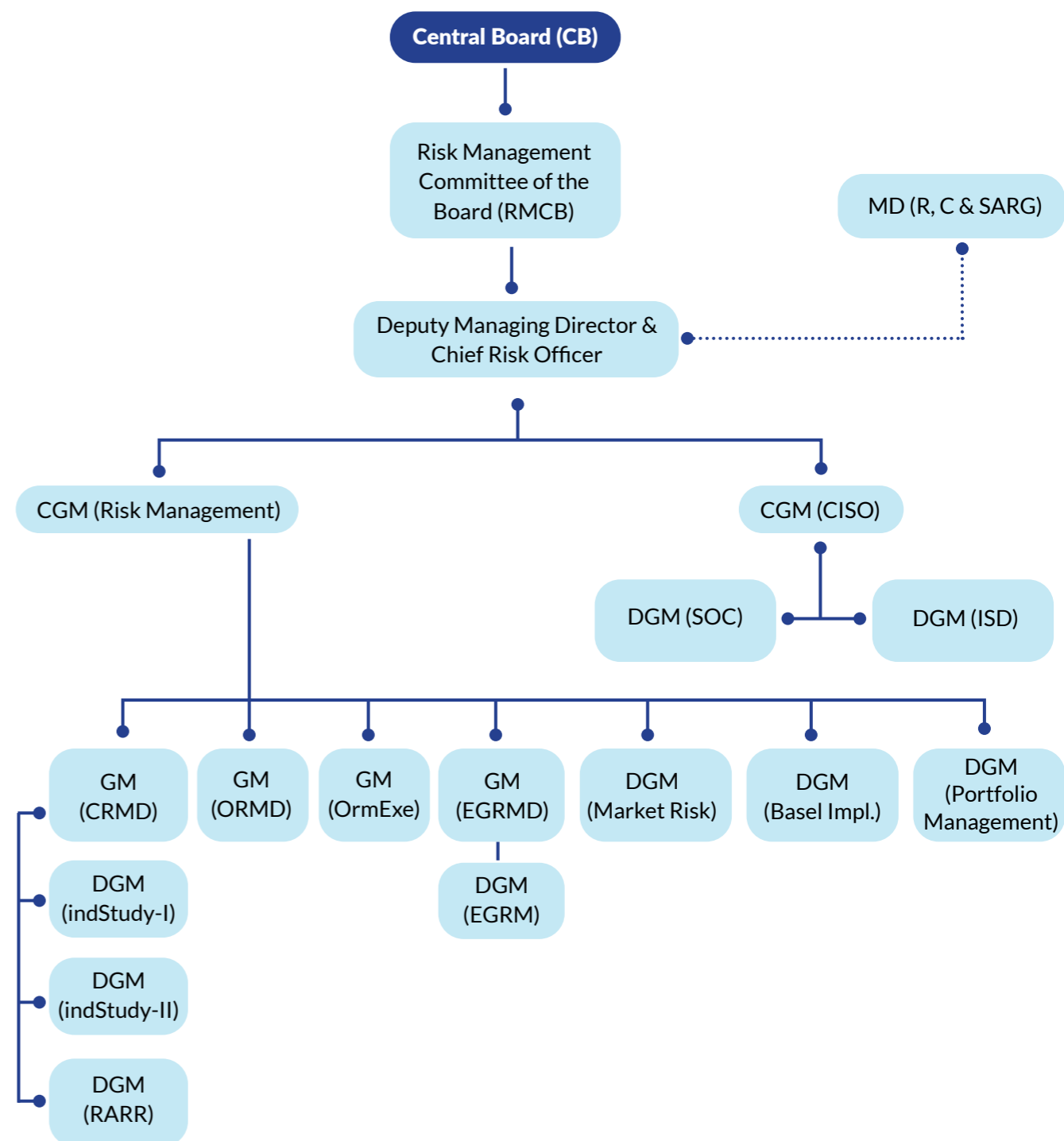


Various risks across the Bank are monitored and reviewed through Executive-Level Committees and the Risk Management Committee of the Board. The aim of the committee is to minimise any negative impact of the risks that are faced by the industry. SBI has prioritised credit risks, market risks, liquidity risk, IT risk and operational risks, and developed policies and procedures to measure, assess and monitor them across the portfolio. The Bank has also initiated Enterprise and Group Risk Management projects, which are

being implemented with the support of external consultants to adapt to global best practices.

SBI adheres to the RBI's Basel III Capital Regulations. It has put in place an independent risk governance structure to ensure the independence of risk measurement, monitoring and control functions. The key driver of the framework is technology, which has enabled the identification and management of risks at the place of origination.

Risk Governance Structure





SBI has been actively working to promote environment-friendly products and practices. Policies have been put in place to increase SBI's exposure to climate change-mitigating industries, which includes relaxations for extending credit facilities to borrowers in the renewable energy sector.

Compliance Risk Management

The Bank's Compliance Risk Management Committee ensures that all its activities are in line with regulatory requirements. The committee is comprised of senior executives from business verticals and support functions, and maintains oversight on all compliance-related issues. The Bank also regularly carries out compliance testing of RBI's regulations and remediation of gaps.

Sustainability Governance

SBI has a Sustainability and Business Responsibility (BR) Policy to adapt and operate efficiently in a dynamic business landscape. The Policy outlines the Bank's approach to managing economic, environmental and social performance in an integrated manner. It identifies the Bank's environmental and social focus areas, and outlines the general principles for the implementation of sustainability initiatives.

The responsibility of executing the Bank's Sustainability and Business Responsibility (BR) Policy lies with the Corporate Centre Sustainability Committee (CCSC). The CCSC comprises of various functional heads, while the Deputy Managing Director (HR) and Corporate Development Officer oversees the Bank's overall environmental and social performance. SBI has also constituted a Corporate Social Responsibility Committee to review the activities undertaken by the Bank under its CSR Policy.

Climate-Related Risks

SBI has identified climate-related risks that could have significant impacts on the business. The Bank acknowledges the increasing risks of climate change embedded in its credit asset portfolio, and has initiated the process of devising a framework for climate risk management in this regard. Additionally, SBI is also in the process of devising a framework for identifying and managing risks arising out of environmental, social and governance practices. The Bank is in the process of devising a framework for integration of ESG risk assessment in overall credit risk assessment, which is currently under review by various business verticals.

Audit Framework

SBI's Internal Audit (IA) department undertakes a risk-based audit of the operating units of the Bank, using several technological interventions for enhancing the efficiency and effectiveness of its audits. These initiatives include:

- Web-based, online Risk-Focused Internal Audit (RFIA)
- Analytics-based, continuous assessment of compliable controls through remote evaluation of big data
- System-driven, analytics-based offsite monitoring of transactions
- Concurrent audit of business units to ensure ongoing scrutiny of compliances
- Early review of sanctions to assess quality of loans of ₹1 crore and above
- Online self-audit by branches for self-assessment

Branch Audits

The IA department undertakes critical review of the operations of auditee units through RFIA, as per RBI directives. During FY 2020-21, it audited 12,359 units of domestic branches and Central Processing Centres (CPCs). Additionally, the IA department conducted Evidence Based Compliance Testing (EBCT) in 3,388 branches identified under Trigger-Based Audit (TBA).

Details of other audits - such as credit audit, information security audit and management audit, among others - can be found in the Bank's Annual Report.



Responsible Investment at SBI



As India's largest lender, SBI has always worked to amplify its positive impacts, both directly and indirectly, and mitigate any negative impacts of its operations. The Bank gives due consideration to environmental, social and governance-related criteria while making lending decisions, to ensure that funding is directed towards the right institutions. For loans valued between ₹5 crores and ₹50 crores, every borrower is put through an entry-level assessment on various social and environmental criteria. For loans exceeding ₹50 crores, borrowers are assigned scores on the basis of their performance on various ESG parameters.

At SBI, the commitment to responsible investment also means doing its part to combat money laundering and the financing of terrorism. The Bank adheres to RBI's Know Your Customer norms under the Prevention of Money Laundering Act, 2002. This is combined with regular stress-testing of the Bank's credit portfolio to ensure robust risk management and responsible lending.

Investing for Impact

SBI is committed to contributing to the fight against climate change. Over the years, the Bank has devised products and services to incentivise and ease the transition to environment-friendly technologies. These include, but are not limited to:

Green Fund



- Allows users to redeem reward points towards sustainable activities
- Contribution utilised for activities like tree plantation, water conservation, sanitation, renewable energy and waste management

Green Bonds/Green Loan



- Bonds worth US\$800 million have been issued since FY 2018-19
- A green loan worth €50 million was raised in FY 2020-21
- Proceeds utilised in accordance with the Bank's Green Bond Framework to bring about positive environmental impact

Utilisation of proceeds from green bonds and green loan:

Sr. No.	Project Description	Project Location	Estimated Emission Reduction (tCO ₂ /year) ¹
1	50 MW Solar Project	Tamil Nadu	77,086
2	50 MW Solar Project	Tamil Nadu	71,928
3	49 MW Solar Project	Tamil Nadu	84,904
4	50 MW Solar Project	Karnataka	82,607
5	34 MW Solar Project	Karnataka	47,897
6	16 MW Solar Project	Karnataka	25,132
7	70 MW Solar Project	Andhra Pradesh	107,357
8	30 MW Solar Project	Andhra Pradesh	50,991
9	1 MW Solar Project	Uttar Pradesh	1,095
10	1 MW Solar Project	Rajasthan	1,095
11	100 MW Solar Project	Tamil Nadu	1,53,125
12	100 MW Solar Project	Tamil Nadu	1,53,125
13	100 MW Solar Project	Tamil Nadu	1,53,125
14	209 MW Solar Project	Tamil Nadu	3,20,031
15	100 MW Solar Project	Tamil Nadu	1,53,125
16	100 MW Solar Project	Tamil Nadu	1,53,125
17	Metro Rail Project	Hyderabad	15,000 ²

Source: ¹Grid emission factors from CO₂ Baseline Database for the Indian Power Sector User Guide Version 15.0 and Plant Load 2 Factors referred from loan documentation and state utility tariff orders.

²<https://www.ltmetro.com/green-metro/>

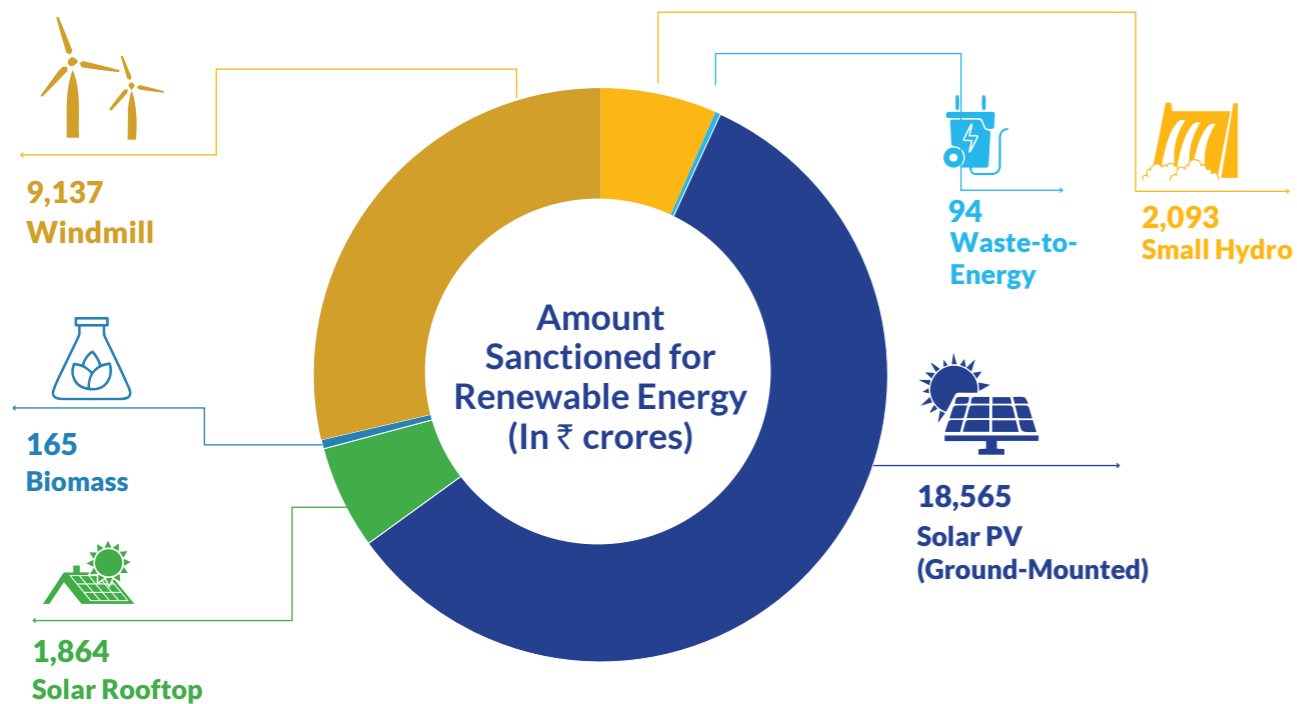
Impetus for Renewable Energy

The Bank's commitment to financing renewable energy is evident in its portfolio. Proceeds from green bonds issued by the Bank, as well as the lines of credit, have helped SBI provide much-needed thrust to the sector.

The Bank has put in place a Renewable Energy Policy that incorporates various segments, viz. ground-mounted solar power, wind energy, grid-connected rooftop solar power, small hydro (upto 25 MW) and waste-to-energy. A number of

concessions are extended, including but not limited to concessions on card rate, waiver of premium, increased tenure and a year-long moratorium. These enablers, combined with constant alignment with the rapidly changing dynamics of the energy landscape, have earned the Bank a leadership position in the RE financing space.

Further, in conjunction with the World Bank, SBI has trained 350 of its employees on handling solar project proposals so far.



The Bank is associated with various industry associations and organisations to drive the renewable energy agenda. These include:

- International Solar Alliance, which was jointly launched by India and France to address the energy needs of member countries by harnessing solar power
- Federation of Indian Chambers of Commerce and Industry (FICCI)
- Bureau of Energy Efficiency (BEE)
- Confederation of Indian Industries (CII)
- Science and Technology for Society (STS) Forum, Japan, which explores opportunities arising from science and technology to solve the problems facing humankind
- Indo-UK Joint Working Group on Green Finance
- BRICS Business Council Taskforce on Green Financing

Project Finance

The Bank has a dedicated business unit that deals with the appraisal and arrangement of funds for infrastructure projects in sectors such as power, roads, ports, railways, and airports, amongst others.

Various sectoral reforms and incentives, along with the Government’s investment in the infrastructure sector, have resulted in the inflow of new projects, particularly in sectors like city gas distribution, road, and renewable energy, among other

sectors. The infrastructure sector is expected to experience a fillip, with the creation of the National Infrastructure Pipeline with an investment of ₹140 lakh crores to support 7,700 projects across sectors. The Bank has recruited experienced professionals from different sectors and industries to provide structuring solutions to clients.

LINES OF CREDIT

To amplify its responsible investment activities, SBI has partnered with a number of international banks and funding agencies. These institutions provide lines of credit, which the Bank uses to fund projects with positive environmental and social impacts. Some of the existing lines of credit are:

USD 625 million from the World Bank



Signed in 2016, this line of credit is aimed at enhancing clean energy generation in India. Loans are extended to install rooftop solar panels, which enable consumers to meet their energy needs in an environmentally sound manner.

USD 274 million from KfW German Development Bank



Affordable housing is a key focus area for the Bank, in line with the tenets of the Pradhan Mantri Awas Yojana. This line of credit, signed in 2016, helps SBI promote affordable housing and support borrowers in the space.

USD 300 million from KfW German Development Bank



This line of credit allows the Bank to fund projects in priority sectors identified by the RBI. Since its signing in 2015, this line has allowed SBI to extend credit to agriculture and allied activities, small businesses, small-scale industries and renewable energy, among much more.

USD 214.3 million from European Investment Bank



The EIB extended this line of credit to SBI in 2017 with the aim of reducing dependence on fossil fuels. Since then, it is being used to fund large greenfield solar energy projects in India, making progress towards the National Solar Mission.

USD 277 million from KfW German Development Bank



Incentivising builders and home loan borrowers to opt for energy-efficient alternatives is of paramount importance, when it comes to encouraging sustainability in real estate. This line of credit, which is a part of the Indo-German Development Cooperation, has been used since 2019 towards this end.

USD 177.3 million from KfW German Development Bank



This line of credit, which was extended in 2018, is aimed at promoting the proliferation of renewable energy in India. It leverages the combined reach and expertise of the Indo-German Solar Energy Partnership to provide funding to renewable energy projects, aiding the fight against climate change.



Solar project in Pavagada Solar Park having waterless robotic cleaning system for panels

SBI's Focus on the SDGs

Financial institutions can play a significant role in building a country's resilience. To this end, SBI has constantly worked towards aligning its products and services with the Sustainable Development Goals laid down by the UN.

SUSTAINABLE DEVELOPMENT GOALS

SBI Skill Loan Scheme

SBI's Skill Loan was designed to help individuals enhance their skills and improve their livelihood. This scheme promotes opportunities for all and ensures inclusive and equitable quality education. The loan facility under this scheme is available to people taking up courses run by Industrial Training Institutes (ITIs), polytechnics and training partners affiliated with the National Skill Development Corporation (NSDC) and Sector Skill Councils, to name a few.



SBI e-MUDRA

SBI extends digital term loans up to ₹50,000 to help microentrepreneurs meet key requirements related to their business, consequently enhancing their employment generation potential. This product is completely digitised, right from application stage to the disbursal, reducing turnaround time and paperwork, and improving the overall customer experience.



Compressed Bio Gas (CBG) Under SATAT Scheme

SBI provides loans for CBG plants under the Sustainable Alternative Towards Affordable Transportation (SATAT) scheme. This project is aimed at creating large-scale employment for skilled and unskilled people, along with sustainable industrialisation, innovation, reduction in emissions, and waste management.



Car Loan

Through this product, SBI aims to help customers realise their dream of owning a vehicle, while also incentivising sustainability. Bank promotes cleaner mobility through the Green Car Loan scheme by offering a longer repayment period of up to eight years and a concession of 20 basis points (bps) on the interest rate, compared to a regular car loan.



SHG Financing

Self-help groups often result in creating more independent and resilient communities. SBI provides these groups with the funds they need to generate sustainable livelihoods. Women SHGs are encouraged, in line with the Bank's push for gender equality.



Financing Polyhouse

Polyhouse farming is a technique where micro-climate is regulated to enhance yields. SBI is financing such projects to drive progress on the goals of zero hunger, good health and wellbeing, sustainable consumption and production, and climate action.



Grid-Connected Rooftop Solar PV Projects

By funding small projects with a capacity of up to 1MW, this initiative seeks to popularise the use of renewable energy in commercial institutions and industry buildings with smaller roofs. Till 31st March 2021, ₹688.48 crores have been sanctioned under this scheme.



Healthcare Business Loan

Through this loan product, SBI aims to facilitate access to better care for residents of smaller cities and villages, resulting in reduced burden on existing facilities and consequently, better healthcare for all. Till 31st March 2021 loans worth ₹43.18 crores have been sanctioned to customers.



Financing Solar Photovoltaic Pump Sets

Solar water pumping systems serve as easy-to-use, cost-effective, sustainable alternatives to conventional diesel and electric pumps. SBI helps fund their purchase and provides a sustainable livelihood for these farmers, while also reducing the environmental footprint.



E-Rickshaw Scheme

The increasing mandates around cleaner fuel have led to a surge in E-rickshaws, which serve as an environment-friendly and cost-effective mode of transport. As on 31st March 2021, SBI has sanctioned ₹14.21 crores towards E-rickshaws.



Home Loan

Affordable housing is an integral part of a healthy, happy life. SBI helps people achieve the dream of owning their house through its home loans. Additionally, to encourage financial independence in women, the Bank provides them with a concession.



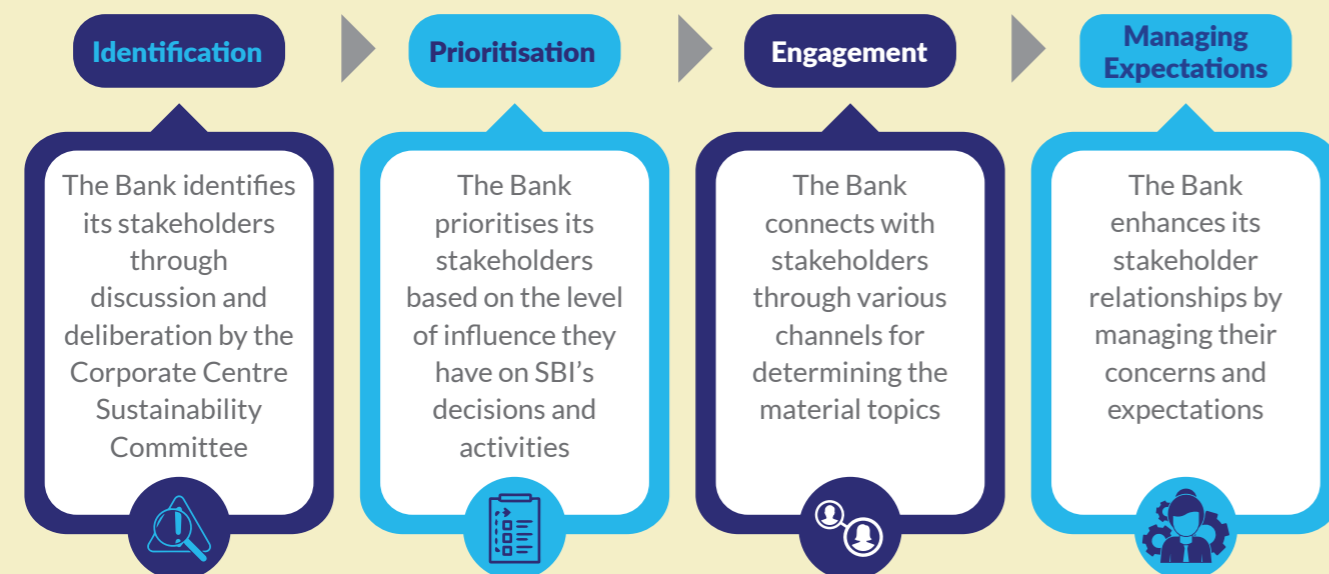
Stakeholder Engagement and Materiality Assessment



Stakeholder Engagement

SBI believes that communicating with its stakeholders transparently and connecting with them meaningfully is crucial to fostering and maintaining strong and long-term relationships with the entire stakeholder spectrum. The Bank's activities impact various stakeholders, such as its employees, investors, customers, regulatory

bodies, industry associations, vendors, suppliers, NGO partners and community members. The objective of this exercise is to identify material issues, evaluate the Bank's operations, products and services, minimise reputational risk, and positively influence SBI's internal and external environment.



The Second BFSI Roundtable

To discuss SDGs and ESG issues in light of the COVID-19 pandemic, SBI hosted the second roundtable conference on 'Integrating Sustainable Development Goals in Business Practices'.

The attendees, belonging to some of India's leading financial institutions, provided insight into the learnings the pandemic has yielded for their respective organisations. The forum agreed on the need to develop SDG-related disclosures and establish informal communication channels to help align the industry's sustainability reporting.



Stakeholders	Mode(s) of Engagement	Frequency of Engagement	Topic(s) of Discussion	SBI's Response Covered in
Employees 	Regular meetings with management Appraisal process Online surveys	Ongoing	Career progression Prospects for professional development Employee welfare schemes Training and workshops on new products and service	Human Capital Management
Investors and Shareholders 	Webcasts and audio calls Investor conferences	Ongoing	Declaration of dividend Claim-related concerns	Financial Capital Management
Customers 	Online and offline feedback mechanism Digital inclusion initiatives Customer satisfaction surveys	Ongoing	Enhanced customer service Reduced turnaround time Engage with customers to create product awareness Financial literacy camps (FLCs) Increased awareness about digital banking	Social and Relationship Capital Management
Regulatory Bodies 	Meetings to discuss mandates or regulations	Ongoing	Consultation and feedback for public policy development	Ethics and Governance
Industry Associations 	Participation and discussion during trade and industry events Partnership with industry associations for events Regular interaction with industry and association heads	Ongoing	Collaboration for policy advocacy	How We Create Value

Stakeholders	Mode(s) of Engagement	Frequency of Engagement	Topic(s) of Discussion	SBI's Response Covered in
NGOs and Community Members 	Project assessment reviews Joint execution of projects Community welfare programmes Meetings with community leaders	Ongoing	New areas of intervention Increased employee participation	Social and Relationship Capital Management
Vendors and Suppliers 	Vendor meets Grievance redressal	Ongoing	On-time payments Standardised procurement processes	How We Create Value



Materiality Assessment

This exercise is undertaken to identify material issues and define priorities in an unbiased manner. It was carried out during the reporting period, and

findings from the same have been used to develop report content. The material topics identified through the exercise are reflected in the content of this report, and are in accordance with the GRI Standards.



Prioritised Material Topics

01
Customer Satisfaction
Non-GRI Topic
103
External

02
Employee Health and Wellbeing
Occupational Health and Safety
103, 403-8
Internal

03
Sustainable Business Strategy
Strategy, Governance
102-14, 102-15, 102-26
Internal and External

04
Data Security and Customer Privacy
Customer Privacy
103, 418-1
Internal and External

05
Natural Resource Management
Energy
103, 302-1, 302-3, 302-4, 302-5
Internal and External

06
Brand and Reputation Management
Ethics and Integrity, Economic Performance, Indirect Economic Impacts, Local Communities
103, 102-16, 102-17, 103, 201-1, 203-2, 413-1
Internal

07
Stakeholder Awareness on Sustainability
Non-GRI Topic
103
Internal and External

09
Ethical Business Practices
Ethics and Integrity
102-16, 102-17
Internal

11
Employee Engagement
Training and Education, Diversity and Equal Opportunity, Non-discrimination
103, 404-1, 404-2, 405-1, 406-1
Internal

08
Innovative Products and Services
Economic Performance, Indirect Economic Impacts, Energy
103, 201-1, 203-2, 302-5
Internal and External

10
Products with Positive Environmental and Social Impact
Energy
103, 302-5
External

Linkage with GRI topics
GRI standard disclosures
Material topic boundary



Financial Capital Management



As India's largest bank, SBI strives to generate economic value in a resilient, responsible and inclusive manner. Being aware of its sizable operations and the impact it has on the environment and society has made it more important for SBI to build a strong and consistent narrative on what the Bank stands for, by creating shared value for society and contributing towards the country's development.

SBI's Economic Performance (in ₹ crores)

	FY 2020-21	FY 2019-20	FY 2018-19
Economic value generated			
Total income	3,08,647	3,02,545	2,79,644
Economic value distributed			
Operating cost (other than employee wages and benefits)	31,716	29,459	28,633
Employee wages and benefits	50,936	45,715	41,055
Payments to capital providers	3,570	NIL	NIL
Payments to government (Net cash outgo on account of corporate income tax)	151	12,086	4,238
Community investment	145	28	48
Total economic value distributed	86,518	87,288	73,974
Total economic value retained	2,22,129	2,15,257	2,05,670

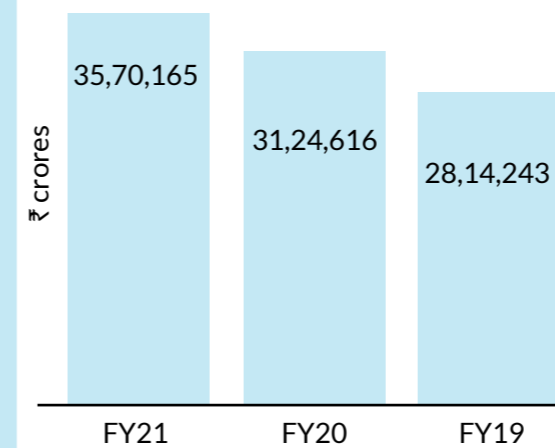
Our Offerings

As an increasing number of people are entering the formal financial system, it has become important for banks to cater to the evolving needs of the customers. SBI constantly strives to align its offerings with customers' expectations, hence broadening its product and service offerings. This, combined with the Bank's push for socioeconomic development, has led to continued improvement in its overall performance.

Domestic Deposits

With the growing uncertainties that came with the pandemic, domestic deposits saw a relatively conservative growth in FY 2020-21 compared to the previous year. The value of domestic deposits grew by 14.26% from 31,24,616 crores to 35,70,165 crores.

Three-Year Performance of Domestic Deposits

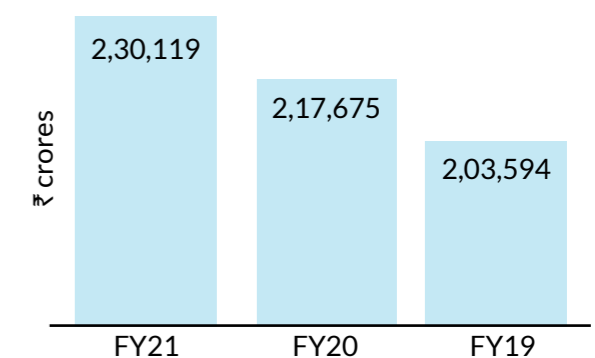


NRI Business

SBI has a base of around 36 lakh NRI customers.

The Bank has launched new services in FY 2020-21 for enriching the experience of its NRI clientele. These include, but are not limited to, the delivery of automated advice on customer's registered email address, missed call banking services through the SBI Quick app and NEFT or RTGS through YONO.

Three-Year Performance of NRI Deposits



Key Loan Offerings

SBI strives to enhance customer experience by devising offerings in line with the evolving needs. The Bank's loan disbursement process is centered on fair, transparent due diligence of the proposals that it receives.

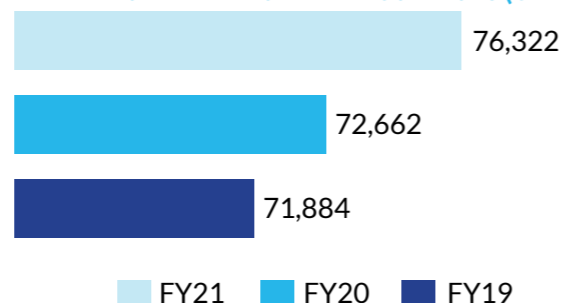


Auto Loans

During the reporting period, SBI recorded more than 5% year-on-year (YoY) growth in the auto loan segment.

The Bank has also come up with the Green Car Loan scheme, encouraging customers to switch to electric vehicles, by offering lower interest rates and longer repayment periods of up to eight years.

Three-Year Performance of Auto Loans (₹ in crores)



SBI's car loan market share has increased to 16.5%, as against 14.4% recorded in FY 2019-20.

Education Loans

Access to high-quality education is the key to human capital development and economic growth. The Bank recognises the role that funding education can help in building resilient and productive human resources, in addition to contributing towards the fulfilment of SDG 4 (Quality Education).

This year, the Bank has helped 47,959 meritorious students realise their dreams by providing financial assistance to the tune of ₹5,980 crores.



Three-Year Performance of Education Loans (₹ in crores)



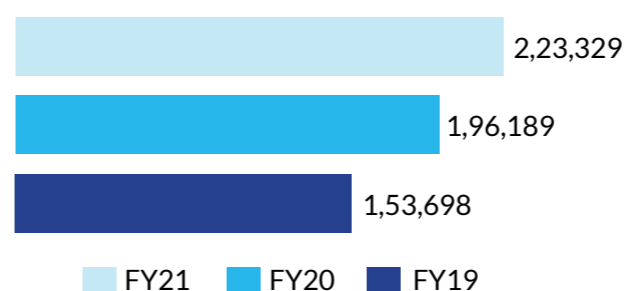
Education Loans	Total Value of Loans Provided in FY 2020-21 (in ₹ crores)	Number of Beneficiaries in FY 2020-21
Girl students	2,175	18,770
Scheduled Caste (SC)	112	1,092
Schedule Tribes (ST)	33	352
Other Backward Classes (OBCs)	345	3,598
Minorities	680	5,266



Personal Loans

In FY 2020-21, SBI extended personal loans (Xpress credit and pension loan) worth ₹1,26,104 crores to over 31.13 lakh customers, bringing its personal loan portfolio to ₹2,23,329 crores. The Bank has leveraged its digital platform, YONO, for extending personal loans to its customers. Using this feature, ₹16,569 crores of personal loans (Xpress credit and pension loan) were disbursed in the current reporting period.

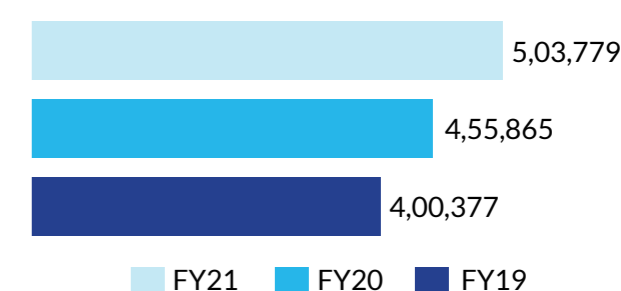
Three-Year Performance of Personal Loans (₹ in crores)



Real Estate and Housing Loan

SBI has crossed the historic landmark of ₹ 5 lakh crores for home loan business. To help its existing customers tide over the financial crisis caused by the pandemic, SBI launched a customised 'Special Top-Up' scheme. In-house contactless digital platforms like Customer Relationship Management (CRM) portal and YONO are being promoted extensively as tools to maximise the home loan business and further boost SBI's market share.

Three-Year Performance of Home and Home-Related Loan Portfolio (₹ in crores)



Rural Banking



With two-thirds of India's population residing in rural areas, helping them achieve financial empowerment is integral to the development of the country. Additionally, this demographic also presents a huge opportunity for the banking sector. The Bank has a network of nearly 8,000 rural branches across the country.

Additionally, State Bank of India has an extensive network of sponsored Regional Rural Banks (RRBs), which give it a distinct competitive advantage due to their presence and user base in these areas.

Agri Business



SBI recognises the importance of providing credit support to the agriculture sector. SBI stood alongside farmers during the pandemic by offering borrowers additional credit lines to meet immediate needs. Moreover, the Bank extended interest deferment facility and provided moratoriums on EMIs and term loan installments to extend support to the sector in these testing times.

The Bank has onboarded 44 Farmer Producer Companies (FPCs) to extend support to sustainable farming practices. Apart from this, it observed World Soil Day and Kisan Diwas with the farmers to thank them for their trust in SBI.

(in ₹ crores)

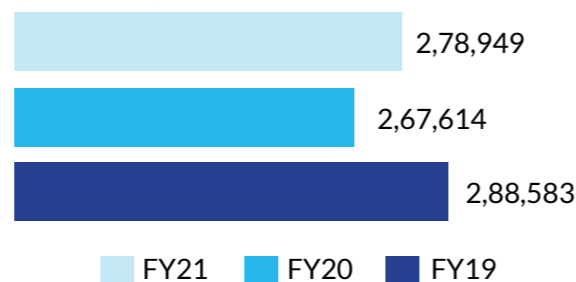
	FY 2020-21	FY 2019-20	FY 2018-19
Total Agri Advances	2,14,151	2,06,067	2,02,681
YoY Growth	8,084	3,386	14,430
% YoY Growth	3.92	1.67	7.67

Support for SMEs

With the growing emphasis on Make in India, SMEs are playing an increasingly important role in furthering India's manufacturing, employment generation and exports, making them a prime area for the Bank to support.

SBI has also developed the e-Mudra application to streamline and enhance the loan process. This application facilitates appraisal, sanction and disbursal of loans up to ₹50,000, in compliance with all the norms of the Mudra loan (Shishu category).

Three-Year Performance of SME Advances (₹ in crores)



“ This year, a total of 74,461 loans amounting to ₹347.83 crores have been disbursed under the e-Mudra scheme for financing micro enterprises. ”

Financial Inclusion and Contribution to Government Schemes



SBI has an unwavering commitment to ushering in inclusive growth and social cohesion, which it drives by empowering vulnerable groups of society. Giving marginalised sections of society access to formal credit and financial services prevents their exploitation and helps them break free of the vicious cycle of poverty.

The Bank has undertaken a series of Financial Inclusion (FI) initiatives, which embody its ethos of inclusive growth and customer outreach across different segments of society.

SBI has played an active part in the implementation of schemes such as Pradhan Mantri Jan-Dhan Yojana (PMJDY), PM Kisan Samman Nidhi Yojana, Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) and Atal Pension Yojana (APY), among others.

Contribution to Government Schemes	As on 31 st March 2021
PMJDY Accounts	12.85 crores
PMJDY Deposits	₹36,834 crores
PMJJBY Enrolments	1.85 crores
PMSBY Enrolments	5.64 crores
APY Enrolments	60.03 lakhs

Customer Service Points

The Bank has Customer Service Points (CSPs), which play a significant role in bolstering financial inclusion. These are integral in providing access to banking products and services in unbanked areas of the country. A total of 71,968 CSPs have been set up by SBI, helping reduce footfall in the branches. This year, approximately 58.78 crore transactions amounting to ₹2,52,470 crores were recorded, translating to more than 16 lakh transactions per day on an average.

Micro Credit (SHG-Bank Linkage)

SBI is constantly working with the National and State Rural Livelihoods Missions to provide credit to SHGs, which allows members to generate incomes and fulfil needs like housing and education. SBI continues to have the highest market share in SHG-credit linkage among all banks catering to 7.83 lakh as of March 2021, covering more than 75 lakh women members.

Financial Literacy

SBI recognises the need to create awareness when it comes to lifting people out of poverty and ushering in prosperity. Taking cognizance of this,

SBI has set up 341 Financial Literacy Centres, through which 11,943 financial literacy camps with 3.64 lakh participants were conducted in the reporting period.

Rural Self-Employment Training Institutes (RSETIs)

RSETIs aim to empower rural youth through skill development and training, thereby creating means for sustainable livelihoods. As on 31st March 2021, SBI has set up 152 RSETIs, contributing to 26% of the functional RSETIs in the country. Despite the COVID-19 pandemic, these RSETIs have trained 66,260 candidates and achieved 107% of the annual training target set by the Ministry of Rural Development during the current financial year.

Rural Self-Employment Training Institutes (RSETIs)	Cumulative Since 2011
No. of RSETIs	152
No. of Training Programmes Conducted	32,526
No. of Youth Trained	8,69,278
% Candidates Settled	70.66%
For FY 2020-21	
% of female candidates among total trained	82.82%
% of rural poor candidates among total trained	85.79%



RSETI trainees making masks to aid the fight against COVID-19

Natural Capital Management



The growing importance of managing environmental and social impacts has led organisations across the world to continuously enhance their initiatives to lend momentum to sustainable development. Mainstreaming environmental and social parameters into SBI's business has long been a priority for the Bank. Keeping in mind its wide reach, the Bank is cognizant of the impacts it may have on the environment. It has, therefore, taken a twofold approach towards managing its natural capital – managing the impact of its own operations, and directing its funding towards climate action by mitigating sectors through responsible investment.

SBI's Climate Strategy

The Bank's aim to become carbon neutral by 2030 is a key tenet of its climate strategy. In this regard, it has taken a number of initiatives to reduce its carbon impact, including – but not limited to – the installation of solar power plants, plantation of various trees, organic farming and banning the use of single-use plastic on campus. It is also in the process of identifying any climate risks that have the potential to generate a substantive change in its business.



The Bureau of Energy Efficiency awarded a 4-star rating in composite climate zone to State Bank Institute of Credit & Risk Management (SBICRM), Gurugram in the category of office buildings.



Managing SBI's Environmental Impact

Green Buildings

SBI has constantly been working to ensure world-class facilities with a minimal impact on the environment. The Bank has directed its efforts towards ensuring energy efficiency, health and comfort, and responsible resource management at its facilities. It has received certification from the Indian Green Building Council (IGBC) for eight of its establishments that have incorporated eco-friendly initiatives have received certifications from the IGBC. This year, the State Bank Bhavan's IGBC rating was upgraded to 'Gold' from 'Silver', serving as a testament to SBI's commitment to sustainability.



Tree Plantation

SBI's Maharashtra circle undertook a tree plantation drive in December 2020. A total of 10,000 silver oak trees were planted and larger environmental initiatives were addressed to create global sustainability awareness.



World Soil Day

SBI has constantly worked to raise awareness about the importance of various sustainability-related issues. Keeping this in mind, the Bank observes World Soil Day annually on 5th December. This helps draw attention to the importance of healthy soil, and advocate for the sustainable management of soil resources. World Soil Day 2020 was observed with the theme 'Keep Soil Alive, Protect Soil Biodiversity'. This helped the Bank emphasise the increasing challenges of soil management, and create awareness about the importance of healthy ecosystems and human wellbeing. SBI is committed to the development of agriculture and ushering in prosperity for farmers across the country. This is constantly reinforced by demonstrating a commitment to environmental sustainability and strengthening the Bank's bond with local farming communities.



Energy Consumption and Management

SBI endeavours to foster energy conservation, utilisation of clean energy and reduction in GHG emissions. Energy consumed by the Bank primarily consists of purchased electricity. It has installed rooftop solar panels across several premises, including the Corporate Centre and Local Head Offices (LHOs). This has helped the Bank reduce its dependency on fossil fuels. A significant volume of wind power is also consumed by SBI's Global IT Centre (GITC) in Mumbai.

Replacement of Generator Sets

The Bank has initiated the replacement of generator sets with solar power-backed uninterruptible power supply systems at rural and semi-urban branches. This, which has been undertaken on a pilot basis six circles, has completely eliminated the need for generators, not only aiding SBI in its carbon neutrality journey, but also reducing the Bank's operational cost. All routine maintenance activities, including battery replacement, are planned through a remote monitoring system that is available round the clock. It has also been observed that the seamless and uninterrupted supply of clean energy has increased the lifespan of devices like lights, fans, computers and printers.



Solar installation under the initiative at Pungro Branch in the Bank's North East Circle

The current captive RE power capacity of SBI is approximately 35 MWp and the Bank continues to increase it. An amount of ₹1,095.04 crore has been

spent on energy consumption during the reporting year, which corresponded to approximately 5.07 million GJ of electricity consumption and 0.79 million GJ of diesel consumption. Emission calculations are based on the expenditure incurred on business travel, energy, fuel and paper consumption.

SBI's Energy Consumption

Source	FY 2020-21 (GJ)	FY 2019-20 (GJ)	FY 2018-19 (GJ)
Diesel	7,90,806	8,75,022	7,89,900
Grid electricity	50,70,995	46,25,287	51,07,465
Total	58,61,801	55,00,309	58,97,365

Total Emissions According to Source

Source	FY 2020-21 (tCO ₂ e)	FY 2019-20 (tCO ₂ e)	FY 2018-19 (tCO ₂ e)
Diesel	58,791	65,052	58,724
Grid electricity	11,69,146	10,66,386	11,63,367
Total	12,27,937	11,31,438	12,22,091

SBI's GHG Emissions

Scope	FY 2020-21 (tCO ₂ e)	FY 2019-20 (tCO ₂ e)	FY 2018-19 (tCO ₂ e)
Scope 1	553	390	418
Scope 2	11,69,146	10,66,386	11,63,367
Scope 3	1,35,811	1,92,459	1,81,822
Total	13,05,510	12,59,236	13,45,607

Emission Intensity

Source	FY 2020-21 (tCO ₂ e/FTE)	FY 2019-20 (tCO ₂ e/FTE)	FY 2018-19 (tCO ₂ e/FTE)
Scope 1	0.002	0.002	0.002
Scope 2	4.76	4.27	4.53
Scope 3	0.55	0.77	0.71
Total	5.31	5.05	5.24

Scope 3 emissions are estimated considering work-related travel via rental car, bus, rail and air, third-party diesel generators and paper consumption.

Energy Conservation Initiatives

The Bank's energy conservation initiatives play a significant role to help it overcome the challenges posed by climate change and make progress on its carbon neutrality journey. A number of steps have been carried out by the Bank in order to help reduce its energy consumption. These include:

- Installation of IPM+ desktop software:** An intelligent power management utility software, IPM+, has been introduced by SBI. This software has been installed since May 2016 on all office desktops across the nation, and is used for optimising the distribution and use of electrical power in data centres and computer systems. IPM+ has helped the Bank successfully drive energy savings of around 8.59 GWh in the reporting period, which directly relates to avoidance of 8,590.66 metric tonnes of GHG emissions, saving 8,16,113.07 cubic metre water and leading to a cost saving of ₹8.59 crores.
- Branch Server Consolidation (BSC):** This project intends to consolidate all the Bank's physical servers to a centralised, secure and virtual location. A consolidated total of 24,800+ servers have been migrated as of 31st March 2021, helping SBI reduce its energy requirements and increase space for branch operations. This project has led to cost savings on account of the reduction in cooling requirements, and eliminated the maintenance expenses for servers.

Waste Management

SBI has increased its focus on waste management during the reporting period. A key initiative of installing waste segregation as well as composting units across all the offices and LHOs has been undertaken by the Bank. As on 31st March 2021, a total of 73 waste management units have been set up across the Bank's various branches, offices and other establishments.

WASTE NO MORE

SBI has partnered on Vikaasa, powered by Xynteo, to address the issue of waste management in India. Vikaasa is a purpose-driven coalition of forward-leaning organisations that collaborate to accelerate India's progress on the UN Sustainable Development Goals.

SBI Foundation has partnered to bring in catalytic investments to scale the Waste No More project in Mumbai. It focusses on building an inclusive circular economy by setting up a material recovery facility, establishing connections with the informal sector and empowering communities. Since the inception of the pilot project in January 2020, 450 MT of dry waste has been collected and responsibly disposed. The vision is to expand and scale its success across India by diverting two million tonnes of plastic waste from landfills and waterways. It also places emphasis on increasing livelihood opportunities, along with creating awareness around responsible waste management, and health and hygiene.



Water Management

Conscious efforts have been undertaken by SBI to strengthen its efforts to reduce water consumption. Constant awareness among employees with regards to water management has helped SBI in its efforts. 266 rainwater harvesting systems have been set up across branches, offices and other establishments, as on 31st March 2021.



Water Recycling at SBICB
A wastewater recycling plant has been set up at State Bank Institute of Consumer Banking (SBICB), Hyderabad, to recycle wastewater from the hostel and administrative blocks for irrigating the gardens. Moreover, a few initiatives have been implemented to minimise the consumption of water and save groundwater. These include connecting the drip irrigation and water sprinkler systems to the water recycling plant. A significant reduction of 50% in the campus' water consumption has been noted due to this.

Resource Management

Outsourcing of Record Management Project

SBI has outsourced the storage of record management, as all its internal Data Archival Centres (DACs) are operating at full capacity. These come with enhanced security features, and have enabled the freeing up of space at branches, administrative offices and internal DACs, which can be put to other use or surrendered for cost-saving. It has also relieved branch staff from record maintenance.

During the year, vendor selection was completed and the storage has started at 13 Outsourced DACs (ODACs).

Rainwater Harvesting
Measures for rainwater harvesting have been undertaken at various branches and offices across the country. The Bank's rainwater harvesting systems store captured water in underground tanks or as surface water ponds. The stored water is then used to fulfil domestic requirements, in addition to landscaping efforts. This initiative was implemented keeping in mind water scarcity in various areas and the need to ensure the availability of water. They have helped the Bank overcome water shortage in the summer.

Pre-Approved Personal Loans

The YONO application has helped SBI reduce numerous branch visits and the use of paper. This app helps in the swift processing of pre-approved personal loans (PAPLs) without the need for lengthy physical documentation. In FY 2020-21, 13.57 lakh PAPLs were given out, leading to an indirect saving of approximately 4.47 crore sheets of paper. Additionally, taking into consideration the lifecycle of paper sheets, SBI has estimated to have reduced water consumption by over 26,800 m³, waste generation by around 177 MT and carbon emissions by 2,047.77 tCO₂e.

Green Channel Counters (GCCs)

GCCs are installed at all retail branches in India and include services like cash withdrawal, cash deposit, internal funds transfer, balance enquiry, Green PIN generation and change, and mini-statement. This initiative by SBI seeks to replace traditional paper-based banking with card-based 'green banking' focussed on saving paper.

Green Remit Cards (GRCs)

The Green Remit Card by SBI is a magstripe-based card without a PIN. It can be used to deposit cash using GCCs, CDMs or ADWMs to the designated beneficiary's SBI account. On an average, over one lakh transactions in FY 2020-21 were directed through GRCs each day.

Green PINs

Green PIN was introduced to minimise visits to the branch for submitting requests for regeneration of ATM PIN, and any consequent delays. It is a convenient method of generating debit card PIN through various channels like ATM, internet banking, IVR and SMS. This initiative yields benefits for customers as well

as employees, and helps the Bank significantly reduce its carbon footprint.

This year, the Green PIN initiative has helped SBI indirectly save a total of approximately 187.20 MT of paper through the generation of over 3.90 crore Green PINs through SMS and internet banking. Considering the lifecycle of paper, this is estimated to have reduced water consumption by 16,693.66 m³ and lowered waste generation and carbon emissions by around 110.22 MT and 1,783.42 tCO₂e, respectively.

Fraud Angle Examination Workflow

To ensure reduction in fraud loan accounts and non-performing assets, SBI launched an application in FY 2019-20. This application also helps reduce workflow process time and paper usage.

Roll-Out of Easy Approval Application for Online Approval of Notes

The Bank has introduced the Easy Approval application in all offices, including the Corporate Center, other CC establishments as well as LHOs. This has resulted in a substantial increase in SBI's operational efficiency. During FY 2020-21, a total of 1,10,323 notes have been approved through Easy Approval.

Litigation Management System (LITMAS)

An application has been introduced by SBI to reduce the usage of paper. LITMAS is a software system that maintains records of all litigations related to SBI.



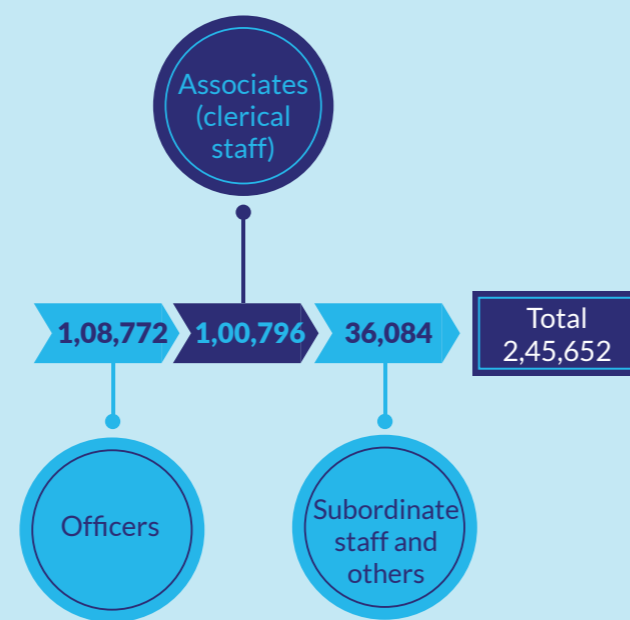
Human Capital Management

SBI believes that employees can deliver a great customer experience and sustained value creation when they are engaged and inspired to make a difference. Employees are the Bank's strength, and will be pivotal in helping it thrive in the face of evolving technology, regulations and customer demand.

SBI sees its employees as key stakeholders whose expertise and creativity are essential to the Bank's future development. It is making efforts for the effective designing and implementation of various HR policies, procedures and programmes to develop and manage knowledge, skills, creativity, aptitude and talent optimally. The focus of the Bank has moved to the strategic utilisation of employees and measurable impact of their performance on business. The Bank continuously aligns its HR strategies with the ever-changing aspirations of its workforce to increase efficiency and promote a participative work culture in the organisation.

Overview of SBI's Human Capital

Workforce as on 31st March 2021



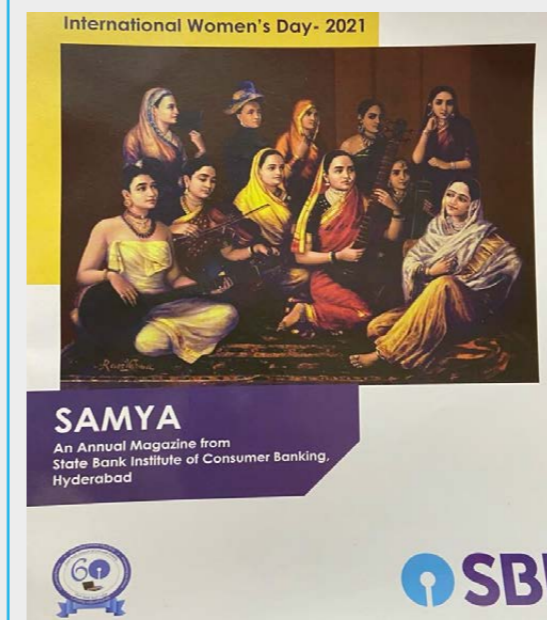
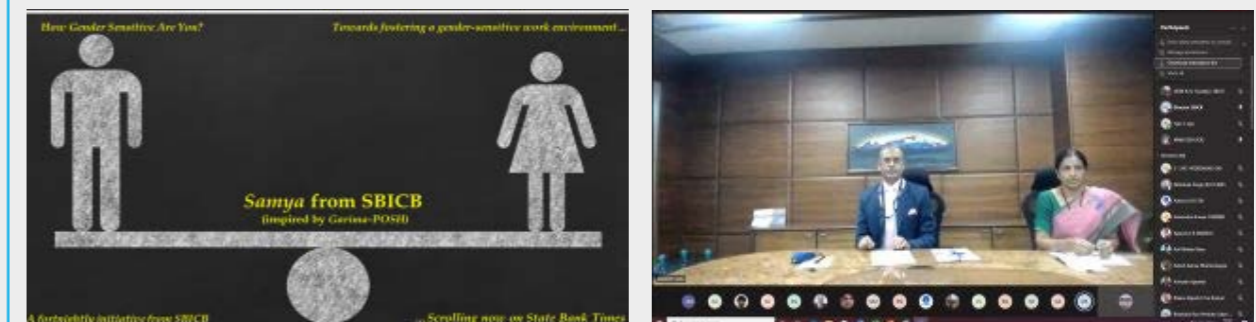
Equal Opportunity, Diversity and Inclusion

SBI remains committed to fostering a strong culture of diversity and inclusivity that can drive growth and development. These key tenets are an integral part of the Bank's human capital management approach. SBI believes in creating a fair, secure and transparent workplace free from any form of discrimination and harassment. It is an equal opportunity employer, and ensures fairness in the process of hiring, compensation and employee performance evaluation. As on 31st March 2021, the Bank's workforce comprised of 25.92% women.

	Male	Female
Officers	85,847	22,925
Associates (clerical staff)	63,457	37,339
Subordinate staff and others	32,664	3,420

	Officers	Associates (clerical staff)	Sub-Staff and others
SCs	19,555	16,237	8,857
STs	9,098	8,090	2,288
OBCs	22,973	26,159	8,915
DAPs	2,128	2,340	214

SAMYA from SBICB - Promoting Gender Equity



SAMYA is an initiative to promote gender equity within the organisation. It started with addressing all staff members by circulating caselets every fortnight. These depicted subtle behaviours and expressions that were reflective of gender bias. The caselets aimed at enabling employees to identify and eliminate their subconscious biases. This was followed by a two-part webinar for senior officials, on gender sensitivity and prevention and redressal mechanisms available.

A Virtual Power Talk on Gender Equality



“ A virtual power talk on gender equality by the Hon’ble Governor of Telangana and Hon’ble Lieutenant Governor of Puducherry was held by the Bank. The Hon’ble Governor stressed on the need for higher education, skill development and entrepreneurship to promote gender parity. ”

Women Representation in Management Positions as on 31st March 2021

Employee Level	Female
Senior Management and Top Executive Grade	1,842
Middle Management	14,793
Junior Management	6,103

International Women’s Day at SBI



SBI remains committed to being an organisation with a strong respect for human rights and ethically sound business practices for employees. The Bank has developed guidelines in its Sustainability and Business Responsibility (BR) Policy that are in alignment with internationally recognised human rights policies. SBI is intolerant towards any kind of workplace human rights violations and,

therefore, has a zero-tolerance policy in place on discrimination and sexual harassment.

This year, 45 complaints were registered on the Garima platform, adding to 10 pending complaints from last year. As on 31st March 2021, 49 complaints were resolved, while 6 were in various stages of resolution.

Talent Management

The identification and development of high-potential employees plays an important role in ensuring the Bank’s sustained business success. This improves the development and career opportunities of the employees themselves, while also contributing to proactive and qualitative personnel planning, and the promotion and retention of its key employees.

The Bank is actively recruiting specialised talent on a lateral or contractual basis in the areas of wealth management, IT, information security, risk and credit, among others. This helps meet the demands of the fast-changing business and regulatory landscape. For entry-level positions, SBI has selected 2,892 Circle-based Officers, 2,003 Probationary Officers and 7,897 Junior Associates in FY 2020-21. The lateral recruitment process during this period resulted in the selection of 261 candidates. For vacancies in managerial and executive positions at various grades in FY 2020-21, 14,102 internal candidates were promoted, offering them with opportunities for growth and development.

As part of its recruitment process, the Bank reaches out to a wider pool of candidates using digital platforms widely. Advertisements are published on job portals and social media. Making use of social and digital media in the hiring process has enabled the Bank to reach out to a larger pool of tech-savvy aspiring candidates. The Bank has also tied up with professional bodies such as the Institute of Chartered Accountants of India (ICAI), in order to reach out to a wider talent pool for specialist positions. During the pandemic, SBI utilised its IT platform and conducted interviews through video conferencing, to ensure social distancing.

Training and Development

SBI operates in a skill and knowledge driven sector, where the competitive advantage lies in the knowledge and skills of its employees. The Bank’s response to the pandemic is an optimised and resilient training system, strategically tuned in to the long-term business goals.

SBI utilised the pandemic-engendered limitations to enhance the user experience with online learning. It promoted the pull mode of learning, impart new skills and broaden knowledge horizons of its workforce. Through its initiatives, the Bank has earned global recognition, while simultaneously enabling consistent delivery of sophisticated and interesting learning experiences.



Best Use of Blended Learning

Best Learning Programme Supporting a Change Transformation Business Strategy



Best Unique or Innovative Learning and Development Programme



58
Average Training Hours Per FTE

Employee Participation in Training Programmes (Unique Participants)

Officers (Generalist cadre)	78,836
Officers (Specialist cadre)	5,540
Associates	55,300
Sub-staff	3,473
Contractual and others	414
Total	1,43,563

Trainings during the reporting year focused on the adaptive transformation of SBI. A team of 475+ in-house educators and banking experts at the six Apex Training Institutes (ATIs) and 51 Regional Institutes of L&D (SBILDs) created a resilient online training network to foster learner interest and ensure retention through videos, pre-reads, case studies, quizzes, and interactive and recorded webinars. The faculty was thoroughly trained in delivering effective and engaging online interactions through external trainings and simulation courses.

The Bank has introduced an in-house, automated centralised training calendar management system. This resulted in an enhanced interface between employees and faculty, with nearly..

51,000 webinars successfully conducted

More than 73% of staff having at least one live interaction with the faculty

~11 webinars attended by each employee in FY 2020-21.

Role-Based Certification (RBC) for employees

SBI has developed the e-RBC technology initiative for online delivery of its role-based certification programmes for more than 2 lakh employees. Furthermore, the basket of programmes has been modified to include 45 in-house certifications and 41 external credentials, in line with current skill requirements. Collaborative accreditations were designed and rolled out for niche areas like digital banking and leadership. During the year, 96% officers and 98% associate staff have cleared their RBCs through online mode.

Industry Connect

- Collaborated with prestigious organisations such as ICAI, FEDAI and CARE to conduct specialised programmes for employee
- Inked an MoU for strategic collaboration in executive education
- The Bank has also entered several MoUs as part of its University Connect for the collaborative training of students
- Signed an MoU with the Center for Creative Leadership (CCL), a top-ranked, global executive education provider to collaborate for executive education, and conduct co-branded programmes

Aiming to enhance operations and achieve service excellence, SBI has introduced and upgraded numerous training programmes during the reporting year.

SAMUNNATI: Participative Coaching Intervention for Branches

SAMUNNATI, a coaching intervention based on the action research model, has been rolled out to support the branches in becoming more goal-driven and competitive. This model involves participation of the unit undergoing transformation. It is a dynamic approach in which problem identification, planning, action and impact assessment are interlinked. As part of this initiative, faculty members of regional learning and development (L&D) institutes have adopted one branch each, to extend guidance for viable growth models and case studies post-completion.

ANWESHAN: Facilitating Sharing of Research Findings

This year, SBI launched ANWESHAN, an e-publication for disseminating best practices uncovered during various in-house operational studies for informed decision-making and improved business outcomes across the Bank.

ASTITVA: Online Tutorial on Sustainability

To promote sustainable behaviour throughout the organisation, SBI has launched ASTITVA, an online tutorial to sensitise its staff on current sustainability issues, UN SDGs and sustainability measures adopted by the Bank. Over 95% of eligible employees have completed this tutorial as on 31st March 2021.

Trainings for New Recruits

To provide seamless learning during the pandemic, training curricula for Probationary Officers and Trainee Officers are modelled into online induction programmes, video clips, quizzes, presentations and knowledge capsules. Regular interactive webinars with faculty have been introduced to support virtual trainings. The Bank has also introduced a similar training curriculum on the virtual platform for onboarding Junior Associates.

Gamification of Learning

- My Quest Today has been launched as a knowledge refresher on the Bank's guidelines. The daily quiz platform contains brain teasers for engaging employees and improving retention on topics like corporate and retail credit, new developments in the Bank, and current affairs. This portal was accessed by more than 90,000 employees in the reporting period.
- 10 gamified e-lessons in essential domains such as digital transformation, leadership development, information security and cyber security, and compliance were created for all employees up to the AGM level for promoting ethically sound business practices suited to the new paradigms. During the year, 95% eligible employees completed the 10 gamified e-lessons.

Building the Research Quotient

- Research wings at ATIs have partnered with various business units for 51 relevant and practical studies to rapidly translate the ongoing changes in the financial ecosystem into a competitive advantage.

- Post-Doctoral Research Fellows were leveraged as academic representatives to establish unique credentials into applied leadership training. They also networked to connect to global clientele and international thought leaders.

Partnership to Boost Learning

SBI has partnered with edX, a non-profit Massive Open Online Course (MOOC) provider established in 2012 by Harvard and MIT. The three inaugural courses included those relating to creativity, relationship marketing and conflict resolution. SBI has successfully launched 13 MOOCs in partnership with edX.



Building a Strong Executive Team

- SBI is working towards building organisational readiness and resilience for long-term challenges. To ensure this, the Bank has made a basket of edX courses mandatory for its top executive team. This year, eight contemporary courses have been added to the repertoire.
- To make a positive difference in the economic landscape, the Bank requires skillful handling of its credit portfolio while dealing with off-beat situations. As a result, all business leaders of the DGM rank have received intensive training in solution-oriented credit decision-making.
- An online assessment centre has been created to gauge executives' leadership aptitude. Each participant is provided with individual development plans, charting areas of strength and development with respect to leadership competencies required by the Bank.



Uniform training programme for induction and mid-level training of public sector bank officials launched by Hon'ble Finance Minister

Leadership and Succession Planning

SBI has adopted the branch manpower model for manpower planning and to ensure optimal utilisation of human resources.

SBI's Career Development System (CDS) under Project Saksham has ensured a credible data-backed performance evaluation process for its employees through a detailed annual competency mapping framework. The system ensures strong accountability, performance visibility and greater alignment between individual and organisational goals.

The Bank has in place a policy on succession planning for senior leadership positions to ensure smooth transition. The key outcomes of succession planning are used to prepare and update development and training programmes.

Performance Management and Reward System

The Bank wants to retain its talented employees and help them realise their potential. SBI's reward programmes impart employees with the knowledge, competencies and behaviours needed for business success. It has introduced platforms like the Chairman's Club and MDs' clubs to recognise employees' remarkable performance.



Employee Health, Safety and Wellbeing

SBI continues to focus on strengthening its policies, systems and processes to ensure the safety of its employees, regardless of any unexpected events. While the risk of major health and safety incidents is relatively low in the BFSI sector, SBI is committed to minimising this risk to ensure zero work-related injuries and fatalities.

The Bank has identified ergonomic stress, lifestyle diseases and mental stress, in addition to work-related hazards like fire, electrical shock and other building safety-related issues as significant occupational health and safety risks to its employees. To ensure that all employees are aware of vital health and safety aspects, the Bank conducts awareness programmes on the issues that they might encounter, both at work and at home, and provides methods to effectively deal with it. Further, it works closely with employees and management to strengthen the occupational health and safety management system, which is aligned with legal requirements and covers all the permanent employees of the Bank.

The absentee rate of the Bank's employees during the reporting period was 0.45%.

Installation of Sanibin Services

SBI introduced Sanibin services for its employees in Pune. Sanibin is a product of PadCare that provides safe, accessible, and eco-friendly waste disposal and recycling solution of menstrual hygiene products through institutional organisations. The pilot project impacted 400 women in a month, leading to a material recovery of 220 kgs and carbon savings to the tune of 1.2MT per month.



Regular Yoga Sessions at SBIL, Kolkata

The Bank has conducted several webinars during the year, to keep employees healthy and engaged during the COVID-19 pandemic. These include sessions on staying fit, putting one's mind at ease, building mental resilience, nutrition, and stress management, to name a few.



Care and Support for Retired Employees

e-Pharmacy

SBI has launched a new scheme called e-Pharmacy for providing healthcare facilities to retirees, through the URWORLD application. In conjunction with a leading insurance provider, the Bank is providing pharmacy services to members of an annual payment plan (APP). Members can purchase medicines through URWORLD by uploading a valid prescription issued by a registered medical practitioner.

MYHRMS

MyHRMS is an application used by retired SBI employees to keep track of their pension. Retired employees can keep a record of the pension payments credited to their account through the app. The app enables them to submit their life certificate through video-based identification without visiting the branch.

Employee Engagement

SBI believes that proactive engagement with all employees contributes to enhanced productivity, creativity and satisfaction.

SBI Wizards - Fostering Positivity and Emotional Wellbeing



“An online quiz event SBI Wizards was rolled out during the year. The quiz was a first-of-its-kind hybrid event that was partly self-paced, online and physical. Participation was extended to include one family member of each employee, and engage them as well.”

Karmveer - Recognising and Motivating Workmen



“SBIL Kolkata has instituted an award named Karmveer, to recognise the efforts of workmen and motivate them. Under this scheme, a few workmen are recognised and felicitated in an in-house function every quarter.”

Marking the 72nd Republic Day of India



“For the 72nd Republic Day, staff members across circles presented a musical dedication to the nation, which was launched at the Bank's Corporate Centre. They wrote the lyrics, sang and composed the special song. The video was shared on SBI's social media pages. The video received an overwhelming response from staff members and visitors on social media.”

International Yoga Day



“SBI observed International Yoga Day on 21st June 2020 with the theme of 'Yoga at Home and Yoga with Family'.”



65th State Bank Day 2020 – First Ever Virtual Talent Hunt



“SBI celebrated its grand 65th virtual Bank Day event with great enthusiasm and vigour on 1st July 2020. As a part of this event, SBI initiated a Bank-wide virtual talent hunt to explore the extraordinary talents of its employees through various competitions. The jury members included the Chairman, Managing Directors and their spouses.”

During the year, the Bank conducted inter-circle sports tournaments, photography competitions, poster-making competitions and essay competitions, among other employee engagement activities.

The Bank also observed 'Constitution Day' on 26th November 2020 at all circles. The staff members participated in the celebration with full enthusiasm.

SBI Children's Welfare Fund
 In line with the belief that charity begins at home, the Bank established the SBI Children's Welfare Fund in 1983. Created using voluntary contribution from the Bank's staff, interest on the corpus is used to support institutions working towards the welfare of underprivileged and orphaned children. In FY 2020-21, SBI's employees contributed ₹54 lakhs to this fund and the Bank donated ₹64 lakhs to eight institutions across the country.

Employee Grievances

The Bank operates under a set of internal policies that ensure a respectful work environment. Employee grievances, including those from retired employees, are gathered through the Sanjeevani helpline. It also offers counsellor support, a measure expected to boost employee morale. During the year, 4,866 grievances were raised through this helpline. Of these, 4,754 have been resolved, while the resolution of 112 complaints was underway as on 31st March 2021.

Freedom of Association

SBI recognises the right to freedom of association that allows employees to communicate positively with the management. Around 91.8% eligible officers and 92.9% associates and sub-staff are represented by a trade union or covered by collective bargaining agreements

Social and Relationship Capital Management



SBI's stakeholders lie at the heart of its success. The Bank's customers, partners and the communities it operates within have stood by it through thick and thin, to thrive through ever-evolving business landscapes.

SBI is committed to ensuring that its own success translates into that of its stakeholders. It is developing the communities it operates in, enhancing customer experience and supporting value chain partners.

Community Stewardship

Social responsibility is deeply ingrained in the culture of SBI. The Bank leverages its geographical footprint to conduct CSR activities and touch millions of lives. CSR Initiatives are also aligned with national priorities like the Swachh Bharat Abhiyan, Jal Shakti Abhiyan, Beti Bachao Beti Padhao scheme and River Rejuvenation efforts to lend momentum to the national developmental agenda. During the reporting year, SBI spent ₹144.88 crore on various CSR initiatives.

This year, enhancing the resilience of beneficiaries was the key agenda of the Bank, which directed its CSR efforts towards healthcare, education, skill development, livelihood, sports, protection of national heritage and environmental sustainability. Special emphasis was also given to uplifting and empowering armed forces veterans, women, youth and senior citizens.



Healthcare

Accessible, affordable and good quality healthcare is the bedrock of a resilient society. Through its CSR initiatives, the Bank is constantly working to ensure these by providing the requisite infrastructure to hospitals, and NGOs and trusts working in the sector.

This year, some of SBI's noteworthy initiatives in this area included:

- Support for medical treatment of cancer patients at Gujarat Cancer Society
- Donation of medical and electrical equipment to cataract patients at Ramakrishna Math, Antpur
- Donation of high-end medical equipment used to detect molecular and genetic status in cancer patients
- Procurement and installation of dialysis machine and dialyser reprocess machine at the Kalapurnam General Hospital in Jodhpur
- Support for optical surgeries of 50 poor and needy students at Shri Labhmuni Jansewa Trust, Mandsaur
- Donation of ambulances, medical equipment and cancer screening units, and setting up of operation theatres at multiple hospitals
- Adoption of 25 children suffering from acute myeloid leukaemia through the Cancer Patients Aid Association

Enhancing Access to Healthcare



The right infrastructure is crucial to ensuring that high-quality healthcare is accessible to all. The Kolkata Circle extended its support to Dakshineswar Ramkrishna Sangha Adyapeeth, by donating a force trax ambulance to the institution.

Mobilising for Good

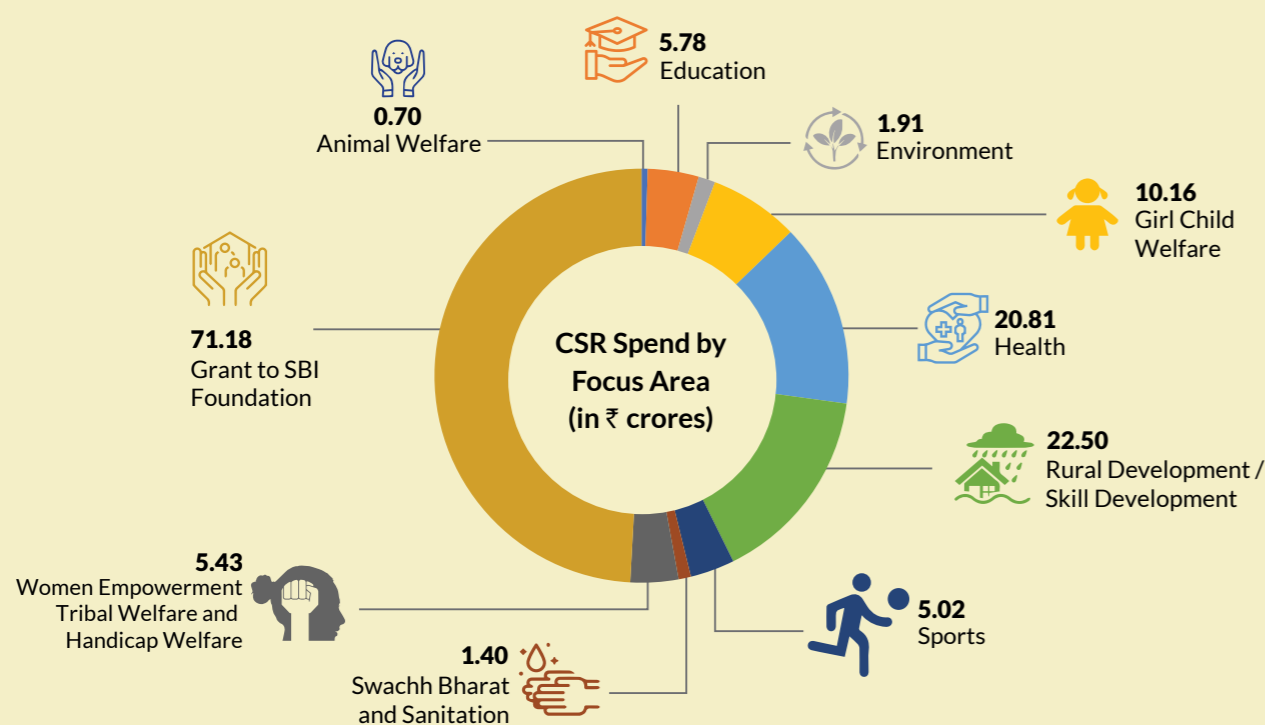


Vehicle donation to Advanced Eye Centre at the Post-Graduate Institute of Medical Education & Research, and the Open Eyes Foundation, which works to sustain the education of underprivileged students.

Supporting India's Armed Forces



A critical care ambulance was donated to the youngest corps stationed at Yol, Dharamshala in Himachal Pradesh, marking India's victory in Indo-Pak war of 1971.



Supporting the Health of Frontline Warriors



“The Chandigarh Circle extended support to police officers in Himachal Pradesh by donating 392 blood pressure monitors to the force.”

Education

Education is the foundation upon which a self-sufficient life is built. SBI strives to support the education of weaker social group in remote, unreachable and underdeveloped areas.

This year, the Bank started providing financial assistance for the education of 100 children with disabilities in Vijapura District, Karnataka. This association, which began in October 2020, will go on for a period of 18 months, until March 2022. Additionally, SBI purchased and installed solar power plants at Badhit Senior Secondary School

in Ajmer, Rajasthan, which provides vocational training to hearing-impaired students.



It also donated to Kat-Katha, an NGO that works with vulnerable women and children in Delhi. The not-for-profit organisation aims to empower beneficiaries through its four-pronged approach of 'RISE' – Rights, Integration, Skills and Education, towards which the Bank's contribution has been used.

Testimonial: Kat-Katha

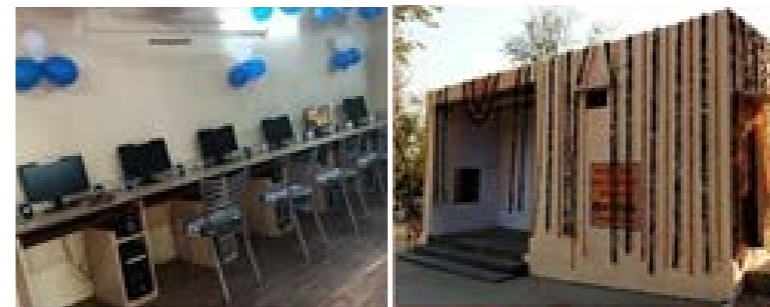
We thank SBI for the generous contributions and support to Kat-Katha. The partnership will foster student learning and development at our activity centre, and provide alternate livelihood opportunities to marginalised and vulnerable women. The dedicated and inspiring team at SBI has ignited a spark of hope and joy to enrich the quality of education for the children and skills for the women. This collaboration will build a new pathway for transformation. We are extremely grateful and look forward to this wonderful association.

Strengthening Education Infrastructure



“The Maharashtra Circle donated furniture to Taramati Bafna Blind School in Aurangabad in March 2021. The contribution was aimed at furthering the causes of empowering differently abled children and strengthening educational infrastructure in the country.”

Blending Technology and Accessibility



“SBI aims to keep visual impairment from becoming a barrier to students' learning. The New Delhi Circle provided a school in Agra with refurbished computers that had screen-reading software installed in them.”

Education and Welfare of Girls

The importance of education cannot be overstated when it comes to marginalised groups, equipping whom with education and vocational skills is crucial to breaking the cycle of poverty.



This year, the Bank's thrust towards education included lending support to the Government of India's Beti Bachao Beti Padhao campaign. SBI has committed to provide financial assistance amounting to a total of ₹10 crores to 8,333 girl

children of war veterans, ex-serviceman and war widows in the form of a year-long education grant.

Additionally, it has supported the education and welfare of girl children through Shanti Sahyog in New Delhi and the Universal Smile Trust, Kolkata. These organisations help beneficiaries reach their full potential by providing them with the skills and support they need to succeed in the educational and professional landscape.

Skill Development

India has a sizeable young population. Enhancing its employability is instrumental to the economic development of the country. As on 31st March 2021, the Bank has set up 152 RSETIs across the country to work towards this cause. This year, the Bank allocated an amount of ₹22.50 crores to improve and upgrade the infrastructure at 17 of these institutes.



Women's Empowerment



Imparting vocational skills is instrumental when it comes to improving the quality of life of communities. As part of its commitment to empowering women, the Bank is providing them with training that can help them become financially independent. This year, a sewing training centre was set up at Shri Sewa Bharti Siksha Samiti, Indore, to help women establish and secure a steady income stream. Recognising the importance of digital literacy in the 21st century, meanwhile, a computer library with 10 workstations was set up at the Shraddhanand Mahilashram in Mumbai.

Empowering Specially Abled Women



“ To mark International Women's Day, SBI's personnel came together to donate essential items to Mission Ashra, which shelters specially abled women. ”

Promotion of Sports

Supporting sports and athletes is not only paramount to helping India succeed on the international stage, but also contributes to promoting fitness and wellbeing throughout the nation. This year, the Bank extended its support to the Ministry of Youth Affairs and Sports by donating ₹5 crores to the Target Olympic Podium Scheme. This flagship programme provides support to potential Olympic medalists in the forms of reputed coaches, access to world-class facilities, equipment, monthly allowances, and access to services like physiotherapists, sports psychologists and physical trainers.

This donation marks a continuation in SBI's association with the Ministry of Youth Affairs and Sports. In FY 2016-17, the Bank had contributed ₹1 crore to the NSDF, towards the same cause of grooming Indian athletes for international competitions.



Swachh Bharat, Environmental Sustainability and Sanitation

SBI is committed to doing its part to ensure that Indians have access to safe, healthy and clean environs. The Bank has undertaken a number of initiatives in line with the Government of India's goal of achieving a Swachh Bharat. These include, but are not limited to, the provision of sanitary napkin vending machines and dumper bins. Towards the end of an open defecation-free India, meanwhile, the Bank has constructed and renovated five accessible toilets at the Leprosy Mission Trust, to which it also donated laboratory equipment.

In line with these efforts to ensure clean and green surroundings, SBI donated plastic recycling machines at multiple locations this year. Further, it supported a tree plantation drive organised by the Green Leaf Trust in Ahmedabad. This afforestation drive was undertaken as per the Miyawaki method, which mimics nature through the plantation of native species that can thrive in the area.

Caring for Wildlife

Continuing its rich legacy of contributing to conservation efforts, the Bank has adopted tigers and other endangered animals for a period of one year at various zoological parks and animal shelters. Throughout the engagement, SBI will contribute towards the wellbeing and welfare of these animals. It has also extended support to the installation of bird perching stands at Kolleru Wildlife Sanctuary, which is home to various rare species.

Animal Adoption by the Bank



“ SBI donated ₹10 lakhs for the adoption of animals to the Nandankanan Zoo, Bhubaneswar on the zoo's 61st Foundation Day. ”

Biological Park Upgradation



“ The Patna Circle participated in Sanjay Gandhi Biological Park's animal adoption programme. It adopted a tiger, zebra, chimpanzee, rhinoceros and a giraffe, in addition to some birds at the park. An e-vehicle was also donated to facilitate cleaner movement inside the premises of the park. ”

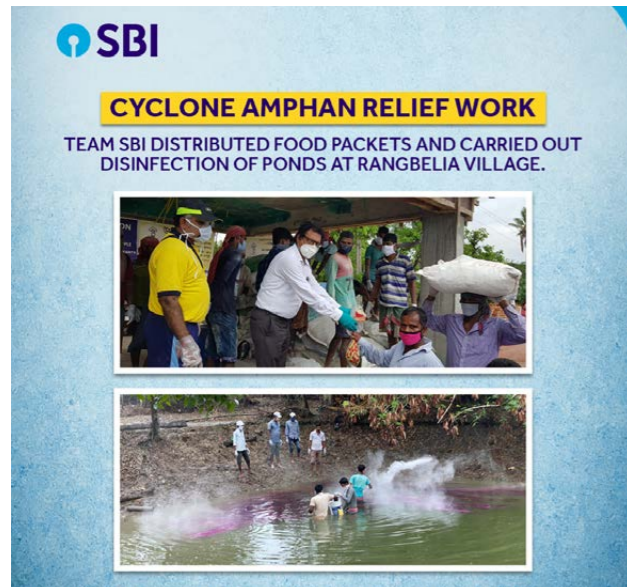
Protecting India's National Animal



“ The Chandigarh and Maharashtra Circles did their part to protect India's national animal. In December 2020 and March 2021, respectively, the circles adopted tigers at local zoos, to contribute towards preserving and nurturing them. ”

Disaster Relief

Helping communities get back on their feet after a natural calamity is a constant endeavour of the Bank. This year, it supported the plantation of 15,500 saplings along the West Bengal coastline, which was affected by Cyclone Amphan. The Bank also provided essential items to people in flood-hit areas of Hyderabad during the reporting period.



Welfare of Tribal People and Persons with Disabilities

SBI has supported the welfare of Persons with Disabilities by donating prosthetic legs, wheelchairs, braille kits and other equipment for their use. Special activities have also been undertaken for the upliftment of tribal people by providing avenues for self-employment and providing facilities for their well-being.

Bringing Potable Water to Tribal Households

The Bank supported a project to install overhead water storage tanks that bring water to 35 individual dwelling units in Maharashtra's Thane district. This project brings potable water to villagers' doorsteps, saving them the time and effort needed to travel to fetch water for domestic use.

Supporting Accessibility in Recreation

In line with its endeavour to work towards clean, green and beautified public spaces, SBI donated ₹9.20 lakhs to build a sensory garden in Aurangabad, Maharashtra. Accessibility is the key tenet of the garden, which has been built keeping in mind the requirements and limitations of differently abled children. The first of its kind in the city, it allows differently abled children to reap the benefits of play in a safe and sound manner, fostering inclusivity.

Spreading the Joy of Giving: Daan Utsav

On Gandhi Jayanti, SBI kicked off an initiative to spread the joy of giving, with various circles stepping up to support their communities.



Flag-off of Joy of Giving collections at SBI Corporate Centre office

Circles extended financial support, which helped bring necessary items like food, clothing, PPE, blankets, groceries, toys and much more to various people in need.

SBI Foundation

In 2015, the Bank established SBI Foundation as a Section VIII company, with the objective of streamlining the CSR activities of SBI and its subsidiaries. The Foundation embodies the Bank's ethos of "service beyond banking", by creating an inclusive development paradigm that serves all Indians. It seeks to deliver benefits across the length and breadth of the country, through strategic partnerships with impact-making entities in the social and developmental sector.

Flagship Programmes

Youth for India (YFI)

This 12-month fellowship provides a framework for India's bright young minds to join hands with rural communities, empathise with their struggles and connect to their aspirations. The selected fellows, from top academic and corporate institutions, work with 12 partner NGOs on development projects.



This initiative provides avenues for the youth to become aware of the ground realities and presents them with an opportunity to contribute to building strong cohesive communities.



YFI has an alumni base of 352 passionate change makers, approximately 70% of whom continue to be associated with the developmental sector after the fellowship. At present, the eighth cohort, comprising of 100 fellows, is deployed in rural geographies to undertake impactful projects.

Gram Seva

This flagship programme, which was launched in 2017, aims to facilitate holistic and sustainable rural development. Gram Seva has been transforming adopted villages through an

integrated development approach. It seeks to improve the quality of life in villages through digitisation, improvement of infrastructure and primary health services, promotion of sustainable livelihood practices, and empowerment of rural women and youth.



In 2020, the SBI Foundation's Gram Seva program won the Grant Thornton SABERA Award for contributing to agricultural and rural development.



In the first two phases, SBI Gram Seva has been implemented in 75 villages, along with NGO partners in various parts of the country. Over the last three years, SBI Foundation has been able to make a commendable impact in the villages, touching the lives of 16,396 families and 74,785 beneficiaries across 11 states in the first phase alone.

Centre of Excellence for Persons with Disabilities

The Centre of Excellence (CoE) is geared at empowering Persons with Disabilities (PwDs) through skill enhancement. It seeks to make a significant and measurable improvement to their lives, by optimising individuals' cognitive, physical, social and vocational functioning. The CoE has conducted 77 online training programmes for 3,678 employees with disabilities from nine public sector banks during FY 2020-21. It also conducted 11 online sensitisation and awareness sessions on disability for HR personnel belonging to seven public sector banks, NGO partners and YFI fellows.



This year, the Bank's initiatives to empower PwDs through the SBI Foundation included:

- **Project SBI Foundation and Microsoft Employability Initiative for Persons with Disabilities (S.A.M.E.I.P.):** An initiative to establish career pathways for 500 underserved youth with disabilities in the BFSI sector in India, by setting up of five centres in Mumbai, Delhi, Bengaluru, Chennai and Kolkata.
- **Inclusive Education Programme:** An initiative to support 200 children with special needs in Karnataka to access comprehensive interventions of education and rehabilitation in model and community schools.
- **Education Programme for Children with Disabilities:** This initiative seeks to provide education, therapy and vocational skill development to 50 children with disabilities. It also includes a vocational centre that is geared at empowering young adults with intellectual disabilities.
- **Shravan Shakti:** This initiative, in partnership with Ali Yavar Jung National Institute of Speech and Hearing Disabilities, works to integrate children under five years of age with congenital hearing loss into the mainstream. This year, the programme has supported cochlear implant surgeries of 50 children in Kolkata and 17 children in Delhi.



- **Braille Smart Class:** An initiative to provide inclusive education through the use of an independent, inclusive and accessible teaching mechanism in the form of Braille self-learning devices for visually impaired children on a pilot basis in Mumbai.

Healthcare Flagship Programme

In response to the COVID-19 pandemic, the SBI Foundation launched a flagship initiative in the healthcare sphere. As part of this initiative, the Foundation will work towards forging partnerships with like-minded organisations to promote unified efforts to ensure a healthier future for all Indians. In addition to fighting the COVID-19 pandemic, the India Health Alliance is working to promote innovative finance as well as innovations and cutting-edge technologies that can strengthen health systems of the country. In line with the IHA's objectives, SBI Foundation is working to facilitate community-based testing in impoverished areas of Mumbai. Meanwhile, it is also providing tele-care to vulnerable communities in urban slums of Indore.

The Bank is also funding other CSR projects in the sphere, through SBI Foundation, to provide access to quality healthcare to all:

- **Swasth Mahila, Swasth Goa:** This initiative seeks to provide a technological intervention in the form of iBreast devices, training and capacity-building support to the Government of Goa. It is expected to screen 1,00,000 women for breast cancer in the state over a period of two years.
- **The School Initiative for Mental Health Advocacy:** This project has been supporting schools in Mumbai during the pandemic by conducting capacity-building webinars for teachers, counsellors and leaders. It is providing online consultation to schools, helping them develop systems and pathways for mental health services.
- **Project Jagruti:** Through this initiative, the Foundation is reaching out to remote villages and tribal hamlets in Maharashtra's Thane district. Project Jagruti works to provide basic healthcare services and raise awareness on relevant issues amongst populations who have limited or no access to any healthcare facilities.
- **Sanjeevani:** An initiative to operate two mobile medical units to reach 20 rural villages each in Namchi block, Sikkim and in Gadwal district, Telangana.

SBI Foundation's Contribution to Bank's CSR Focus Areas

Education

- **Gyan Shala Middle School Programme:** This initiative was conceived to provide high-quality middle school education to underprivileged children between the 4th and 8th grades. 1,799 children in Ahmedabad have been imparted middle school education as part of the project.
- **CM RISE – New Horizons:** This project undertakes professional development of government school teachers in 52 districts in the state of Madhya Pradesh.
- **Prarambhik Bhasha Shikshan Programme:** The aim of this programme is to improve language learning outcomes of approximately 16,000 children in Haryana's Ambala district. It has reached 7,138 children studying in 479 schools, and is a part of India's first ever impact bond – the Haryana Early Literacy Outcomes Development Impact Bond.
- **Personal Safety Education and Child Sexual Abuse Prevention and Training:** Over 3,429 children and 1,509 caregivers in Mumbai have been trained on personal safety through this initiative. It enables students to identify and talk about sexual assault and disclose first-hand experiences, which will make them feel less vulnerable and make it easier for survivors to come forward.
- **Project Gadadhar Abhyudaya Prakalpa (GAP):** This programme supports five GAP units for a duration of three years. It helps them conduct activities aimed at the physical, mental and intellectual development of underprivileged children, helping them achieve their potential.
- **Learn, Play, Grow:** As part of this initiative, the Foundation provides high-quality educational content to 60,000 children and their caregivers in 3,000 anganwadis across four districts of Meghalaya. It involves building the capacity of anganwadi workers to use early learning

materials in a play-based manner, engaging and educating parents and caregivers on fun ways to support children's educational development.



Promotion of Sports

- **STEAM Scholarship:** 13 grassroots-level athletes are provided a year-long scholarship in the disciplines of science, technology, engineering, analytics and medicine as part of this initiative. It also gives them access to sports science facilities and customised sport-specific routines based on their goals, in consultation with their coaches.



Conservation of National Heritage

- **Swachh Iconic CSMT:** Through this initiative, SBI Foundation is helping conserve and restore the south and east façade of the Chhatrapati Shivaji Maharaj Terminus, Mumbai, which is a UNESCO World Heritage Site.

Environmental Sustainability

- **Waste No More:** The Foundation is creating end-to-end dry waste management solutions for 100% segregation and recycling of dry waste to address the challenge of low adoption of recycling.
- **Sanitation Project:** This SBI Green Fund initiative is supporting the construction of 42 new community toilets and upgradation of 15 existing community toilets in Dekadong and Doomni villages in Assam.



- **Towards Green Livelihoods: Promoting Bamboo-Based Livelihoods and Sustainable Ecosystem:** The goal of this SBI Green Fund initiative is to plant 12,000 bamboo saplings in six nurseries created on wastelands of tribal farmers in the Nashik and Palghar districts of Maharashtra.
- **Tree Plantation Project:** 10,000 indigenous species of trees are being planted in over 42 hectares of wastelands in Udaipur, Rajasthan as part of this SBI Green Fund programme.
- **Jal Dhara:** This initiative, powered by the SBI Green Fund, is rejuvenating four Himalayan springs. This will work towards ensuring water security by optimum springshed management and, thus, recharging springs through

community participation in Almora and Bageshwar districts of Uttarakhand.

- **Clean Energy:** This initiative works to provide decentralised solar home lighting solutions, along with hybridising existing micro hydro plants with solar photovoltaic systems. The SBI Green Fund programme is aimed at providing continuous access to clean energy in the Kalahandi and Gajapati districts of Odisha.
- **Project WasteEnd:** Enabling rural communities to design and set up low-cost waste management systems is the goal of this SBI Green Fund initiative. These systems are operated and managed by the communities living in Buharu, Kakniwas and Rampura villages in Rajasthan's Ajmer district.
- **Empowering Rural Communities:** An initiative to support and empower 150 voluntarily relocated families living in and around protected forest areas in the Western Ghats of India by aiming to reclaim 375 acres of land under protected area by providing alternative sustainable livelihood support.

Research and Development (R&D)

The SBI Foundation is supporting two R&D projects with IIT Madras:

- **Development and Upgradation of CBEEV's Assets and Infrastructure:** The Foundation has procured equipment to upgrade research facilities at the Centre for Battery Engineering and Electric Vehicles. This will promote the development of products that are cost-effective, user-friendly and efficient, by facilitating innovation related to Li-ion batteries, chargers, EVs and micro-grids.
- **Infrastructure Systems Lab and R&D in Infrastructure Delivery:** This involves procurement of necessary equipment to set up a modern infrastructure systems laboratory for prototyping and testing next-generation solutions.



Inauguration of a branch at Bodh Kharbu in Kargil district to increase access to banking facilities in remote areas

Customer Centricity

Customer trust is the foundation upon which the success of every organisation is built. Though the Bank's offerings have continued to evolve since its inception, one thing has remained unchanged – its unwavering focus on providing a superlative customer experience. Efforts across capitals have been geared towards this end, taking the form of staff training and development, innovation and product development and financial literacy campaigns, to name a few.

The Bank engages with customers using various platforms, including – but not limited to – customer service surveys, Mega Customer Meets and Customer Town Hall Meets. Meanwhile, the Customer Experience Excellence Project forms the cornerstone of its efforts to enhance the banking experience. The project simplifies the queue management system, by giving priority to senior citizens and other customers most in need. The performance of these branches is monitored and managed through the Branch Performance

Tracking System, to avoid crowding and enhance the quality of service that is provided. A biennial Customer Service Feedback Survey is also undertaken at these branches to assess the impact of the project, and refine it over time.

The Bank also deploys various technologies to seek customer feedback, and continually improve performance. It has installed Automatic Real Time Customer Emotions Feedback (ART CEF), an automated platform that gauges customers' satisfaction with various services. The non-intrusive platform eliminates the need for human intervention, allowing for faster and more unbiased processing of feedback.

In addition to this, customers also have the option of raising their grievances through various channels such as the contact centre, website, SMS, email, and branches or offices. The Bank's contact centres operate round the clock, and serve customers in Hindi, English and 10 regional languages.

In the reporting period, 31,31,509 customer complaints were raised, bringing the total number of complaints to 33,07,566. The Bank resolved 31,61,286 of these during the year, with 1,46,280 complaints in the process of resolution as of 31st March 2021. In FY 2020-21, contact centres handled 1.72 lakh complaints, whereas 7.91 lakh cases were handled by circle complaints resolution centres.

95.58% of the year's complaints were resolved as on 31st March 2021.

In an endeavour to enhance the quality of complaint resolution, the Bank piloted centralised complaints resolution centres at the Local Head Office level in FY 2019-20. At these centres, analyses are conducted to identify the root causes of major areas of complaints. Findings from this exercise are used to make the required product and process improvements, and elevate the customer experience.

This year, the Bank also conducted the 'Grahak Santrupthi' campaign, to drive a reduction in complaints in the three key categories of account transfers, deceased account settlements and staff misbehaviour. The campaign has resulted in reduction of complaints by 73%, 64% and 44%, respectively.

The Bank has also introduced 5 registered mobile number-based services, which have helped the clientele in these testing times. A doorstep banking initiative was launched for pensioners wherein virtual pensioners meets were conducted to inform

senior citizens on various available benefits and the ways in which they can be availed. SBI has also introduced the concept of floor managers in over 2,400 branches for enhanced customer experience.

Value Chain Management

SBI's value chain partners play an instrumental role in facilitating the provision of a wide range of products and services to a large customer base. The Bank works with various partners for technology and infrastructure development, digital services, stationery and utility supplies, and to acquire human capital. Knowledge partners also play a crucial role in enhancing the Bank's offerings by driving innovation and business best practices. As of 31st March 2021, 8,874 vendors were registered at the SBI Corporate Centre, and there were no significant changes to the Bank's supply chain in the reporting period.

Recognising the large number of partners and the influence on them, the Bank strives to foster a culture of social and environmental responsibility, compliance and transparency throughout the value chain. SBI adheres to a Government-accepted vendor selection processes while onboarding vendors. It also conducts regular audits of outsourced activities for non-IT vendors providing services like ATMs, cheque book printing, recovery and resolution, document archival and collateral management, among much more. This year, the Bank has audited 30,384 of 60,776 BCs and CSPs. In respect of other outsourced activities audit of 738 vendors as planned was completed.

Intellectual Capital Management



Innovation is of paramount importance to organisations across the board, but especially to the BFSI sector, which has been at the forefront of technology adoption and innovation. The Bank's intellectual capital management approach is aimed at providing its customers with new and innovative offerings, in a secured manner.

Information and Data Security

The Bank has adopted a robust and agile Information Security framework in line with its strategy. Security concerns are reported in the Bank's internal audit reports, and during routine and periodic supervisions. SBI has introduced a business stability plan, contingency plan and incident response mechanism. Furthermore, the Board's IT Strategy Committee organises a quarterly Integrated Business Continuity Exercise (IBCE) to mitigate the unfavourable consequences of business interruption and system breakdown.

There is an immense growth in the volume of data handled by the Bank, which calls for an effective data management system. Moreover, SBI is thoroughly examined by numerous investor groups on the parameters of data privacy and security risks, compliance, and legal issues, owing to its operations in a highly regulated sector. It has,



therefore, established a strong data privacy and security strategy that allows it to capitalise on the benefits, while also mitigating the resulting risks.

SBI has become a pioneer in the Indian BFSI sector by establishing a robust data governance structure, and has set up a Data Management Office, spearheaded by the Chief Data Management Officer. The data governance framework is driven by an Apex-Level Data Governance Council (ADGC), supported by the Data Governance Council (DGC). This structured approach works to reduce complexity, and ensure data quality and security across the Bank, thereby enabling better utilisation of its data assets.

This robust data governance system ensures sustained growth and compliance with the evolving regulatory requirements regarding data privacy.

SBI's branches are subjected to Information System (IS) audits to assess IT-related risks as part of their RFIs. The IS audits of centralised IT establishments are also carried out by a team of qualified officials, which includes auditors appointed through a lateral recruitment process. In addition, a cyber security audit is carried out on an annual basis, as per the Bank's Cyber security Policy.

The State Bank Security Operations Centre (SBSOC) has been set up for real-time monitoring, analysis, correlation and incident management. The SBSOC possesses the capability to detect virus infections on systems, incorrect login attempts and other unauthorised activities. For better IT security, internal audits are conducted at regular intervals.

The Bank's Information Security function is responsible for the protection of confidentiality, integrity and availability of data, while maintaining a focus on efficient policy implementation. This is achieved through a multi-step risk management process that identifies assets, threat sources, vulnerabilities, potential impacts and possible controls. For effective functioning, the department is segregated into three wings:

- **Information Security Operations**, which acts as a "toll-gate" for all IT activities, and ensures effective risk perception, risk assessment and mitigation of potential negative impacts through its controls.
- **Security Operations Centre**, which detects, analyses, defends, investigates and reports security incidents by using a combination of robust processes and technological solutions. SBI's SOC is ISO 27001:2013 certified.
- **Cyber Security Wing**, responsible for conducting internal ethical hacking and red teaming exercises.

The Bank periodically conducts IS awareness programmes for employees, group entities and vendor partners. This financial year, activities included various webinars, live hacking demos and knowledge-sharing sessions, among much more.

Privacy Governance

The Bank has a robust cyber security framework, to conduct ethical hacking on web-facing applications. This is a proactive step taken to plug the loopholes in applications before they are discovered and eventually exploited by any outsider. There is an approved SOP for Internal Ethical Hacking to encourage staff perform ethical hacking on the Bank's infrastructure.

The Bank has also initiated measures to put in place a Next Gen Global Cyber Security Operations Centre (NGGC SOC) with state-of-the-art technologies and best-in-class products, leveraging AI and ML capabilities to strengthen its cyber security posture.

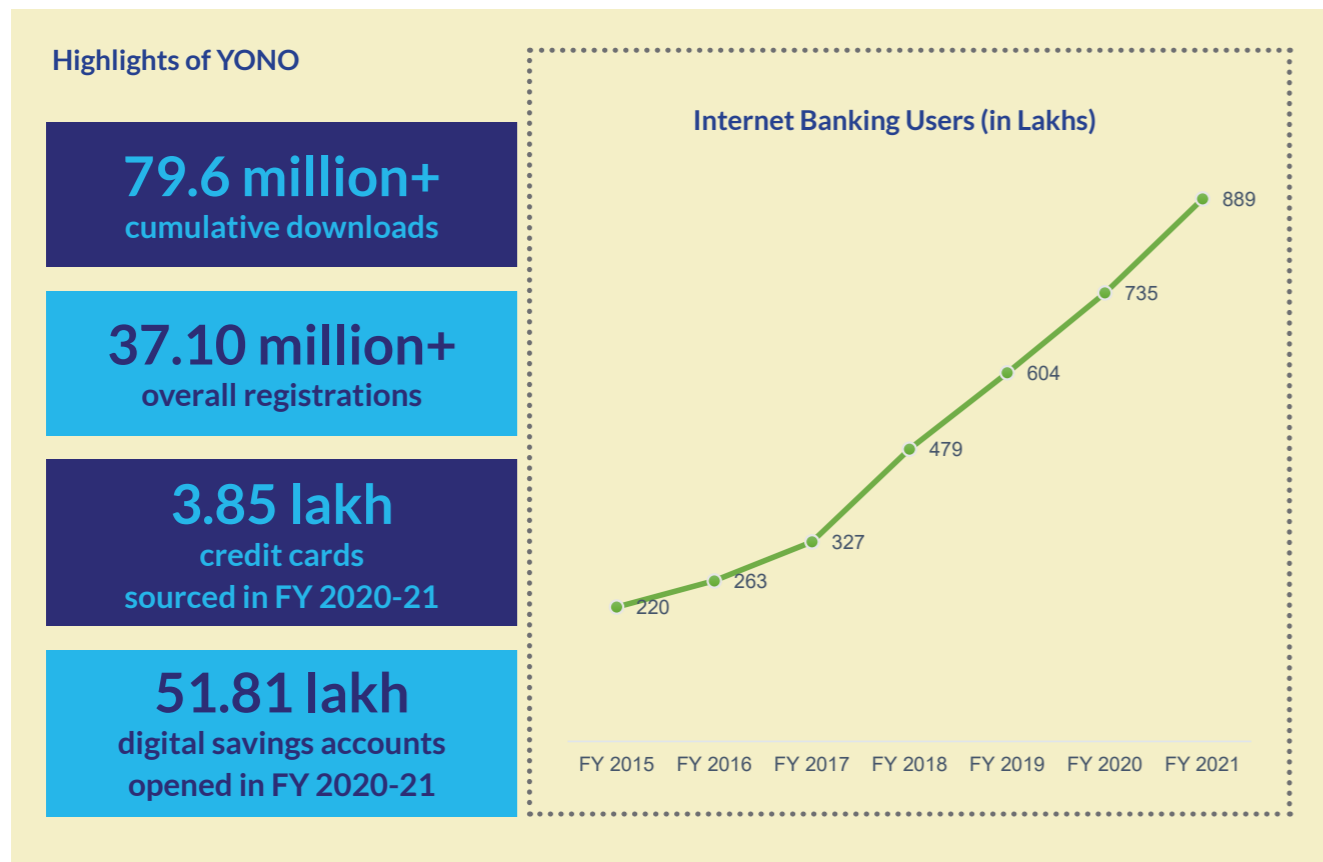
The Bank has implemented a Proactive Risk Management (PRM) solution to combat attacks such as phishing, credit card frauds, internet banking frauds and mobile banking frauds. PRM is capable of detecting and alerting fraud, suspicious account and transaction activity, while facilitating effective counter measures.

The Bank is fully compliant with the 21 mandatory controls and 10 advisory controls prescribed by the SWIFT. Further, the business continuity management system of the IT Risk Management department adheres to the obligations laid down by ISO 22301:2012.

A vulnerability assessment and reporting exercise is conducted on a quarterly basis. Following this exercise, an interim report featuring mitigative and preventive actions is issued to enhance security within the Bank.

This year, SBI recorded 21 information security breaches or other cybersecurity incidents, 10 of which involved customers' personally identifiable information. No fines or penalties were to be paid in relation to these incidents.

Innovating for Customer Experience



Digital Banking

The Bank continues to be at the forefront in the digital banking domain with a steady stream of technology-driven innovations. It has a multi-channel delivery model, which offers customers a wide choice to carry out these transactions, at any time and place. SBI has expanded its offerings across various channels – digital, mobile, ATM, internet, social media and branches.

YONO is the Bank’s flagship mobile banking and lifestyle app—a one-stop-shop offering not just financial services but also a gamut of investment, insurance and shopping solutions. In addition, it also offers YONO Krishi, which is a comprehensive multi-lingual platform for agriculture segment customers offering simplified finance (KCC Review and Agri Gold Loans), advisory and market intelligence-related services (Mitra) as well as market linkage (Mandi) and YONO Quick Pay, which offers convenient payments without logging

in to the main application. YONO has crossed many milestones, with 79.6 million+ downloads, average daily logins of around 10 million and 37 million+ registrations as on 31st March 2021.

ATMs and Automated Deposit and Withdrawal Machines (ADWMs)

The Bank has one of the largest ATM networks in the world, with 62,617 ATMs, including Automated Deposit and Withdrawal Machines (ADWMs), as on 31st March 2021. In order to provide uninterrupted cash deposit and withdrawal facility, the Bank has installed 13,237 ADWMs. Over 1.12 crore transactions per day are routed through SBI’s ATM network. SBI’s ATM department complies with PCI-DSS, which is a benchmark security standard for payment card industry and stands tall with 26.51 crore active cards as on 31st March 2021.



Launch of SBI IOCL contactless RuPay debit card

In order to strengthen the security of ATM cash withdrawals against skimming, cloning or theft of cards, the Bank introduced OTP-based cash withdrawal facility for transactions above ₹10,000.

With the objective of making ATMs more secure, SBI has installed Multi-Vendor Software (MVS) and End Point Security (EPS), covering implementation of BIOS Password, disabling USB Ports, upgraded operating system, EMV card readers, anti-skimming devices and other software, making all ATMs and ADWMs compliant of various control measures mandated by RBI.

To ensure safety of customers and facilities, the Bank has enhanced coverage under e-Surveillance. It has covered more than 43,000 ATMs under eSurveillance as on 31st March 2021, and is working towards covering all ATMs in the next year.

Internet Banking

Internet Banking continues to provide a seamless online experience, offering secure and diverse banking services to retail users and corporate users. Many new services were rolled out for retail customers like OTP over email to resident Indians, SMSes in hindi and real-time multiple demand loan for e-Commerce transactions. Keeping in view increased cyber threats, the security of customer accounts was further enhanced by introducing captcha at login, provision to lock or

unlock internet banking access, and a facility to enable and disable UPI as the mode of payment. Over 19,500 merchant integrations have been done during the year to fuel the e-Collections, e-Payments and e-Commerce ecosystems.

SWAYAMs

The Bank has installed 18,073 SWAYAMs (barcode-based self passbook printing kiosks) deployed across 15,857 branches. Through SWAYAM kiosks, the printing of 3.50 crore passbooks takes place on a monthly basis.

Smart Cheque Deposit Kiosks (CDKs)

CTS-enabled self-service CDKs facilitate customers to deposit their cheques in a hassle-free manner. The kiosks have been deployed at 2,500 branches, where outward clearing cheques are more than 50 per day.

Mobile Banking

Mobile banking is the second largest alternate channel in terms of volumes after the ATM. It handles various critical customer-facing mobile applications and services like UPI, Yono Lite, SBI Quick and SBI Secure OTP. SBI Secure OTP has been implemented to safeguard the security of the customers.

E-business Card by SBI Wealth

SBI Wealth has introduced an e-Business card, which enables efficient service delivery to clients. The clients are connected through voice and video calls to provide them all the required assistance in banking and investment services during the pandemic.



Introduction of wealth management services in Amritsar

Payment Aggregator and Payment Gateway (e-Pay and PG)

SBI works both as payment aggregator and payment gateway, which is a unique PCI-DSS-certified secured platform for facilitating seamless e-commerce transactions between merchants, customers and financial institutions, for various kinds of payment modes. This platform is provided through the Bank's payment aggregator and payment gateway applications by integrating with thousands of merchants on one end and payment channels on the other.

yonoBusiness

Through yonoBUSINESS, the Bank offers MSMEs, corporate and government customers a unified platform that focusses on building an omni-channel digital platform. One of the largest digital transformation initiatives undertaken by any bank for their corporate customers, yonoBUSINESS spans across all corporate requirements - from account opening and payments to trade and advances. Working towards end-to-end digitisation, yonoBUSINESS aims to redefine the way SBI and its customers approach corporate banking.

Innovation in Our Processes

Digital Transformation at Liability Centralised Processing Centres (LCPCs)

The pilot 'Work from Anywhere' project has been implemented at LCPC Mumbai, obviating the physical presence of employees during the pandemic and ensuring timely activation of onboarded customer accounts.

Scanning and Digitisation of Account Opening Forms (AOFs)

Scanning and digitisation of the AOFs for the pre-LCPC period is currently underway to facilitate digital storage and hassle-free retrieval of data for operational purposes.

Outsourcing of Record Management Project

This project will enable freeing up of space at branches, admin offices and internal DACs, which can be put to productive use or can be surrendered saving on the rent.

Outsourcing Model of Stationery Management Project

This project has been implemented in all circles during the year. It is an end-to-end stationery management solution, wherein branches can directly place their stationery requirement through online portal and receive the indented stationery at their doorstep. This will reduce the overall cost on stationery, ensure timely availability of uniform quality of stationery to all offices and branches, and assist in effective inventory management.

Streamlining the Loans Process

Technological developments in the IT-retail loans were related to requirements pertaining to sourcing, processing, underwriting and disbursement of loans through a Loan Originating System (LOS) for Personal Banking, LOS (Agri) and Retails Loan Management System (RLMS). Lead sourcing and loan collection are handled through an online customer acquisition system and loan collection system application, respectively.

Enhancing Access to FI&GS

In the Financial Inclusion and Government Schemes (FI&GS) space, multi-device login, passbook printing and voice prompts were introduced at CSP outlets in Hindi, English, Tamil and Telugu languages.

Enhancing Trade Finance Customer Experience

SBI caters to end-to-end trade finance requirements of customers to enable seamless real-time integration with multiple applications for smooth flow of the transaction. Users can gain a complete view of all sub-companies, trade portfolio dashboard, notifications and alerts, and submit documents digitally, among much more.

Customer Relationship Management (CRM)

CRM provides state-of-the-art solutions for the integrated management of sales, service and marketing activities. The complaint management module in CRM has now migrated to a more sophisticated and advanced system i.e. CRM-CMS, wherein previous complaints and other details are captured in the application, giving ease to users and customer for complaint lodgment, tracking and resolution.

Data Warehouse

The Bank is implementing a best-in-class solution to accommodate the growing volume of data, with the aim of becoming a single source of truth for all data purposes. An advanced analytical platform, with components like a data lake and virtualisation layer, is being implemented to enhance the analytical capabilities of the Bank.

Analytics

SBI is steadfastly using and enhancing its analytics capabilities by using AI and ML for improving efficiency, reducing risk and growing business. Some of the projects executed during the year using analytics were business growth through e2e digital lending and analytics to mitigate risk by using AI-driven models and for the purpose of operational efficiency.

Innovating for Our Employees

askSBI

SBI has started a real-time search engine 'askSBI', accessible to all its employees through their cellphones. This year 92% of the branches utilised it for their real-time operational knowledge needs. Over 83 lakh user queries were addressed during the year through the platform. The efforts of subject matter experts mapped to specific domains resulted in a focussed approach, with 98.54% queries resolved on a real-time basis.

CaPaBle (Case Study, Research Paper, Booklet, External Article)

An in-house application developed in Microsoft Power Apps to facilitate online processing of external publications, case studies and booklets. The utility helps avoid usage of paper and takes the entire process online. CaPaBle avoids paper consumption, resulting in reduction in the carbon footprint. It also helps in capturing the entire workflow online, from initial submission till final approval stage, and placing the approved documents in the virtual library.

Case Study Discussion Board

The discussion board is a unique initiative, which provides a social forum for collaborative learning through discussions on solving problems, sharing knowledge, and developing good practices. The objective of the board is to bring back the culture of traditional takeaways of classroom training from experiences of other officers and networking with more experienced officers or experts in online training sessions. This unique initiative has attracted huge interest from the employees, with around 54,304 unique visitors made around 5,59,432 site visits in a short period of less than two years.

Transformative Resilience

Training Management System

The training management system is an intranet-based, in-house developed software application available for entire workforce of the Bank. It facilitates optimum resource utilisation, enables real-time online monitoring of training participation and instantaneous percolation of corporate concerns through the training system. Notably, paper-intensive activities like printing of training calendars, participation registration forms, quiz and exam papers and feedback forms have all been made e-processes, leading to paper and cost-savings.

Training / Learning Dashboard

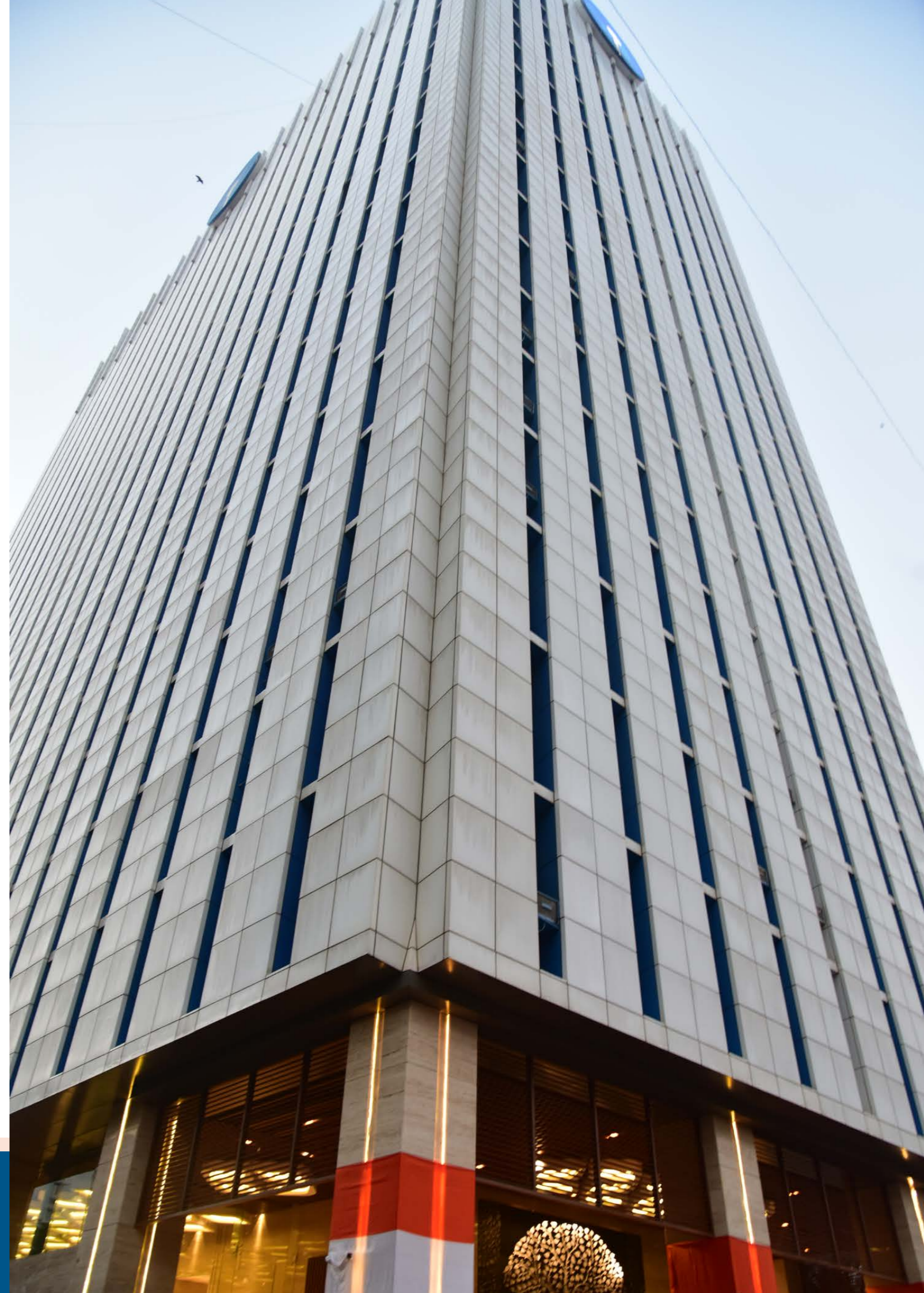
This in-house application provides real-time inputs on training and learning data. It facilitates employees as well as controllers – at all levels to be updated about the latest completion status, or otherwise, on various parameters defined by the Bank from time to time.

State Bank Training Content Solution (SBTRACS)

This software application was developed to host all the training material at a centralised location, from which participants can be provided access through specified credentials. While this obviates the trouble of preparing or printing training material and nullifies the costs involved therein, the participants are immensely benefitted by way of updated content, which is also available at any time and place. The content is continuously updated by subject matter experts and the repository always hosts the latest material. In this manner, the Bank is also reducing its carbon footprint and adopting greener practices.

Online Assessment Application

This application is being used to conduct regular assessment tests for Probationary Officers and Trainee Officers during their probation period. It has been in use for four years and till now, around 1,00,000 exams have been held. Conducting these exams online has led to considerable cost and paper-saving for the Bank.



Awards and Recognition



ICONIC BRAND OF INDIA
Economic Times Iconic Brand Digital Conclave 2020

BRONZE
Best-in-Class Contact Centre
Customer Contact Week Asia Excellence Awards 2020

SILVER
CSR COVID Relief Project
4th CSR Health Impact Awards 2020

BEST CFO
BFSI – Large Cap category
Magzter Awards, 2021

BRANDON HALL EXCELLENCE AWARDS
Best Advance in Technology for Crisis Management for e-RBC
Best Advance in Social Learning Technology for e-Gyanshala
Best Use of Blended Learning
Best Learning Programme Supporting a Change Transformation Business Strategy
Best Unique or Innovative Learning & Development Programme

GOLD
Digital Marketing Excellence in Content Marketing
DIGXX Awards, 2020

SILVER
Digital Marketing Excellence in Social Media (BFSI)
DIGXX Awards, 2020

FIVE AWARDS
Governance and HR and Customer Responsiveness
Ease 2.0 Awards

GOLD
Best Digital Campaign by/for a Financial Services/ Banking Enterprise
mCube2020

EXCELLENCE AWARD
Best Transaction Bank in India
Asian Banker Magazine

EXCELLENCE AWARDS
Best Security Practices in Banking Sector
DSCI 2020

GOLD
Best Branded Content
mCube2020

EXCELLENCE AWARD
Best Payment Bank in India
Asian Banker Magazine

EXCELLENCE AWARD
Performance Challenge for Green Built Environment
IGBC





Assurance Statement

To the Directors and Management
State Bank of India,
Mumbai, India

State Bank of India (hereafter 'SBI') commissioned TUV India Private Limited (TUVI) to conduct independent external assurance of non-financial information and key performance indicators (KPI) disclosed in SBI's Sustainability Report (hereinafter 'the Report') for the period April 1, 2020 to March 31, 2021. The Report is based on the principles of Global Reporting Initiative (GRI) Standards. This assurance engagement was conducted in accordance with ISAE 3000 (revised) - "Limited Level".

Management's Responsibility

SBI developed the Report's content. SBI management is responsible for identifying material topics and carrying out the collection, analysis, and disclosure of the information presented in the Report (web-based and print), including website maintenance, integrity, and for ensuring its quality and accuracy in accordance with the applied criteria stated in the GRI standards: Core option, such that it's free of intended or unintended material misstatements.

Scope and Boundary

The scope of work includes the assurance of the following non-financial performance / KPI disclosed in the Report. In particular, the assurance engagement included the following:

- Review of the disclosures submitted by SBI;
- Review of the quality of information;
- Review of evidence (on a sample basis) for identified non-financial indicators

TUVI has verified the below KPI's disclosed in the Report

Governance	102-18, 102-20, 103-01 to 103-3
GRI 302: Energy	302-1, 302-3 to 302-5
GRI 305: Emissions	305-1 to 305-5
GRI 404: Training and Education	404-1 to 404-2
GRI 405: Diversity and Equal Opportunity	405-1
GRI 406: Non-Discrimination	406-1
GRI 413: Local Communities	413-1

The remote verification was conducted at SBI Corporate Team, during May 2021. The assurance activities were carried out together with a desk review as per reporting boundary. Applicable boundaries for disclosures are explained in the Report.

Limitations

TUVI did not perform any assurance procedures on the prospective information, such as targets, expectations, and ambitions, disclosed in the Report. Consequently, TUVI draws no conclusion on the prospective information. During the assurance process, TUVI did not come across any limitation to the agreed scope of the assurance engagement. TUVI expressly disclaims any liability or co-responsibility for any decision a person or entity would make based on this Assurance Statement.

Our Responsibility

TUVI's responsibility in relation to this engagement was to perform a limited level of assurance and to express a conclusion based on the work performed. This engagement did not include an assessment of the adequacy or the effectiveness of SBI's strategy, management of sustainability-related issues or the sufficiency of the Report against principles of GRI Standards: Core option, and ISAE 3000 (revised),



other than those mentioned in the scope of the assurance. TUVI's responsibility regarding this verification is in accordance with the agreed scope of work which includes non-financial quantitative and qualitative information disclosed by SBI. This assurance engagement assumes that the data and information provided to us by SBI are complete and true.

Verification Methodology

During the assurance engagement, TUVI adopted a risk-based approach, focusing on verification efforts with respect to disclosures. TUVI has verified the disclosures and assessed the robustness of the underlying data management system, information flows, and controls. In doing so:

- TUVI examined and reviewed the documents, data, and other information made available by SBI for non-financial KPI's (non-financial disclosures);
- TUVI conducted interviews with key representatives, including data owners and decision-makers from different functions of SBI;
- TUVI performed sample-based reviews of the mechanisms for implementing the sustainability-related policies and data management (qualitative and quantitative);
- TUVI reviewed the level of adherence to principles of GRI standards: Core option.

Opportunities for Improvement

The following are the opportunities for improvement reported to SBI. However, they are generally consistent with SBI management's objectives and programs.

- *SBI may strengthen the management system to monitor the energy, waste and water data to enable accurate disclosures during subsequent reporting*
- *SBI can declare its role and targets (short, medium and long term) to address "evolving climate risks", "Green Finance" and other material topics*
- *SBI can establish and conduct internal audit of sustainability disclosure data. Periodic validation and verification of data can be performed by internal team*
- *SBI may opt ISO 14064 standard to derive the GHG intensity*

Our Conclusion

In our opinion, based on the scope of this assurance engagement, the "disclosures on sustainability performance" and reference information provides a fair representation of the material topics, related strategies, and meets the general content and quality requirements of the GRI Standards: Core option.

Disclosures: TUVI is of the opinion that the reported disclosures generally meet the GRI Standards: Core option reporting requirements. SBI refers to general disclosure to Report contextual information about SBI, while the 'Management Approach' is discussed to Report the management approach for each material topic. Report has been prepared in accordance with the GRI Standards: Core option'

Universal Standard: SBI followed GRI 101: Reporting Principles for defining report content and quality, GRI 102: General Disclosures were followed when reporting information about an Organization's profile, strategy, ethics and integrity, governance, stakeholder engagement practices, and reporting process. Furthermore, GRI 103 was selected for Management's Approach on reporting information about how an organization manages a material topic. TUVI is of the opinion that this report has been prepared in accordance with the GRI Standards: Core option.

Topic Specific Standard: 200 series (Economic topics), 300 series (Environmental topics), and 400 series (Social topics); These Topic-specific Standards were used to Report information on the organization's impacts related to environmental and social topics. TUVI is of the opinion that the reported material topics and Topic-specific Standards that SBI used to prepare its Report are appropriately identified and addressed.

Limited Assurance Conclusion: Based on the procedures we have performed, nothing has come to our attention that causes us to believe that the information subject to the limited assurance engagement was not prepared in all material respects. TUVI found the sustainability information to be reliable in all material respects, with regards to the reporting criteria of the GRI Standards: Core option.

In the context of Assurance, the following contemporary principles has been observed:

Evaluation of the adherence to other contemporary Principles



Inclusivity: Stakeholder identification and engagement is carried out by SBI on a periodic basis to bring out key stakeholder concerns as material topics of significant stakeholders. In our view, the Report meets the requirements.

Materiality: The materiality assessment process has been carried out, based on the requirements of the GRI Standards, considering topics that are internal and external to the SBI range of businesses. The Report fairly brings out the aspects and topics and its respective boundaries of the diverse operations of SBI. In our view, the Report meets the requirements.

Responsiveness: TUVI believes that the responses to the material aspects are fairly articulated in the report, i.e. disclosures on SBI policies and management systems including governance. In our view, the Report meets the requirements.

Impact: SBI communicates its sustainability performance through regular, transparent internal and external reporting throughout the year, aligned with GRI, and its policy framework encompassing the Environmental, Social, Ethical and other policies. SBI reports on sustainability performance to the Top Management, who oversees and monitors the implementation and performance of objectives, as well as progress against goals and targets for addressing sustainability-related issues.

This assurance statement has been prepared in accordance with the terms of our engagement. In accordance to the ISAE 3000 (revised) requirements

Independence:

TUVI follows IESBA (International Ethics Standards Board for Accountants) Code which, adopts a threats and safeguards approach to independence. It is confirmed that the assurance team is selected to avoid situations of self-interest, self-review, advocacy and familiarity. The assessment team was safeguarded from any type of intimidation.

Quality control:

The assurance team complies with the code of ethics for professional accountants issued by the IESBA, which includes independence and other requirements founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour. In accordance with International Standard on Quality Control, TUVI maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our Assurance Team and Independence

TUVI is an independent, neutral third party providing sustainability services with qualified environmental and social specialists. TUVI states its independence and impartiality and confirms that there is "no conflict of interest" with regard to this assurance engagement. In the reporting year, TUVI did not work with SBI on any engagement that could compromise the independence or impartiality of our findings, conclusions, and recommendations. TUVI was not involved in the preparation of any content or data included in the Report, with the exception of this assurance statement. TUVI maintains complete impartiality towards any individuals interviewed during the assurance engagement.

For and on behalf of TUV India Private Limited

Manojkumar Borekar
Project Manager and Reviewer
Head – Sustainability Assurance Service

Date: 25-05-2021
Place: Mumbai, India
Project Reference No: 8118941704
www.tuv-nord.com/in



GRI Content Index



For the GRI Content Index Service, GRI Services reviewed that the GRI content index is clearly presented and the references for all disclosures included align with the appropriate sections in the body of the report.

GRI Standard	Disclosure	Page Number/ Direct Response	Omission
GRI 101: Foundation 2016			
GRI 102: General Disclosures 2016			
Organizational profile			
102-1	Name of the organization	16	
102-2	Activities, brands, products, and services	16	
102-3	Location of headquarters	16	
102-4	Location of operations	17	
102-5	Ownership and legal form	16	
102-6	Markets served	16-17	
102-7	Scale of the organization	16, 50	
102-8	Information on employees and other workers	50-51	
102-9	Supply chain	73	
102-10	Significant changes to the organization and its supply chain	73	
102-11	Precautionary Principle or approach	11	
102-12	External initiatives	18, 28	
102-13	Membership of associations	18	
Strategy			
102-14	Statement from senior decision-maker	6-7	
102-15	Key impacts, risks, and opportunities	6-10, 24	
Ethics and integrity			
102-16	Values, principles, standards, and norms of behavior	19	
102-17	Mechanisms for advice and concerns about ethics	20-21	
Governance			
102-18	Governance structure	21, 24	
102-19	Delegating authority	24	
102-20	Executive-level responsibility for economic, environmental, and social topics	10, 24	
102-26	Role of highest governance body in setting purpose, values, and strategy	24	
Stakeholder engagement			
102-40	List of stakeholder groups	34-35	
102-41	Collective bargaining agreements	59	

GRI Standard	Disclosure	Page Number/ Direct Response	Omission
102-42	Identifying and selecting stakeholders	32	
102-43	Approach to stakeholder engagement	34-35	
102-44	Key topics and concerns raised	34-37	
Reporting practice			
102-45	Entities included in the consolidated financial statements	16	
102-46	Defining report content and topic Boundaries	11	
102-47	List of material topics	36-37	
102-48	Restatements of information	11	
102-49	Changes in reporting	36-37	
102-50	Reporting period	11	
102-51	Date of most recent report	11	
102-52	Reporting cycle	11	
102-53	Contact point for questions regarding the report	Back Cover	
102-54	Claims of reporting in accordance with the GRI Standards	11	
102-55	GRI content index	87-91	
102-56	External assurance	84-86	
Material Topics			
GRI 201: Economic Performance 2016			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	36-38	
	103-2 The management approach and its components	38	
	103-3 Evaluation of the management approach	36-37	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	38	
GRI 203: Indirect Economic Impacts 2016			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	36-37, 43, 60, 74	
	103-2 The management approach and its components	43, 60, 74	
	103-3 Evaluation of the management approach	36-37	
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	43, 67-69, 76-77	
GRI 302: Energy 2016			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	36-37, 44	
	103-2 The management approach and its components	44	
	103-3 Evaluation of the management approach	36-37	

GRI Standard	Disclosure	Page Number/ Direct Response	Omission
GRI 302: Energy 2016	302-1 Energy consumption within the organization	46	
	302-3 Energy intensity	46	
	302-4 Reduction of energy consumption	47	
	302-5 Reductions in energy requirements of products and services	26-27, 49	
	GRI 305: Emissions 2016		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	36-37, 44	
	103-2 The management approach and its components	44	
	103-3 Evaluation of the management approach	36-37	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	46	
	305-2 Energy indirect (Scope 2) GHG emissions	46	
	305-3 Other indirect (Scope 3) GHG emissions	46	
	305-4 GHG emissions intensity	46	
	305-5 Reduction of GHG emissions	47, 49	
GRI 403: Occupational Health and Safety 2018			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	36-37, 12, 57	
	103-2 The management approach and its components	12, 57	
	103-3 Evaluation of the management approach	36-37	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	57	
	403-2 Hazard identification, risk assessment, and incident investigation	57	
	403-3 Occupational health services	13-14, 57	
	403-4 Worker participation, consultation, and communication on occupational health and safety	57	
	403-5 Worker training on occupational health and safety	57	
	403-6 Promotion of worker health	14, 57	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	57	
	403-8 Workers covered by an occupational health and safety management system	57	

GRI Standard	Disclosure	Page Number/ Direct Response	Omission
GRI 404: Training and Education 2016			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	36-37, 50, 53	
	103-2 The management approach and its components	50, 53	
	103-3 Evaluation of the management approach	36-37	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	53	
	404-2 Programs for upgrading employee skills and transition assistance programs	54-55	
GRI 405: Diversity and Equal Opportunity 2016			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	36-37, 50-51	
	103-2 The management approach and its components	51	
	103-3 Evaluation of the management approach	36-37	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	51	
GRI 406: Non-discrimination 2016			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	36-37, 51	
	103-2 The management approach and its components	51	
	103-3 Evaluation of the management approach	36-37	
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	52	
GRI 413: Local Communities 2016			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	36-37, 60	
	103-2 The management approach and its components	60	
	103-3 Evaluation of the management approach	36-37	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	60-71	
GRI 418: Customer Privacy 2016			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	36-37, 75	
	103-2 The management approach and its components	75	
	103-3 Evaluation of the management approach	36-37	

GRI Standard	Disclosure	Page Number/ Direct Response	Omission
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	75	
Non-GRI: Stakeholder Awareness on Sustainability			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	36-37, 55	
	103-2 The management approach and its components	55	
	103-3 Evaluation of the management approach	36-37	
Non-GRI: Customer Satisfaction			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	36-37, 72, 76-79	
	103-2 The management approach and its components	72, 76-79	
	103-3 Evaluation of the management approach	36-37	

BRR Mapping FY 2020-21

In conformance to the requirements of the clause (f) of sub regulation (2) of regulation 34 of Security Exchange Board of India (SEBI's) Listing Regulations, the Sustainability Report for FY 2020-21 is aligned with the nine principles of the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVEGs) notified by the Ministry of Corporate Affairs, Government of India.

Section A: General information about SBI

The Bank's activities are covered under "Group K: Financial and Insurance Activities of National Industrial Classification (All Economic Activities)-2008" published by the Ministry of Statistics and Programme Implementation. The Bank's activities fall under the following industrial activity code:

Group	Class	Description
641	6419	Monetary Intermediation – Other Monetary intermediation

Other Details About the Bank

CIN	Not Applicable
Address	State Bank of India, State Bank Bhavan, Corporate Centre, Madame Cama Road, Nariman Point, Mumbai - 400 021, India
Website	https://www.sbi.co.in , https://bank.sbi
E-mail Id	gm.snb@sbi.co.in
Financial Year Reported	FY 2020-21
Three services that the Company provides (as in the Balance Sheet)	Deposits, Loans and Advances, Remittances and Collections
Total number of locations where business activity is undertaken by the Company	National: 22,219 branches in India as on 31 st March 2021 International: 229 branches in 31 countries
Markets served by the Company	National and International

Section B: Financial Details of the Company

For the Bank's financial performance for FY 2020-21, please refer to the section on economic performance in Financial Capital Management chapter.

Section C: Other Details

Participation of subsidiaries and business partners in BR initiatives

The details of the subsidiaries and joint ventures are provided in the Bank's Annual Report FY2020-21, under the heading "Subsidiaries".

SBI's Sustainability and Business Responsibility (BR) Policy are extended to all its subsidiaries, who actively support the BR initiatives undertaken by the Bank. However, the initiatives and programmes on social and environmental issues are designed and executed by the independent Boards of the subsidiaries. With respect to its supply chain, SBI expects and encourages its suppliers, vendors and other business partners to conduct their business in a responsible manner.

Section D: Business Responsibility Information

In accordance with the SEBI requirements,

Business Responsibility (BR) report of the Bank is being published since FY 2012-13. This is the eighth report and has been integrated with SBI's sustainability Report for FY 2020-21. The report can be accessed on the Bank's website at <https://www.sbi.co.in> or <https://bank.sbi>

Details of Director/ Directors responsible for BR

A) Details of the Director/Directors responsible for implementation of the BR policy/policies

DIN Number: 8335249

Name: Shri Challa Sreenivasulu Setty

B) Details of the BR Head:

Sr. No.	Particulars	Details
1	DIN Number (if applicable)	8335249
2	Name	Shri Challa Sreenivasulu Setty
3	Designation	Managing Director (Retail and Digital Banking)
4	Telephone Number	022-22028713
5	Email ID	md.rdb@sbi.co.in

Principle-wise (as per NVG) BR Policy/policies (Reply in Y/N)

Sr. no.	Questions	Principles P1 - P9
1	Does the Bank have a policy/policies for each of the 9 principles prescribed by SEBI	Yes
2	Has the policy been formulated in consultation with the relevant stakeholders?	Yes
3	Does the policy conform to any national / international standards? If yes, specify? (50 words)	SBI's Sustainability and Business Responsibility (BR) Policy is based on National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business, as released by Ministry of Corporate Affairs, Government of India, in 2011.
4	Has the policy been approved by the Central Board? If yes, has it been signed by MD/ owner/CEO/appropriate Board Director?	Yes, the Sustainability and Business Responsibility (BR) Policy of the Bank has been approved by the Central Board.
5	Does the company have a specified Committee of the Board/Director/Official to oversee the implementation of the policy?	The Chairman has instituted a Corporate Centre Sustainability Committee (CCSC) to oversee the implementation of the policy. This committee is headed by a Deputy Managing Director, who is also designated as the Chief Sustainability Officer
6	Indicate the link for the policy to be viewed online?	https://www.sbi.co.in or https://bank.sbi under the link, Corporate Governance / Sustainability and BR Policy.
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes
8	Does the company have in-house structure to implement the policy/policies?	Yes
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Yes
10	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	The working of the Sustainability and Business Responsibility (BR) Policy is evaluated internally. Further, the Sustainability Report published for FY 2020-21 discloses information on the Bank's economic, environmental and social performance for the reporting period and has been reviewed and collated in a comprehensive manner.

National Voluntary Guidelines (NVG) Mapping

Principle	Description	Page Number
Principle 1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability	21-22, 52, 75
Principle 2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle	26-29, 42-43, 46-49
Principle 3	Businesses should promote the well-being of all employee	50-53, 59
Principle 4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised	34-35
Principle 5	Businesses should respect and promote human rights	52
Principle 6	Business should respect, protect, and make efforts to restore the environment	24, 28-29, 44-47
Principle 7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner	18, 28, 54
Principle 8	Businesses should support inclusive growth and equitable development	42-43, 60-71
Principle 9	Businesses should engage with and provide value to their customers and consumers in a responsible manner	72-73, 76-79

Glossary

Abbreviation	Full Form
ADGC	Apex-Level Data Governance Council
ADWM	Automated Deposit and Withdrawal Machine
AGM	Assistant General Manager
AI	Artificial Intelligence
AOF	Account Opening Form
APP	Annual Payment Plan
APY	Atal Pension Yojana
ART CEF	Automatic Real Time Customer Emotions Feedback
ASSOCHAM	Associated Chambers of Commerce of India
ATI	Apex Training Institute
ATM	Automated Teller Machine
BC	Business Correspondent
BCP	Business Continuity Plan
BEE	Bureau of Energy Efficiency
BFSI	Banking, Financial Services and Insurance
BIOS	Basic Input Output System
Bps	Basis points
BR	Business Responsibility
BRICS	Brazil, Russia, India, China and South Africa
BRR	Business Responsibility Report
BSC	Branch Server Consolidation
CB	Central Board
CBEEV	Centre for Battery Engineering and Electric Vehicles
CBG	Compressed Bio Gas
CC	Corporate Centre
CCL	Center for Creative Leadership India Private Limited
CCSC	Corporate Centre Sustainability
CDK	Cheque Deposit Kiosk
CDS	Career Development System
CEO	Chief Executive Officer

Abbreviation	Full Form
CGM	Chief General Manager
CII	Confederation of Indian Industries
CISO	Chief Information Security Officer
CMS	Complaint Management System
CoE	Centre of Excellence
COVID-19	Corona Virus Disease 2019
CPC	Central Processing Centre
CRM	Credit Risk Management
CRMD	Credit Risk Management Department
CRO	Chief Risk Officer
CS	Cyber Security
CSMT	Chhatrapati Shivaji Maharaj Terminus
CSP	Customer Service Point
CSR	Corporate Social Responsibility
CTS	Cheque Truncation System
DACs	Data Archival Centres
DGC	Data Governance Council
DGM	Deputy General Manager
DMD	Deputy Managing Director
E2E	Exchange-To-Exchange
EBCT	Evidence Based Compliance Testing
EGRM	Enterprise and Group Risk Management
EGRMD	Enterprise and Group Risk Management Department
EIB	European Investment Bank
EMI	Equated Monthly Instalments
EPS	End Point Security
ESG	Environment Social Governance
e-Pay	Payment Aggregator
EV	Electric Vehicle
EWLP	Enterprise-Wide Loyalty Programme

Abbreviation	Full Form
FEDAI	Foreign Exchange Dealers Association of India
FI	Financial Inclusion
FI&GS	Financial Inclusion And Government Schemes
FICCI	Federation of Indian Chambers of Commerce and Industry
FLC	Financial Literacy Centre
FPCs	Farmer Producer Companies
FY	Fiscal Year
GAP	Gadadhar Abhyudaya Prkalpa
GCC	Green Channel Counter
GITC	Global Information Technology Centre
GJ	Gigajoules
GM	General Manager
GoI	Government of India
GRC	Green Remit Card
GRI	Global Reporting Initiative
HR	Human Resource
HRMS	Human Resources Management System
IA	Internal Audit
IBA	Indian Banks' Association
IBCE	Integrated Business Continuity Exercise
IBG	International Banking Group
ICAI	Institute of Chartered Accountants of India
IGBC	Indian Green Building Council
IHA	India Health Alliance
IIBF	Indian Institute of Banking and Finance
IIRC	International Integrated Reporting Council
IISc	Indian Institute of Science
IIT	Indian Institute of Technology
IoT	Internet of Things
IR	Integrated Reporting
IS	Information System
ISD	Information Security Department
IT	Information Technology

Abbreviation	Full Form
ITI	Industrial Training Institutes
IVR	Interactive Voice Response
KCC	Kisan Credit Card
KYC	Know Your Customer
L&D	Learning and Development
LCPCs	Liability Centralised Processing Centres
LHO	Local Head Office
LITMAS	Litigation Management System
LOS	Laon Originating System
MATMs	Micro ATMs
MD	Managing Director
MIS	Management Information System
ML	Machine Learning
MOOC	Massive Open Online Course
MOU	Memorandum of Understanding
MSME	Micro, Small and Medium Enterprise
MT	Million Tones
MVS	MultiVendor Software
MW	Megawatt
NEFT	National Electronic Fund Transfer
NGGCSOC	Next Gen Global Cyber Security Operations Centre
NGO	Non-Governmental Organisation
NPA	Non-Performing Asset
NRI	Non-Resident Indian
NSDC	National Skill Development Corporation
NSDF	National Sports Development Fund
NVG-SEE	National Voluntary Guidelines for Social, Environmental and Economic Responsibilities of Business
OBCs	Other Backward class
ODAC	Outsourced DACs
ORMD	Operations Risk Management Department
OTP	One Time Password
PAPL	Pre-Approved Personal Loans
PCI-DSS	Payment Card Industry Data Security Standard

Transformative Resilience

Abbreviation	Full Form
PF&S	Project Finance and Structuring
PG	Payment Gateway
PIN	Personal Identification Number
PMJDY	Pradhan Mantri Jan-Dhan Yojana
PMJJBY	Pradhan Mantri Jeevan Jyoti Bima Yojana
PMSBY	Pradhan Mantri Suraksha Bima Yojana
PPE	Personal Protective Equipment
PPP	Public-Private Partnership
PRM	Proactive Risk Management
PV	Photovoltaic
PwD	Person with Disability
R&D	Research and Development
RARR	Risk Assessment and Risk Reporting
RBC	Role Based Certification
RBI	Reserve Bank of India
RE	Renewable Energy
RFIA	Risk-Focused Internal Audit
RISE	Rights, Integration, Skills and Education
RLMS	Retails Loan Management System
RMCB	Risk Management Committee of the Board
RMD	Risk Management Department
RRB	Regional Rural Banks
RTGS	Real-Time Gross Settlement
RSETI	Rural Self-Employment Training Institute
SABERA	Social and Business Enterprise Responsible Award
SAMEIP	SBI Foundation and Microsoft Employability Initiative for Persons with Disabilities
SATAT	Sustainable Alternative Towards Affordable Transportation
SBI	State Bank of India
SBICB	State Bank Institute of Consumer Banking
SBICRM	State Bank Institute of Credit and Risk Management

Abbreviation	Full Form
SBIL	State Bank Institute of Leadership
SBILD	SBI Regional Institutes of L&D
SBIRB	State Bank Institute of Rural Banking
SBSOC	State Bank Security Operations Centre
SBTRACS	State Bank Training Content Solution
SBU	Strategic Business Unit
SC	Scheduled Caste
SDG	Sustainable Development Goal
SEBI	Securities and Exchange Board of India
SHG	Self-Help Group
SME	Small and Medium-Sized Enterprises
SMS	Short Message Service
SOP	Standard Operating Procedure
SPL PAPL	Special Pre-Approved Personal Loan
ST	Schedule Tribes
STEPS	Service, Transparency, Ethics, Politeness and Sustainability
STS	Science and Technology for Society
SWAYAMs	Barcode-based self passbook printing kiosks
TBA	Trigger Based Audit
UN	United Nations
UN SDG	United Nation Sustainable Development Goals
UNESCO	United Nations Educational, Scientific and Cultural Organisation
UNGC	United Nations Global Compact
UPI	Unified Payments Interface
USAID	United States Agency for International Development
USB	Universal Serial Bus
WC	Working capital
WFA	Work From Anywhere
YFI	Youth for India
YONO	You Only Need One
Y-o-Y	Year-on-Year



Flag hoisting at Corporate Centre office to observe Republic Day (26th January 2021)



State Bank Bhavan,
Madam Cama Road,
Mumbai 400021

Contact person:
Mr. R. K. Singhal
+91 22-22740977