



BUSINESS RESPONSIBILITY REPORT

FEDERAL BANK
YOUR PERFECT BANKING PARTNER



Section A: General Information about the Company

1. Corporate Identity Number (CIN) of the Company	L65191KL1931PLC000368
2. Name of the Company	The Federal Bank Limited
3. Registered address	Federal Towers, P O Box No.103, Aluva, Kerala, India 683 101
4. Website	www.federalbank.co.in
5. E-mail id	secretarial@federalbank.co.in
6. Financial Year reported	2016-17
7. Sector(s) that the Company is engaged in (industrial activity code-wise)	Federal Bank is a banking company governed by the Banking Regulation Act, 1949
8. List three key products/services that the Company manufactures/provides (as in balance sheet)	Federal Bank Limited (the Bank), incorporated in Aluva, Kerala, is a publicly held banking company engaged in providing banking and financial services including retail banking, corporate banking and treasury operations.
9. Total number of locations where business activity is undertaken by the Company	Federal Bank has got representative offices in Abudhabi and Dubai
i. Number of International Locations (Provide details of major 5)	
ii. Number of National Locations	As on 31st March 2017 Federal Bank had a network 1252 branches and 1667 ATMs in 26 states and 4 union territories
10. Markets served by the Company	Federal Bank serves customers in national and international locations

Section B: Financial Details of the Company

1. Paid up Capital (INR)	Rs.344.81 Crores
2. Total Turnover (INR)*	Rs.9759.19 Crores
3. Total profit after taxes (INR)	Rs.830.79 Crores
4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	1.86%. Appropriate disclosures as prescribed under the Companies Act, 2013 have been made in the annual report for the year ended March 31, 2017
5. List of activities in which expenditure in 4 above has been incurred	<ul style="list-style-type: none"> a. Education b. Healthcare c. Youth engagement d. Skill development

*Total turnover represents the sum of "Interest earned" (Schedule 13 of the accounts) and "Other income" (Schedule 14 of the accounts).

Section C: Other Details

1. Does the Company have any Subsidiary Company/ Companies?	Yes. The Bank have one subsidiary
2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)	No
3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]-	No

Section D: BR Information

1. Details of Director/Directors responsible for BR

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

- DIN Number : **05154975**
- Name : **Mr. Ashutosh Khajuria**
- Designation : **Executive Director &CFO**

b) Details of the BR head

S.No.	Particulars	Details
1.	DIN Number (if applicable)	NA
2.	Name	Ms. Shalini Warriar
3.	Designation	Chief Operating Officer
4.	Telephone number	04842634030
5.	e-mail id	shaliniwarrior@federalbank.co.in

2. Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

The NVGs on social, environmental and economic responsibilities of business prescribed by the Ministry of Corporate Affairs advocates the nine principles (detailed below) as P1-P9 to be followed:

P1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability
P2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle
P3	Businesses should promote the wellbeing of all employees
P4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized
P5	Businesses should respect and promote human rights
P6	Business should respect, protect, and make efforts to restore the environment
P7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner
P8	Businesses should support inclusive growth and equitable development
P9	Businesses should engage with and provide value to their customers and consumers in a responsible manner

Sl. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for...	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national /international standards? If yes, specify? (50 words)*	Y	Y	Y	Y	Y	Y	Y	Y	Y
4	Has the policy being approved by the Board?	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Is yes, has it been signed by MD/owner/CEO/appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6	Indicate the link for the policy to be viewed	https://www.federalbank.co.in/shareholder-nformation								

	online?									
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8	Does the company have in-house structure to implement the policy/policies.	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

2 a .If answer to S.No. 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

S.No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	The company has not understood the Principles									
2	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3	The company does not have financial or manpower resources available for the task									
4	It is planned to be done within next 6 months									
5	It is planned to be done within the next 1 year									
6	Any other reason (please specify)									

3. Governance related to BR

- Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year

Annually

- Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?

The Bank has from FY 2017 onwards started publishing of Business Responsibility Report

Section E: Principle-wise performance

Principle 1

- Does the policy relating to ethics, bribery and corruption cover only the company? Yes
Does it extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs /Others?
Since it a whistle blower policy of the company it deals with the Federal Bank and it's Suppliers and Contractors.
- How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.
We have received 8 complaints under PDS during the year 2016-17 and they have been investigated and report submitted to MD & CEO. Three complaints were found to be without any basis and in the case of other 5 complaints (all complaints from staff members only) report have been forwarded to HR Employee Relations and Operations for further action as there was substance in the complaint.

Principle 2

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.
Federal Bank provides sustainable banking products to cater to different classes of customers through an expansive network of branches, ATMs, mobile banking, and internet banking. Bank offers many customised products include educational loans, home loans, loans for asset purchases and a wide range of savings bank products.
Federal Bank Hormis Memorial Foundation focuses on the areas of elementary education, skill development, primary healthcare and rural development.
2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product(optional):
 - i. Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?
Not applicable for banking products
 - ii. Reduction during usage by consumers (energy, water) has been achieved since the previous year?
Not applicable for Banking products
3. Does the company have procedures in place for sustainable sourcing (including transportation)?
Not Applicable
4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?
If yes, what steps have been taken to improve their capacity and capability of local and small vendors?
Not applicable
5. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%,5-10%, >10%). Also, provide details thereof, in about 50 words or so.
NA. Being a Banking service company, the bank is not generating products and waste associated with a manufacturing concern

Principle 3

1. Please indicate the Total number of employees.
The Bank had 11, 593 employees as on 31st March 2017
2. Please indicate the Total number of employees hired on temporary/contractual/casual basis.
The Bank had 117 employees as on 31st March 2017 on temporary basis
3. Please indicate the Number of permanent women employees.
The Bank had 4671 women employees as on 31st March 2017
4. Please indicate the Number of permanent employees with disabilities
The Bank is an equal opportunity employer and treats all employees at par. Based on the income tax declarations which enable claiming income tax deduction for self-disability, the Bank had 25 such employees
5. Do you have an employee association that is recognized by management?
The Bank has an association for Officers (permitted members are Officers up to Scale III) and a Union for Award Staff (permitted members are Clerks & below), recognized by the management. Association for Officers is Federal Bank Officers' Association (FBOA) and Union for Award Staff is Federal Bank Employees' Union (FBEU).
6. What percentage of your permanent employees is members of this recognized employee association?
73.4 % of employees in Officer Cadre are members of Federal Bank Officers' Association (FBOA) and 88.88% of employees in Award Staff cadre are members of Federal Bank Employees' Union (FBEU)
7. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

S.No.	Category	No of complaints filed during the financial year	No of complaints pending as on end of the financial year
1	Child labour/forced labour/involuntary labour	NIL	NIL
2	Sexual harassment	NIL	NIL
3	Discriminatory employment	NIL	NIL

8. What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?

Permanent Employees	54.34%
Permanent Women Employees	34.10%
Casual/Temporary/Contractual Employees	Trainings for this category is not envisaged
Employees with Disabilities	we have not conducted any specific trainings for this category of employees

Principle 4

1. Has the company mapped its internal and external stakeholders?

Yes

2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?

The Bank is guided by Reserve Bank of India (RBI) prescribed guidelines on priority sector lending, lending to small and marginal farmers, lending to weaker section etc., and government-led initiatives to improve access to financial services, and insurance and pension cover for reaching out to disadvantaged, vulnerable and marginalised stakeholders.

3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.

The bank has also undertaken various other schemes for integrated and sustainable economic development by adopting the best practices in the industry. The bank is also an active participant in various schemes and initiatives undertaken by the government. The Bank, directly, and along with Federal Bank Hormis Foundation has been working on several initiatives for promotion of inclusive growth. The CSR cell of the bank in tune with the CSR policy has worked towards the advancement of the society by undertaking various measures. The CSR activities of the bank have a huge footprint touching various diverse fields like Health, Education, Environment sustainability, Inclusive Development Policies to name a few.

Principle 5

1. Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?

Bank's Human rights policies are based on non-discrimination among employees, meritocracy and mechanisms for redressal of employee. All employees are treated with dignity regardless of hierarchy and there is non-discrimination among employees. The Bank's HR policy is to not indulge in any form of harassment, whether physical, sexual, psychological, verbal or discrimination in the name of race, cast, religion, sex, position etc.

Bank follows the code issued by The Banking Codes and Standards Board of India which covers aspects like good & fair banking practices, transparency in services & products, high operating standards, cordial relationship with consumers & measures which build confidence of the consumer in the banking system.

The Bank also seeks to ensure that there is no discrimination in selection of suppliers and vendors.

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

We have received 8 complaints under PDS during the year 2016-17 and they have been investigated and report submitted to MD & CEO. Three complaints were found to be without any basis and in the case of other 5 complaints (all complaints from staff members only) report have been forwarded to HR Employee Relations and Operations for further action as there was substance in the complaint.

Principle 6

1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/ others.
Not applicable for Banking companies
2. Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.
The bank adheres to environmental laws in force . Our new branches are provided with energy efficient AC and LED lights.
3. Does the company identify and assess potential environmental risks? Y/N
The Bank follows environment laws with regard to its premises and operations.
4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?
The Bank is not a manufacturing concern and does not generate waste or products or byproducts generally associated with manufacturing.
5. Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.
The Bank participated in several initiatives in the area of environment sustainability
6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?
The Bank complies with environmental regulations with respect to its operations.
Nil

Principle 7

1. Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:
Federal Bank has since long been associated with many trade and industry associations. The bank has through these associations been able to understand the industry and develop schemes which would be beneficial to the organization in the long run. The members of our senior management participate in various committees/ working groups constituted by the Government of India and the Reserve Bank of India

Federal Bank is a member of the following associations-
 - a. Indian Banks Association
 - b. Indian Institute of Banking and Finance
 - c. Indo Austrian Chamber of Commerce and Industry
 - d. Kerala Management Association
 - e. The Federation of Telangana and Andhra Pradesh Chambers of Commerce and Industry(FTAPCCI)
 - f. Indian Chamber of Commerce & Industry, Cochin
2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

The Bank, through trade bodies and associations, puts forth a number of suggestions with respect to the economy in general and the banking sector in particular. The bank has also undertaken various other schemes for integrated and sustainable economic development by adopting the best practices in the industry. Your bank is also an active participant in various schemes and initiatives undertaken by the government. The Bank, directly, and along with Federal Bank Hormis Foundation has been working on several initiatives for promotion of inclusive growth.

The CSR cell of the bank in tune with the CSR policy has worked towards the advancement of the society by undertaking various measures. The CSR activities of the bank have a huge footprint touching various diverse fields like Health, Education, Environment sustainability, Inclusive Development Policies to name a few.

In the field of Health, the CSR cell in a tie up with Sree Chithira Thirunal Institute for Medical Science & Technology has set up a Comprehensive Center for Cognitive Rehabilitation of Children with Neuro disorders. It has also extended support to Ernakulam General Hospital for cancer treatment and assisted A P Varkey Mission Hospital, Arakkunnam in constructing a dialysis room for treating poor patients. The bank has also joined hands with WWF for conservation of wildlife in the North east.

In the sphere of education, the bank has set up skill academies at three places in South India to impart quality technical education to merit oriented candidates coming from economically underprivileged background. Other projects in the same field include the Jyothi Comprehensive Educational Project in Ernakulam District and Bandhan which involved each branch adopting a deserving school in its locality. The bank along with the Federal Bank Hormis Foundation is providing scholarships to the needy students for pursuing professional courses from the year 2005-06. During the year 2016-17 the trust offered assistance to 100 meritorious students, 20 students from each streams – Medicine, Engineering, BSc (Agri), BSc. (Nursing) & MBA.

The bank has also undertaken various other schemes for integrated and sustainable economic development by adopting the best practices in the industry. Your bank is also an active participant in various schemes and initiatives undertaken by the government.

Principle 8

1. Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.

The major initiative taken up is in the area of skill development through the Federal Skill academies set up at Kochi & Coimbatore for Skill development for youth from economically backward sectors. Through Federal Bank Hormis Memorial Foundation Scholarship, Bank is offering scholarships for 100 meritorious students from families deserves support

The Bank also pursues initiatives in the area of rural development, including efforts to improve financial inclusion and provide access to savings account, insurance and pension products.

2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?

The projects/programmes are undertaken primarily through in-house teams and Federal Bank Hormis memorial Foundation Foundation, with the assistance of implementation partners as required.

3. Have you done any impact assessment of your initiative?

CSR Cell of the Bank is undertaking the impact assessment of the major initiatives. Feed back taken from the beneficiaries and implementation partners and the same is reviewed and correcting measures taken whenever required

4. What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken.

The Bank had spent Rs.15.41 Crores in FY 2016-17 on corporate social responsibility related activities. The expenditure has been undertaken primarily on skill development and sustainable livelihoods, education, healthcare and rural development related activities like financial inclusion and financial literacy and digitization of adopted village.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

The projects undertaken by Federal Bank Hormis Memorial Foundation are designed to the needs of the target group. The foundation had taken many initiatives in community development such as Village adoption, Digitization of villages, providing housing and sanitation etc.

Principle 9

1. What percentage of customer complaints/consumer cases are pending as on the end of financial year.
We have resolved 98.16% of the customers' complaints/consumer cases during the fiscal 2017. We have a pending of 1.84 % of complaints.
2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/ No/N.A. /Remarks(additional information)
N.A
3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.
N.A
4. Did your company carry out any consumer survey/ consumer satisfaction trends.
We are continuously conducting customer satisfaction surveys on a daily basis on the new customers added since August 2016. This is done for measuring the satisfaction level of the new customers. We try to improve ourselves based on the feedbacks so obtained from both the new and existing clientele, so as to make the customer experience delightful each day.