

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

**SECTION A** offers a comprehensive overview of the entity, including its products and offerings, operational footprint, related parties, employees, Corporate Social Responsibility initiatives and transparency.

**SECTION B** details management and process disclosures related to the entity, highlighting the structures, policies, and processes implemented to adopt the NGRBC Principles and Core Elements.

**SECTION C** is designed to assist entities in demonstrating their performance in integrating the Principles and Core Elements into key processes and decisions. The information is mapped to nine principles of NGRBC and is categorized into "Essential" and "Leadership" indicators.

### SECTION A: GENERAL DISCLOSURES

#### I. Details of the listed entity

- 1. Corporate Identity Number (CIN) of the Listed Entity-** The Bank is a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970. The Bank is not a company registered under the Companies Act, 1956/2013 and therefore the provisions of the Companies Act with respect to the requirement of CIN is not applicable to the Bank. The Bank has a CIN - 'PUNB' for the limited purpose of filing of IEPF forms on MCA portal with respect to unpaid/unclaimed dividends.
- 2. Name of the Listed Entity-** Punjab National Bank
- 3. Year of incorporation** - Incorporated in 1895 and nationalized in 1970 under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970
- 4. Registered office address-** Punjab National Bank, Corporate Office, Plot No.4,

Sector-10, Dwarka, New Delhi -110075

- 5. Corporate address-** Punjab National Bank, Corporate Office, Plot No.4, Sector-10, Dwarka, New Delhi -110075
- 6. E-mail** - care@pnb.bank.in
- 7. Telephone** - 011-28044835
- 8. Website** - www.pnb.bank.in
- 9. Financial year for which reporting is being done** - FY 2025-26
- 10. Name of the Stock Exchange(s) where shares are listed** - Bombay Stock Exchange Limited (BSE) and National Stock Exchange of India Ltd. (NSE)
- 11. Paid-up Capital-** Rs. 2298.59 crores
- 12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report-**  
**Name:** Shri Sunil Kumar Goyal  
**Designation:** Chief General Manager, Data Analytics & Strategic Innovation Division  
**Telephone No.:** 011-28044835  
**Email id:** esgcell@pnb.bank.in
- 13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)-** Disclosures made in this report are on a standalone basis focusing on the Bank's operation pan India across various business verticals and at foreign branches.
- 14. Name of assessment or assurance provider** - M/s Ummed Jain & Co. (Central Statutory Auditor)
- 15. Type of assessment or assurance obtained** - BRSR Core Indicators - Reasonable assurance

## II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Banking and Financial Services	The Bank provides all banking products and financial services including acceptance of various kinds of deposits like savings, term, current, recurring deposits etc. and credit financing. It includes the following:	
		(i) Retail Banking - Comprises of borrower accounts having exposure less than ₹7.50Crores.	29.73
		(ii) Corporate/ Wholesale Banking - Comprises of lending activities of borrowers having exposure of ₹7.50Crores and above.	38.20
		(iii) Treasury – Includes the entire investment portfolio, trading in foreign exchange contracts and derivative contracts etc. The revenue under this segment primarily consists of fees and gains or losses from trading operations and interest/dividend income on the investment portfolio.	29.40
		(iv) Other Banking Operations - Segments not classified under (i) to (iii) above are classified under this primary segment.	2.67

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

S. No.	Product/Service	NIC Code	% of total contributed Turnover
1.	Deposits, Advances (Agriculture lending, MSME Lending, Retail lending, Corporate lending), Treasury products and Third Party Services	64191	100%

## III. Operations

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

Location	Number of plants	Number of offices	Total
National	Not Applicable*	10324 Branches, 11065 ATMs, 1058 Other offices, 4 HO buildings. Presence in 744 districts	22,451
International	Not Applicable*	Branches at: Dubai and Gift City, Ahmedabad	02

\* Being a financial service entity, this section is Not Applicable.

### 19. Markets served by the Entity:

#### a. Number of locations

Locations	Number
National	28 states & 7 UTs (except Lakshadweep)
International	1

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

Not Applicable

**c. A brief on types of customers**

As a financial services institution, the Bank serves a diverse and extensive customer base across multiple segments. Its banking operations cater to individuals, corporates, farmers, government entities, start-ups, MSMEs, and other constituents, offering comprehensive range of products and services tailored to each segment.

The Bank's customers represent a broad spectrum of industries and socio-economic backgrounds. It continually strives to deliver customer-centric banking solutions by enhancing its processes, products, and service delivery, with a strong focus on inclusive growth and digital-first approach.

The Bank serves various customer categories, including individual and joint account holders, non-resident individuals, partnership firms, societies, trusts, associations, companies, MSMEs, government bodies, and large corporate. As of 31 March 2026, the Bank proudly serves over 18.53 crore customers through its extensive branch network and robust digital platforms.

**IV. Employees**

**20. Details as at the end of Financial Year:**

**a. Employees and workers (including differently abled):**

S. No.	Particulars	Total (A)	Male		Female		
			No. (B)	% (B / A)	No. (C)	% (C / A)	
<b>EMPLOYEES</b>							
1.	Permanent (D) *	103184	77036	74.66 %	26148	25.34 %	
2.	Other than Permanent (E) **	9	7	77.77%	2	22.22%	
3.	<b>Total employees (D + E)</b>	103193	77043	74.66%	26150	25.34%	
<b>WORKERS</b>							
4.	Permanent (F)	Not Applicable					
5.	Other than Permanent (G)						
6.	<b>Total workers (F + G)</b>						

\* All three cadres i.e. Officer, Clerk, Sub staff have been included at Sr. No. 1

\*\* in CISD, Customer Care centre and other offices.

**b. Differently abled Employees and workers:**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b><u>DIFFERENTLY ABLED EMPLOYEES</u></b>						
1.	Permanent (D)	3236	2657	82.11%	579	17.89%
2.	Other than Permanent (E)	Nil	Nil	Nil	Nil	Nil
3.	<b>Total differently abled employees (D + E)</b>	3236	2657	82.11 %	579	17.89 %
<b><u>DIFFERENTLY ABLED WORKERS</u></b>						
4.	Permanent (F)	Not Applicable				
5.	Other than permanent (G)					
6.	<b>Total differently abled workers (F + G)</b>					

**21. Participation/Inclusion/Representation of women**

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	2	22.22 %
Key Management Personnel*	7	0	NA

\* KMP includes- a) the Managing Director & Chief Executive Officer; b) Executive Directors(s); c) Chief Financial Officer; and d) Company Secretary

Note: - The position is as on 31.03.2026.

**22. Turnover rate for permanent employees and workers**

(Disclose trends for the past 3 years)

	FY 2025-26			FY 2024-25			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>Permanent Employees*</b>	4.15%	4.14%	4.15%	3.27%	3.20%	3.26%	3.92%	2.86%	3.66%
<b>Permanent Workers</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA

\*All kinds of exits (i.e. resignations, deaths, compulsory retirement, termination etc.) have been considered for calculating turnover rate based on the following formula : (No. of persons who have left the employment of the entity in the FY \*100) / Average no. of persons employed in the category)

## V. Holding, Subsidiary and Associate Companies (including joint ventures)

### 23. (a) Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding / subsidiary / associate companies/joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	PNB Investment Services Ltd.	Subsidiary	100.00	No
2	PNB Cards & Services Ltd.	Subsidiary	100.00	Yes
3	PNB Gilts Ltd.	Subsidiary	74.07	Yes
4	PNB Housing Finance Ltd.	Associate	28.04	Yes
5	PNB MetLife India Insurance Co. Ltd	Associate	30.00	Yes
6	Punjab National Bank (International) Ltd., UK	Subsidiary	100.00	No
7	DRUK PNB Bank Ltd.	Subsidiary	51.00	No
8	JSC Tengri Bank.*	Associate	41.64	NA
9	Everest Bank Ltd.	Joint Venture	20.02	No
10	Assam Gramin Bank	Associate	35.00	No
11	Bihar Gramin Bank	Associate	35.00	No
12	Himachal Pradesh Gramin Bank	Associate	35.00	No
13	Punjab Gramin Bank	Associate	35.00	No
14	Haryana Gramin Bank	Associate	35.00	No
15	Manipur Rural Bank	Associate	35.00	No
16	Tripura Gramin Bank	Associate	35.00	No
17	West Bengal Gramin bank	Associate	35.00	No

\*License Revoked w.e.f. 18.09.2020 & is under Liquidation

## VI. CSR Details

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

No. CSR provisions under Companies Act, 2013 are not applicable to Punjab National Bank. However, as a socially responsible institution committed to strengthen social ties with the community at large, the bank has a Board approved Policy on CSR which is reviewed annually. Bank remains committed to giving back to the society and uplifting communities at large through various community development and social welfare initiatives.

**(ii) Turnover (in Rs.)** - 1,47,017.16 Crores

**(iii) Net worth (in Rs.)** - 1,18,317.14 Crores

**VII. Transparency and Disclosures Compliances**

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2025-26			FY 2024-25		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	www.pnb.bank.in	NIL					
Investors (other than shareholders)	www.pnb.bank.in	NIL					
Shareholders*	Yes, the details are given in Investor Corner on Bank's corporate website: <a href="https://www.pnb.bank.in/basic-information.html">https://www.pnb.bank.in/basic-information.html</a>	43	0	Nil	47	0	Nil
Employees and workers	Yes- Internal "PNB Samadhaan " through HRMS (complaints related to HR matters)	3496	Nil	-	3661	121	-
	Sampark portal for Complaints related to HR matters for SC/ST/OBC/PwD/Minorities.	119	Nil				
Customers	Yes, Policy is placed on the Corporate Website <a href="http://www.pnb.bank.in">www.pnb.bank.in</a> , under the Tab 'Customer Care – Policies'.	CGRMS-78,740 CRM-4,95,758 Total-5,74,498	7,331	Excluding complaints which were resolved within T+1 days of its receipt.	CGRMS-1,04,520 CRM-10,25,675 Total-11,39,830	28,855	Excluding complaints which were resolved within T+1 days of its receipt.
Value Chain Partners		-					
Other (please specify)		NIL					

\*Including complaints received from Bondholders.

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

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Climate Risk	R & O	<p>Risk: Physical Risk – Climate related events, such as floods, drought, cyclone, wildfires, sea level rise can damage properties, disrupt operations, and affect borrowers' ability to repay loans leading to increased loan defaults, asset devaluation, and higher insurance costs. Additionally, physical risks can hinder Bank's infrastructure, leading to operational disruptions and higher costs for recovery and adaptation</p> <p>Transition Risk – Shift to a low-carbon economy, driven by stricter environmental regulations, changing market preferences, and the phasing out of high-carbon industries may lead to financial losses from stressed assets, increased compliance costs, and a decline in demand for financing fossil fuel-based projects.</p> <p><b>Opportunity</b></p> <ul style="list-style-type: none"> <li>• Green finance through products like green bonds, green loans, and sustainability-linked financing.</li> <li>• As Government and industries focus on reducing carbon emissions, positioning oneself as leaders in green finance can attract environmental conscious investors and consumers, enhancing the market position and brand reputation.</li> <li>• Greening bank's own operations by investing in energy-efficient buildings, reducing carbon emissions, and promoting sustainability initiatives. This can enhance the Bank's sustainability credentials and potentially reduce long-term operational costs.</li> </ul>	<p>Conduct regular risk assessments , assessing portfolio and account level exposure, and develop risk management plans and infrastructure resilience .</p> <p>Segmented strategy for different sectors will be followed for mitigation</p> <ol style="list-style-type: none"> <li>1. Promote Green sectors</li> <li>2. Cautious approach for Brown sectors</li> <li>3. Push towards efficiency in hard to abate sectors</li> </ol> <p>Align portfolio with sustainable practices and green finance initiatives.</p>	<p>Negative: Financial Loss due to damage to physical assets and disruptions in operations.</p> <p>Financial losses through stressed assets, higher loan defaults, and increased regulatory costs. It also heightens exposure to volatile market shifts as industries adapt stricter environmental policies.</p> <p>Positive: Meet the demand for financing climate-resilient infrastructure projects, offering new financing opportunities for banks.</p> <p>Expand portfolio in green technologies and sustainable projects.</p> <p>Positive:</p> <p>Growth in the Bank's sustainable financing portfolio.</p> <p>Adoption of proactive sustainability measures, including renewable energy integration, energy efficiency, and effective waste and wastewater management across Bank offices and branches, resulting in reduced carbon footprint and operational cost optimization.</p>

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2.	Societal: Sustainable Finance	O	Emerging markets in Renewable Energy, Green Transport & Sustainable Agriculture offer strong growth potential	NA	Sustainable finance will aid the Bank to enter into new emerging markets and diversify its risk portfolio
3.	Governance: Data Privacy	R	Access to extensive confidential financial and personal data makes the Bank a constant target for cyber-attacks and data breaches.	<p>The Bank prioritizes a strong cybersecurity framework, overseen by the Group Chief Information Security Officer (GCISO) and executed by a dedicated Cyber Information Security Division (CISD). This division manages the full lifecycle of cybersecurity, from control implementation, deployment and continuous monitoring, effectively safeguarding our IT infrastructure against a wide range of cyber threats.</p> <p>To reinforce our defenses, the Bank keeps upgrading its cybersecurity components. These efforts are complemented by a dedicated Cybersecurity Compliance Team, which ensures strict adherence to regulatory mandates.</p>	Data breaches or loss of data could lead to erosion of customer trust and eventually loss to business
4.	Societal: Financial Inclusion	O	Allows Bank to tap previously untapped segments and expand customer base while enabling social and equitable development by empowering individuals and small businesses.	NA	Increased market penetration, CASA deposits, cross-selling revenue.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
5.	Societal: Financial Inclusion	R	Low-income customers may borrow from multiple institutions without having repayment capacity. Customers may be exposed to cyber frauds including phishing, spoofing etc, due to lack of financial awareness.	Customised credit risk assessment, CIR checks, responsible lending norms. Financial literacy campaigns, transaction alerts, robust cybersecurity measures.	Higher NPAs and provisioning. Frauds, compensation payouts, reputational damage
6.	Societal: Customer Centricity	O	Adopting customer centricity strengthens the Bank's ability to cultivate lasting & mutually beneficial client relationships.	NA	Increased customer satisfaction leads to higher customer retention, securing new customers and sustainable revenue growth.
7.	Social – Human Capital Risk and Social Capital Risk	R & O	Human Capital risks arise from challenges in effectively managing the workforce, which may adversely impact operational efficiency, employee morale, talent retention, and overall organizational sustainability. Social capital risks relate to the Bank's relationship with customers and other external stakeholders; failure to uphold customer rights and service standards may result in loss of trust, regulatory action, and reputational damage.	The Bank focuses on providing health benefits, conducting employee wellness programs, and promoting work-life balance to strengthen Human Capital. Additionally, it emphasizes enhancing customer service, collecting feedback, and continuously improving products and services to strengthen stakeholder relationships.	Positive: Reduced absenteeism, improved employee productivity, increased customer loyalty, and enhanced revenue. Negative: Costs associated with employee health and wellness programs.
8.	Governance: Regulatory Compliance	O	Ensuring regulatory compliance helps Banks operate within the bounds of law and thus establish trust with its stakeholders.	NA	Compliance with the regulatory measures will help banks promote sound practices and reduce the likelihood of excessive risk taking and financial instability.

**SECTION B: MANAGEMENT AND PROCESS DISCLOSURES**

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

S. No.	Principle Description
P1	Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent and accountable.
P2	Businesses should provide goods and services in a manner that is sustainable and safe.
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains.
P4	Businesses should respect the interests of and be responsive to all its stakeholders.
P5	Businesses should respect and promote human rights.
P6	Businesses should respect and make efforts to protect and restore the environment.
P7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.
P8	Businesses should promote inclusive growth and equitable development.
P9	Businesses should engage with and provide value to their consumers in a responsible manner.

S. No.	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available: Principle 1, 2, 3: Data Governance policy, Policy for Know Your Customer Principle 3, 5: Equal Opportunity Policy Principle 4: Customer Grievance Redressal Policy Principle 5: The Policy for Prevention, prohibition and Redressal of Sexual Harassment of Woman at workplace Principle 6: Climate Risk Management Policy, ESG Policy Principle 7, 8: Responsible Business Conduct Guidelines, Financing Framework for Green, Social and Sustainability Linked Activity / Projects of the Bank Principle 9: Customer Right policy, Customer Grievance Redressal Policy, Customer Compensation Policy. The policies are available on the Bank's website, <a href="https://pnb.bank.in/Home.aspx">https://pnb.bank.in/Home.aspx</a> . However, some policies are internal policies and available to only internal stakeholders.									
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes, the policies have been translated into procedures.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	No								
4. Name of the national and international codes /certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<ul style="list-style-type: none"> <li>Bank has obtained ISO 9001:2015 certification for following Divisions/ Departments: Principle 1: Compliance, Finance &amp; accounts, Board and coordination. Principle 3: Human resources and Training Principle 4: Stressed asset Management, International Banking and Trade finance.</li> </ul>								

	<p>Principle 6: Integrated Risk Management</p> <p>Principle 8: Strategic management &amp; Economic Advisory</p> <p>Principle 9: Digital banking &amp; Transformation</p> <ul style="list-style-type: none"> <li>• Bank has obtained ISO 27001:2022 certification for:</li> </ul> <p>Principle 2: Information technology, Cyber security.</p>
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Bank has set a Net Zero target year of FY2031 for Scope 1 and Scope 2 emissions, and a Net Zero target year of 2060 for Scope 1, Scope 2, and Scope 3 emissions.
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The Bank is committed to creating a positive impact on the communities, it serves, while generating long-term value for all stakeholders, including shareholders, customers, & employees. Sustainability is embedded in the Bank's strategy, and its performance is periodically reviewed by the Sustainability and Resilience Committee.

### Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure).

At Punjab National Bank, ESG has grown from a regulatory mandate to a key pillar of its corporate strategy. Our commitment to ESG integration continues to guide strategic evolution. Moving beyond conventional risk management, we are embedding sustainability metrics into our core lending and investment frameworks.

By aligning our strategies with decarbonisation objectives and inclusive growth, we are transitioning towards a value-driven and sustainable banking framework. Our focus on transparency and ethical governance ensures that investment and lending practices contribute to a resilient, inclusive and equitable future. Through the Business Responsibility and Sustainability Reporting (BRSR) framework, we strengthen accountability and uphold high standards of governance and environmental sustainability. Responsible banking, for us, is not optional, it is the foundation that guides business decisions and supports our contribution to a low-carbon, sustainable future.

During the year, the Bank strengthened its environmental initiatives under "Palaash 3.0", with a focused approach towards green financing, sustainable resource management and reduction in carbon footprint. Our commitment to environmentally responsible banking is reflected through initiatives such as biodegradable credit card, green products including Green Home Loans. The Bank has also set a long-term goal of achieving net zero emissions by 2060, in alignment with national climate commitments.

On the social front, the Bank remains committed to inclusive growth and community engagement. Initiatives "PNB Sampark" continues to enhance outreach and accessibility, while the introduction of the Braille Credit Card reflects our focus on inclusivity (for visually impaired customers). The 'Unnati Path' program, along with the engagement of Indian women's cricket captain Ms. Harmanpreet Kaur as Bank's first female brand ambassador symbolizes our commitment to women empowerment and progressive values. The Bank also promotes employee engagement through initiatives such as PNB Khel Utsav and Taal Tarang. Employees well-being is further supported through initiatives like 'PNB Sparsh', providing access to professional psychological support.

We continue to support self-employment and rural development through Farmer Training Centres, FLCs, RSETIs and Rural Development centers, along with financial literacy initiatives for farmers, SHGs and MSMEs. Our continued financing to Self-Help Groups embolden grassroots entrepreneurship and contributes to social upliftment.

From a governance perspective, the Bank continues to uphold the highest standards of transparency, ethical conduct and accountability. Robust internal controls, strong compliance frameworks and continuous capacity building through structured training programmes reinforce governance practices across all levels. Specialized training on climate risk, renewable energy and green financing are equipping employees to align with evolving sustainability priorities, while initiatives such as the "Cyber Run" create awareness and strengthen organizational engagement.

The Bank's efforts culminated to several prestigious awards and recognitions, including the Best BFSI Brands-ET Edge, CIMS ME Banking Excellence Awards for Best Bank in implementing Government Schemes and the Best MSME Friendly Bank category. The Bank was honored with the 21st IBA Banking Technology Awards for Fintech, DPI Adoption and Digital Financial Inclusion. Additionally, the Golden Peacock National Training Award and the Institutional Excellence Award, reflect excellence in workforce development and knowledge integration.

As we move forward, sustainability will continue to be a core pillar of our strategy, guiding our approach towards responsible growth and long-term value creation. We remain committed to align our operations with sustainability leadership, social inclusiveness and robust governance practices, supporting national priorities across sectors and creating enduring value for our stakeholders.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).  
Shri D.Surendran  
Executive Director  
(DIN No. 10174317)

9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.  
Yes. Sustainability issues are governed by Sustainability and Resilience Committee (SARC) headed by MD & CEO. Further, Risk Management Committee (sub-committee of Board) is also assigned specified sustainability related roles and responsibilities.

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Bank's Board reviews the policies and the necessary changes are implemented post review.									Annually								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Bank is in compliance with the extant regulations subject to review by the competent authorities.									Annually								
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	<b>P1</b>	<b>P2</b>	<b>P3</b>	<b>P4</b>	<b>P5</b>	<b>P6</b>	<b>P7</b>	<b>P8</b>	<b>P9</b>	P 7- Financing Framework for Green, Social and Sustainability Linked Activity / Projects of the Bank have been Externally Reviewed by CARE Analytics and Advisory Private Limited								

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

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

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

### PRINCIPLE 1 BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY, AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE.

#### Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics /principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	26	All <ul style="list-style-type: none"> <li>• Monetary Policy Framework and finances</li> <li>• AI and Generative AI in Banking, Operation Resilience of the Bank, Certification Programme in IT and Cyber Security for Board members, Reimagining Banking: Artificial Intelligence, Big Data and Climate Change</li> <li>• Program on Compliance and Risk for Top and Senior Officers of Banks, Financial Institutions and NBFCs,</li> <li>• Seminar on Credit Risk Management for the Board Members of Commercial Banks</li> <li>• Workshop with banks on cyber-enabled frauds and money mule accounts</li> <li>• Winning the underserved majority</li> <li>• Top Team Activation</li> </ul>	100%
Key Managerial Personnel*	10	Principle 1,3, 6, 7 <ul style="list-style-type: none"> <li>• Strategic Edge- Where Public Sector Leadership meets Future Thinking</li> <li>• Leadership development programme</li> <li>• Conference of Chief Financial Officers of Banks, FIs &amp; NBFCs ,FIBAC 2025</li> <li>• International Programme on 'Reimagining Banking: Artificial Intelligence, Big Data and Climate Change' for Leadership of Banking and Financial Services Sector</li> <li>• Decoding the proposed ECL regulations for Banks/FIs</li> <li>• Expected Credit Loss Capacity Building Training Programme.</li> </ul>	100%
Employees other than BoD and KMPs	3403 (Online: 266 Physical: 3108 Hybrid: 29)	All <ul style="list-style-type: none"> <li>• Programme for Ethics &amp; Human Values at Workplace</li> <li>• Elementary KYC, Cyber Security Awareness, Fraud Prevention &amp; Mule Accounts I4C, Preventive Vigilance Risk and Compliance culture, POSH &amp; Gender Diversity,</li> <li>• ESG/Climate risk/Sustainable Finance, Customer service &amp; Internal/RBI Ombudsman Schemes, DPDP Act 2023, PCIDSS</li> <li>• Disability Awareness &amp; Sensitization of Staff towards inclusiveness, Equity &amp; Diversity (Divyangjan)</li> <li>• Fire Safety Awareness</li> <li>• Enhanced Due Diligence and Threshold limit</li> <li>• Palaash 3.0</li> <li>• National Pension System</li> <li>• Whistle Blower Policy</li> <li>• Awareness about Bank's Vision, Mission and Values</li> </ul>	86.36%
Workers		NA	

\*Considering CFO and CS as Key Managerial Personnel.

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

Monetary					
	NGRBC Principle	Name of the Regulatory/ Enforcement Agencies/ Judicial Institutions	Amount (in INR)	Brief of the case	Has an appeal been preferred? (Yes/ No)
Penalty/ Fine*			NIL		
Settlement			NIL		
Compounding Fee			NIL		
Non- Monetary**					
	NGRBC Principle	Name of the Regulatory/ Enforcement Agencies/ Judicial Institutions	Amount (in INR)	Brief of the case	Has an appeal been preferred? (Yes/ no)
Imprisonment			NIL		
Punishment					

\* No penalties were levied on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015.

\*\*In terms of the Bank’s Policy for determining materiality of events to be Reported to Stock Exchanges, no such instance has been reported to the Stock Exchanges in the year 2025-26

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

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

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

Yes, The Bank has a Whistle Blower Policy to check unethical practices, corruption, malpractices, embezzlements and misappropriation of funds through preventive vigilance measures. It is committed to enhance investor and other stakeholders’ confidence and set high standards of transparency, ethical values for improving efficiency and growth of the organization. The objective of having the policy in place is to ensure practices based on transparency, accountability, protect the interest of the bank and adhere to the statutory and regulatory requirements. The policy is available on the Bank's website <https://www.pnb.bank.in/whistle-blower-policy.html>. Besides this, the bank also has other channels for customers to report instances of corruption and bribery like bank’s on-line grievance redressal portal called Centralized Grievance Redressal Monitoring System (CGRMS), contact centers, and email.

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

	FY 2025-26	FY 2024-25
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NA	NA

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

	FY 2025-26		FY 2024-25	
No. of complaints received in relation to issues of Conflict of Interest of the Directors.	NIL	Not Applicable	NIL	Not Applicable
No. of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	Not Applicable	NIL	Not Applicable

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

No such instances, as mentioned in above tables 5 & 6.

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

	FY 2025-26	FY 2024-25
Number of days of accounts payables	55 days	54 days

*Number Of Days account payable is calculated as expense payable /Operating expenses (Ex. Depreciation & Salary) \*365*

**9. Open-ness of business**

**Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:**

Parameter	Metric	FY 2025-26	FY 2024-25
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from		
	c. Purchases from top 10 trading houses as % of total purchases from trading houses		
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	NA	NA
	b. Number of dealers / distributors to whom sales are made		
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors		

Parameter	Metric	FY 2025-26	FY 2024-25
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0.00%	0.00%
	b. Sales (Sales to related parties / Total Sales)*	0.78%	0.51%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.70%	0.92%
	d. Investments ( Investments in related parties / Total Investments made)	0.92%	0.00%

\*Including interest and other charges received on assignments of loan, royalty, rent received, commission, dividend received, etc.

### Leadership Indicators

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

Total no. of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
		-

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

Yes. The processes to avoid / manage conflicts of interests involving members of the Board are captured in the Model Code of Conduct for all members of the Board. Annual confirmation on adherence to the Model Code of Conduct is obtained from the Directors from the time of his/ her joining and thereafter, on annual basis.

### PRINCIPLE 2 BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE

#### Essential Indicators

#### 1. Percentage of Research and Development and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

	FY 2025-26	FY 2024-25	Details of improvements in environmental and social impacts
R&D	Nil	Nil	Nil
Capex	0.39%*	Nil	FY2025-26: Installation of solar power systems supports the transition towards clean and renewable energy, contributing to reduction in carbon emissions and improved environmental quality. The initiative also promotes sustainability awareness among stakeholders and supports indirect green employment opportunities, aligning with national climate and renewable energy goals in India.

\* The capex investment of ₹4.63 crores made towards Rooftop Solar Power installation in FY 2025-26. This is 0.39% of total capital expenditure of ₹1180 crores of the Bank in FY 2025-26. The percentage does not include expenditure on software related procurements. The project of solar capacity installation totalling 1504 kWp covering 65 buildings of the Bank nationwide was initiated in FY 2024-25 and completed in FY 2025-26. The payment upto 70% of project cost has been made till 31.03.2026.

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

As the Bank is in the Financial Services sector, material purchase for operations is not significant except paper. For other procurements for office, the Bank has a Procurement Policy wherein sustainability sourcing guidelines are mandated, like minimum threshold for star ratings of AC units, minimum standards for procurement of energy efficient electrical & electronic equipment.

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

These inputs are not currently quantified in our reporting as the primary functions of the Bank include the acceptance of deposits and dispensation of credit. The proportion of inputs sourced through sustainable means remains minimal in comparison to the Bank's core business operations. Nonetheless, the Bank sources items in compliance to Bank's procurement guidelines which incorporate Policy General Financial rules circulated by the Department of Expenditure, Ministry of Finance and Central Vigilance Commission (CVC) guidelines.

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

The Bank's products/services do not involve material usage of plastics or any other hazardous materials. Therefore, reusing, recycling and disposing of the products at the end of life is not applicable as in case of plastics & other hazardous waste. However, in case of e-waste of Bank, disposal is through e-waste scrap dealers with CPCB/Delhi SPCB.

**4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Extended Producer Responsibility (EPR) is not applicable to the Bank's activities

**Leadership Indicators**

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

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
Not applicable, as the Bank is not engaged in manufacturing activities.					

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

Name of Product / Service	Description of the risk / concern	Action Taken
Not applicable		

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2025-26	FY 2024-25
Not applicable, as the Bank is not engaged in manufacturing activities.		

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

	FY 2025-26			FY 2024-25		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Bank's products/services do not result in post consumption waste generation; hence no such waste is reclaimed by the Bank.					
E-waste						
Hazardous waste						
Other waste						

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Not Applicable	

## PRINCIPLE 3 BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS

### Essential Indicators

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities*	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent employees</b>											
Male	77036	77036	100	77036	100	0	0	77036	100	77036	100
Female	26148	26148	100	26148	100	26148	100	0	0	26148	100
<b>Total</b>	103184	103184	100	103184	100	26148	25.34	77036	74.66	103184	100
<b>Other than Permanent employees</b>											
Male	7	NIL									
Female	2										
Total	9										

\*The Bank offers Day Care facilities through on-site creches which are presently operating in Dwarka (Delhi), Gurgaon, Faridabad, Lucknow, Panchkula and Bhikaji Cama (Delhi).

Employees deployed at these centers can avail the benefit of the same. Other employees are eligible for reimbursement of a subsidy amount /expenses incurred by them for off-site and private Child Care facilities.

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	%(B/A)	Number (C)	%(C/A)	Number (D)	%(D/A)	Number (E)	%(E/A)	Number (F)	%(F/A)
<b>Permanent workers</b>											
Male	NA										
Female	NA										
<b>Total</b>	NA										
<b>Other than Permanent workers</b>											
Male	NA										
Female	NA										
<b>Total</b>	NA										

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

Segment	Total number of training and awareness programmes held	%age of persons in respective category covered by the awareness programmes
Cost incurred on wellbeing measures as a % of total revenue of the company	0.33%	0.29%

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

Benefits	FY 2025-26			FY 2024-25		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	0.13%	NA	Y *	0.16%	NA	Y *
Gratuity	100%	NA	NA	100%	NA	NA
ESI	NA	NA	NA	NA	NA	NA
Others - Pension	17.10%	NA	Y *	19.34%	NA	Y *
Others - NPS	82.77 %	NA	Y	80.50%	NA	Y

\* Deducted and deposited in Bank's own PF and Pension Trust

## 3. Accessibility of workplaces

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

- The Bank ensures that all its offices and branches are accessible to differently abled employees and customers, by commissioning ramps and divyangjan-friendly amenities. This is ensured at the time of construction of the bank's own buildings and hiring of premises on lease. Recently stair lift/Platform lift are also installed in three branches.
- The guidelines for providing barrier free environment to "Divyangjans" are incorporated in the Policy for Hiring Bank's Premises on Lease. The same is also reported to DFS, GOI and updated on a regular basis.
- Further, the Bank also provides doorstep delivery of financial services to Divyangjans through doorstep banking.
- As on 31.03.2026, Bank's 10,583 ATMs (i.e. 95.64 % ATMs) out of total 11,065 ATMs and Bank's 8,877 branches (i.e. 85.98% Branches) out of total 10,324 branches have ramp facilities. For, the remaining branches (14.02%) and ATMs (4.36%), where it is not feasible to provide ramp facility, notices have been displayed in compliance to RBI guidelines. Tactile guiding path has also been provided in 1249 branches for convenience of visually impaired persons. However, in cases where the permanent ramp is not available in leased premises, temporary ramp facilities are provided.
- The Bank offers a Braille Debit Card called PNB ANTAH DRISHTI for visually impaired customers. This card has Braille dots embossed on it to help customers identify the bank and their card. While the card itself has Braille features, PNB ATMs are equipped with standard keypads with raised markings on the numerical keys and functional keys like "enter," "cancel," and "clear," to guide its users.

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

Yes. The Bank has an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016. Equal opportunity means that all employees experience fairness, impartiality and equal access to all career initiatives at workplace. It promotes an inclusive work environment that values and accepts the diverse, cultural and social background of its staffs. Punjab National Bank is committed to create an inclusive workplace which provides equal opportunities in employment and where every employee is treated with respect and dignity. The present policy is in compliance with the Rights of Persons with Disabilities Act, 2016 and the Rights of Persons with Disabilities Rules, 2017. The objective of the Policy is to ensure that the work environment is inclusive and free from any form of discrimination and bias against people with disabilities. The Equal Opportunity Policy is applicable to all Branches/Offices of Punjab National Bank located in India and covers all persons with disability and acquiring disability during service period / work tenure in the Bank. The policy applies at all stages of employment commencing from recruitment, training, working conditions, salary and allowances, staff welfare facilities and perquisites, transfer and deployment and finally to separation etc. The policy can be accessed on our official website <https://www.pnb.bank.in/>

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate*	Return to work rate	Retention rate
Male	100%	99.81 %	NA	NA
Female	100%	99.59 %	NA	NA
<b>Total</b>	100%	99.72 %	NA	NA

\* Considering those employees whose maternity/Paternity leave ended in FY 2024-25 and Left (Resignation) the Bank (Because of any reason) in FY 2025-26 (till 31.03.2026).

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	N.A.
Other than Permanent Workers	N.A.
Permanent Employees	Yes, Bank has a formal platform, "PNB Samadhaan" for redressal of various grievances/ addressing problems faced by the employees of the Bank. The functionality has been provided in HRMS, to enable them to lodge their grievances/ complaints online. PNB Sampark portal has been made available to SC/ST/OBC/PwD/Minorities employees for registering grievances on HR matters.
Other than Permanent Employees	Yes, they may submit their grievances to respective departments.

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

Category	FY 2025-26			FY 2024-25		
	Total employees/ workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
<b>Total Permanent Employees</b>	103184	99820	96.74 %	102746	100360	97.68%
Male	77036	74360	96.52 %	77204	75306	97.54%
Female	26148	25460	97.37 %	25542	25054	98.09%
Total Permanent Workers	Not Applicable					
Male						
Female						

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

Category	FY 2025-26					FY 2024-25				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees</b>										
Male	77036	66645	86.51	69935	90.78	77204	28658	37.11	48139	62.35
Female	26148	22476	85.95	23199	88.72	25542	7015	27.46	12995	50.87
<b>Total</b>	103184	89121	86.37	93134	90.26	102746	35673	34.72	61134	59.50
<b>Workers</b>										
Male	Not Applicable									
Female										
<b>Total</b>										

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No.(B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	77204	77204	100 %	77359	77359	100 %
Female	25542	25542	100 %	24990	24990	100 %
<b>Total</b>	<b>102746</b>	<b>102746</b>	<b>100 %</b>	<b>102349</b>	<b>102349</b>	<b>100 %</b>
<b>Workers</b>						
Male	Not Applicable					
Female						
<b>Total</b>						

Annual performance appraisal / reviews are done on yearly basis for all employees i.e., officers and workmen cadre by taking data of previous year i.e., for FY2025-26, employee data for FY 2024-25 is taken. Data for FY 2024-25, in previous report was taken into consideration for officers only, now revised data of all employees has been taken and accordingly figures are changed.

## 10. Health and safety management system:

### a. Whether occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such system?

Yes. As per standard norms, the Bank has implemented occupational health and safety management system.

All the Bank's branch premises are classified under various risk categories (Low Risk, Medium Risk and High Risk) according to various parameters (Location, Operational & Economic, Psychological and Structure & Layout) prescribed in the Risk Assessment Format by the IBA. Bank has a team of Security Officers and Fire Safety Officers who conduct regular security and fire safety inspections of the Branches. Well defined checklists and formats of inspection/ audits are prescribed for periodic inspection and audits to identify risk/ hazards.

Further, in case of any incident, if any gaps are observed during investigation

by Security Officer/ Fire Safety Officer then the gaps are studied, analyzed and thereafter suitable corrective measures are implemented to mitigate the risk.

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

The Bank follows a structured and proactive approach to identify, assess and mitigate work-related hazards to ensure employees safety and regulatory compliance. All the Bank's branch premises are classified under various risk categories (Low Risk, Medium Risk and High Risk) according to various parameters (Location, Operational & Economic, Psychological and Structure & Layout) prescribed in the Risk Assessment Format by the IBA.

- Bank has a team of Security Officers and Fire Safety Officers who conduct regular security and fire safety inspections at the Branches.

- Mock drills are also being conducted in Admin/Branch Offices by the Security/ Fire Officers to make staffs aware of various fire related risks. Security/Fire Officers also brief branch staffs on security and fire related risks during their mandatory visits to branches.

- The regular electrical audit of branches/offices is done to take pro-active actions, which minimises chances of fire hazards due to electrical installation, improves energy efficiency, and fosters cost savings.

Further, in case of any incident, if any gaps are observed during the incident investigation by Security Officer/ Fire Safety Officer then the gaps are studied, analyzed and thereafter, suitable corrective measures are implemented to mitigate the risk.

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

NA

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

Yes. The Bank has a medical insurance scheme for its employees and their dependents. Further, for helping the employees to keep a periodic check on their health conditions, Annual Health Check-up facility is provided to all full-time employees (above 35 years of age) and their spouses.

Bank has engaged 2 experienced professionals centrally i.e. one psychologist for consultation on post maternity resumption of work, and one psychologist for all employees for general consultations, both telephonic.

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

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

*\*including contract workforce*

- As the Banking is a part of service industry and no work is being done at construction sites, there is negligible possibility of incidents of fatalities or injuries that take place while discharging duties of the Bank.
- Further, the Bank is not required to maintain such data.

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

- The Bank recognizes that safe and healthy workplace is integral to its success and growth. The major workplace safety related risks include fire safety at branches, administrative buildings and ATM, security of ATMs, currency chests and cash in transit, electrical safety in premises etc. To ensure safe and healthy workplace, bank has formulated various policies like (the safety policy, physical security policy etc.
- The Bank takes measures to ensure safety at workplace by installing Fire safety equipment and CCTV surveillance. The same is ensured by conducting regular audit by Fire Safety Officers as per Bank's

policy guidelines. Further, the Bank has mandatory guidelines for Electrical audit of all its premises at regular intervals by independent auditors.

- The Physical Security Policy aims to provide a safe and secure environment at all the Branches and Offices of the Bank minimizing impact of cash loss incidents, unfortunate incidents and incidents on account of natural disaster.
- For a healthier workplace, the Bank has setup Gymnasium facilities and recreational facilities at its prominent buildings like HO, training centres etc., For the improved air quality in the office premises, Bank's premises are equipped with proper ventilation outlets.

Further, the Bank has a policy in respect of Branch Ambience, which includes the amenities to be provided for ensuring convenience to all its employees and customers.

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

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remark
Working Conditions	NIL					
Health & Safety						

### 14. Assessments for the year:

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health & safety practices	The Electrical audit of 100% of branches are conducted once in every 2 years by independent auditors.
Working conditions	The ambience of all the branches is assessed by the Bank and measures are taken to address the observations.

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

As part of its health & safety management system, the Bank regularly assesses risks and implements corrective and preventive actions to address safety related incidents and emerging concerns. Although, the Banking sector is typically a low risk industry in terms of physical hazards, the Bank remains vigilant in identifying risks related to employee wellbeing, workplace safety and emergency preparedness.

The Bank regularly communicates and provides training to its employees on safe evacuation, operating fire extinguisher equipments, during fire incidents. Further, the Bank's offices are equipped with fire safety instruments and regular audit is conducted to ensure that those are operational.

### Leadership Indicators

#### 1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Yes/No) (B) Workers (Yes/No).

Yes. The Bank offers Payment of Lumpsum ex-gratia to the kins of the deceased employee. Compassionate Appointment is offered to the spouse/dependent of the deceased employee. Terminal benefits of the employee are settled on a priority basis.

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

Not Applicable

#### 3. Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities

(as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/ workers that are rehabilitated or whose family members have been placed in suitable employment	
	FY 2025-26	FY 2024-25	FY 2025-26	FY 2024-25
Employees/ workers	Nil	Nil	Nil	Nil
Workers	Not applicable			

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

Yes. The transition assistance training is provided to all the employees on the verge of retirement. Accordingly, in FY 2025-26 1,113 employees were provided training prior to their retirement. This training includes sessions on managing the retirement and opportunities' that exist within bank and beyond.

**5. Details on assessment of value chain partners:**

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	NIL
Working Conditions	

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

Not Applicable

**PRINCIPLE 4: BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS**

**Essential Indicators**

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

There is no defined process to identify stakeholders.

The stakeholders have been identified by the bank on the basis of relationships, interactions and impact they have on the performance, operations and their value they create and add to the business. Bank operates in an inter-connected world and it is important to understand the impact of its activities on its stakeholders and vice versa.

The key stakeholder groups of our Bank majorly comprise of shareholders, customers, employees, Investors, Government of India, Regulators and Community at large. The Bank's role is to aid and engage with the stakeholders in areas which are relevant to operations and performance of the bank. Regular interactions are undertaken with the stakeholder groups to evaluate and address their expectations in an efficient and equitable manner.

PNB is committed to provide exceptional Banking services and high returns on investments to all its Stakeholders.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders	No	Emails, Newspapers, Letters, Notices, Website, Stock Exchange Disclosures, Webcast/Audio Calls, Investor Conferences, General Meetings	Quarterly, need based	<ul style="list-style-type: none"> <li>• Approval of the Audited Financial Results</li> <li>• Declaration of Dividend</li> <li>• Raising of Equity Capital</li> <li>• Interaction with Investors/Analysts, etc.</li> </ul> The queries/ concerns raised during the General Meetings are addressed in a time bound manner.
Employees	Yes, the following group of employee : employees with special abilities	Internal communication like emails and circulars, webinars, townhall meetings, Zonal Managers' Conferences, SAMADHAAN Portal, address by Senior Management, Newsletters & Publications	Regular	To address and understand the expectations of employees while also communicating management's expectations from employees. Additionally it also seeks to resolve various issues of employees suitably.
Customers	Yes, especially the following group of customers:- Senior Citizens, people with special abilities.	Emails, Newspapers, Letters, Website	Daily/Continuous	Better services and marketing.
Government	No	Emails, Letters, Meetings	Need Based	Performance of the Bank, Compliance of guidelines.
Regulator	No	Emails, Letters, Meetings, Offsite and Onsite monitoring	Need Based	Performance of the Bank. Compliance of guidelines.

### Leadership Indicators

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

The Bank conducts engagement of stakeholders periodically through structured mechanisms like customer feedback, employee surveys, vendor meetings and CSR consultations. Insights from these engagements are compiled by the respective functional teams and escalated to the Board through quarterly ESG/CSR updates and risk reports. Key issues such as employee well-being,

climate-related risk, and social impact are reviewed by the Board or relevant committees (e.g., CSR Committee, Risk Management Committee) to guide strategic actions.

- Interactions are held with the shareholders on agenda items viz. approval of the Audited Financial Results, Declaration of Dividend, Raising of Equity Capital, Election of Shareholder Director, etc., at the General Meetings wherein the Directors of the Bank including the Chairpersons of Audit Committee of the Board, Stakeholders Relationship Committee and the Nomination & Remuneration Committee are present and the feedback received from the shareholders are taken on record.

- Recognizing regulators as vital stakeholders, the Bank engages with them through structured framework of meetings, conferences and written communications. These interactions foster open dialogue on newly introduced regulations, compliance requirements and broader issues spanning economic, social, and environmental domains. Significant meetings or interactions with regulatory authorities (e.g, RBI, SEBI) are documented, and key action points are placed to the Board for oversight and guidance.
- The Bank maintains open lines of communication with its employees and encourages feedback through multiple channels such as employee surveys, town hall meetings, communication portals, and emails. All suggestions and concerns are documented and deliberated at appropriate organizational levels. Wherever feasible, relevant recommendations are acted upon, contributing to a culture of continuous improvement and inclusivity.
- The Bank is also cognizant about the evolving needs of its customers and offers new products to cater to changing customer preferences for convenience of banking across channels. The Bank interacts with customers to redress grievances and gather insights on other matters by conducting branch visits, surveys, QR Feedback system and on social media platforms.

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

Yes, stakeholder consultation is held to support the identification and management of environmental, and social topics. Bank engages with its key stakeholders on

an ongoing basis to identify the most relevant environmental and social topics of interest for its stakeholders and addresses them through regular updates to policies and programs.

Through this structured engagement, the Bank has also been able to assess potential ESG risks and opportunities, enabling the Bank to develop responsive strategies that mitigate negative impacts and enhance positive outcomes.

Based on stakeholder input, the Bank introduced green financing scheme solutions to support projects in renewable energy and sustainable infrastructure.

Feedback from underserved communities led to enhanced financial inclusion initiatives, including simplified digital banking services and financial literacy programs.

Employee feedback helped strengthen the Bank's Equal Opportunity Policy and promote a more inclusive and diverse workplace.

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

- Bank inspires the marginalized, unbanked and financially excluded sections of the society to contribute their share to the economy. Access to financial services is of utmost importance to strengthen these marginalized sections and make a significant contribution to their social and economic development.
- Bank extends Doorstep Banking facility for senior citizens and differently abled customers.
- The Bank is continuously making efforts so that all its offices/branches are accessible (without any inconvenience to Divyangjans both employees and customers), by commissioning ramp facility and other

amenities conducive to specially abled ones. Also, Bank offers a Braille Debit Card PNB ANTAH DRISHTI for visually impaired customers. This card has Braille dots embossed on it to help customers identify the bank and their card. While the card itself has Braille features, PNB ATMs are equipped with standard keypads with raised markings on the numerical keys and functional keys like "enter," "cancel," and "clear," to guide its users.

- The Bank has established 12 Farmers Training Centres which provide training on agriculture & allied activities. Training programs include organic farming, fertilizer management, bee keeping, dairy farming, etc. for the farmers. The Bank spent Rs. 1294.71 Lakh on this account during FY 2025-26. There are 78 RSETIs under aegis of Ministry of Rural Development (MoRD) and 2 Rural Development Centres (PNB initiative) operating in India which are engaged in providing training to

rural population and their families for upskilling them to take up own ventures and employments. During the FY 2025-26, 69,798 persons were trained in these centres out of which 61,022 belong to Below Poverty Line (BPL) families and 56,769 were women.

- The Bank has 163 Financial Literacy Centres (FLCs) conducting number of seminars/programmes/camps on Financial Education, Preventive Counselling and Customer Rights. The Target groups of the programmes conducted by FLCs are Farmers, Self Help Groups, Micro and Small Entrepreneurs, Senior Citizens etc.

## PRINCIPLE 5 BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

### Essential Indicators

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. employees workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	103184	89121	86.37	102746	35673	34.72
Other than permanent	NIL					
<b>Total Employees</b>	103184	89121	86.37	102746	35673	34.72
<b>Workers</b>						
Permanent	Not Applicable					
Other than permanent						
<b>Total Workers</b>						

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

Category	FY 2025-26					FY 2024-25				
	Total (A)	Equal to Minimum Wage		More than minimum wage		Total (D)	Equal to Minimum Wage		More than minimum wage	
		No.(B)	% (B/A)	No.(C)	% (C/A)		No.(E)	% (E/D)	No.(F)	% (F/D)
<b>Employees</b>										
Permanent	103184	Nil	Nil	103184	100 %	102746	Nil	Nil	102476	100 %
Male	77036	Nil	Nil	77036	100 %	77204	Nil	Nil	77204	100 %
Female	26148	Nil	Nil	26148	100 %	25542	Nil	Nil	25542	100 %
Other than Permanent	9	Nil	Nil	9	100 %	Not Applicable				
Male	7	Nil	Nil	7	100 %					
Female	2	Nil	Nil	2	100 %					
<b>Workers</b>										
Permanent	Not Applicable									
Male										
Female										
Other than Permanent										
Male										
Female										

**3. Details of remuneration/salary/wages, in the following format:**

**a. Median remuneration/wages**

	Male		Female	
	No.	Median remuneration/ salary/ wages of respective category	No.	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	3	Rs 18,40,000	1	Rs 21,50,000
Key Managerial Personnel#	7	Rs. 41,55,116^	NIL	NA
Employees other than BoD and KMP	77,036	Rs. 12,55,289^	26,148	Rs. 11,36,363^
Workers	NA			

\*BoD-Median remuneration/ salary/ wages has been calculated based on the Sitting Fee paid to the Independent Directors during FY 2025-26. As on 31.03.2026, there were two Independent Directors on the Board of the Bank.

# KMP includes- a) the Managing Director & Chief Executive Officer; b) Executive Directors; c) Chief Financial Officer; and d) Company Secretary

^ calculation based on Gross Salary (Basic & DA, Bonus, Allowances) and Gratuity paid during FY 2025-26.

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

	FY 2025-26	FY 2024-25
Gross Wages paid to females as % of total wages	24.09%	22.63%

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

Yes, Cell at HO-HRD (Reservation Cell) deals with such issues.

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

The Bank has an online grievance redressal portal "Samadhaan" for employees where all complaints including Human rights related complaints may be made. The Bank has a well-established policy - The Policy for Prevention, Prohibition and Redressal of Sexual Harassment of Women at Work

Place for implementation of the provisions of "The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013." Also, the bank has Whistle Blower Policy to establish a mechanism for protected disclosure of any allegation of corruption or wilful misuse of power or wilful misuse of discretion against any employee of the bank. The bank also strictly prohibits all forms of child or forced labour.

Bank has also established an Equal Opportunity Policy to avoid any kind of workplace discrimination. It is applicable to all Branches/ Offices of Punjab National Bank located in India and covers all persons with disability and those who acquire disability during their service period / work tenure in the Bank. The policy encompasses all stages of employment commencing from recruitment and training, to working conditions, salary and allowances, staff welfare facilities and perquisites, transfer and deployment and finally separation etc.

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

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	20	2	ICC enquiry is under process within POSH timeline	24	6	NIL
Discrimination at workplace (Received through various Commissions)	39*	0	NIL	32*	0	NIL
Child Labour						Nil
Forced Labour/Involuntary Labour						Nil
Wages						Nil
Other human Rights related issues						Nil

\*CY= Calendar Year

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

	FY 2025-26	FY 2024-25
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	20	24
Complaints on POSH as a % of female employees / workers	0.07%	0.09%
Complaints on POSH upheld	5	9

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

Bank has taken following steps to safeguard interest of SC/ST/OBC/PwBD/ Ex-SERVICEMEN/EWS employees and prevent adverse consequence to the complainant reporting discrimination and harassment:

- “PNB SAMADHAAN”, a formal platform for redressal of various grievances/ problems faced by the employees of the Bank is available and a functionality has been provided in HRMS for all the employees to enable them to lodge their grievances/ complaints online through HRMS. PNB SAMADHAAN covers all professional and personal problems faced by serving staff members having a bearing on their functioning. Other issues may be considered if the employees feel there is violation of rules or that there is clear cut case of injustice or victimization. Strict confidentiality is maintained.

- The Chief Liaison Officer for SC/ST and OBC has been appointed in the rank of General Manager to safeguard the interest of employees belonging to SC/ST, OBC, Ex-Servicemen, EWS and PwBD at Head Office level. Further, Liaison Officers have also been appointed at Circle Offices and Zonal Offices.
- A reservation cell has been set up at every Circle Office/ Zonal Office and in the Head Office to look into the grievances of SC/ST and OBC employees.
- Internal Complaint Committee has been set up to look into the sexual harassment complaints at Circle Offices/ Zonal Offices and Head Office. Bank also ensures that the aggrieved employee or witnesses are not victimized or discriminated against while dealing with the complaints of sexual harassment. Strict confidentiality is maintained, and the details of the complaints are only disclosed to the Internal Committee (IC), which takes appropriate steps for redressal.
- Further, the Bank’s Whistle Blower Policy has in place distinct clauses for protection of the whistle blower, which ensures confidentiality and obviates penal action against complainant out of vindictiveness. Identity of the whistle-blower is not disclosed to the investigating official.

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

Yes, Bank is following diligently the practice of upholding human rights in all business contracts, procurement of works & services, in compliance of minimum wages, workmen insurance, workmen safety etc.

## 10. Assessments for the year:

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
Child labour	Not Applicable
Forced/involuntary labour	Not Applicable
Sexual harassment	Nil
Discrimination at workplace	Nil
Wages	Not Applicable
Others - please specify	Not Applicable

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

Not Applicable

### Leadership Indicators

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

There has not been any human rights complaint that has led to the review, modification, or implementation of any business processes. However, the Bank ensures that its business processes strictly adhere to fundamental human rights, as articulated in Human Rights Statement. This commitment is reflected in every aspect of its operations, underscoring Bank's dedication to ethical and responsible conduct. Additionally, the bank conducts various awareness and training programs designed to sensitize its employees regarding ethical behaviour, respect for human rights and importance of integrity in all business dealings.

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

The Bank has put in place 'no discrimination policy' underscoring its commitment to fair and equitable treatment for all stakeholders. It ensures that all activities and decisions are conducted above board with utmost diligence.

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

The Bank is continuously making efforts to ensure convenient and hassle free accessibility to differently abled visitors in all its offices/branches. The efforts are made to provide permanent ramps, however, in cases where the permanent ramp is not possible in leased premises, temporary ramp facilities are provided. Recently Stair lift/Platform lift has also been commissioned in three branches. As on 31.03.2026, Bank's 10,583 ATMs (i.e. 95.64 % ATMs) out of total 11,065 ATMs and 8,877 branches (i.e. 85.98% Branches) out of total 10,324 branches are having ramp facilities. For, the remaining branches (14.02%) and ATMs (4.36%), where it is not feasible to provide ramp facility, notice has been displayed in compliance to of RBI guidelines. Tactile guiding path has been provided in 1249 branches for convenience of visually impaired persons.

The Bank follows the Reserve Banks of India and IBA's Banker's guide for dealing with the customers with special needs. Bank is committed to offer all banking services and products to customers with disabilities including visually impaired, without discrimination.

**4. Details on assessment of value chain partners:**

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

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

Not Applicable

**PRINCIPLE 6: BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT**

**Essential Indicators**

**1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:**

Parameter	FY 2025-26 (GJ)	FY 2024-25 (GJ)
<b>From Renewable sources</b>		
Total electricity consumption (A)*	2,555	1,036
Total fuel consumption (B)	NIL	NIL
Energy consumption through other sources (C)	NIL	NIL
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>2,555</b>	<b>1,036</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)#	8,32,043	8,62,117
Total fuel consumption (E)#	2,61,966	2,62,236##
Energy consumption through other sources (F)	NA	NA
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>10,96,564</b>	<b>11,24,353</b>
<b>Total energy consumed(A+B+C+D+E+F)</b>	<b>10,96,564</b>	<b>11,25,389</b>
<b>Energy intensity per rupee of turnover</b> (Total energy consumed / Revenue from operations in INR Lacs)	0.07	0.08
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP**)</b> (Total energy consumed / Revenue from operations adjusted for PPP) (INR Lacs)	1.52	1.65
<b>Energy intensity in terms of physical output</b> (Total energy consumed / Full Time Employees)	NA	NA
<b>Energy intensity (optional) -</b> (Total energy consumed / Full Time Employees)	10.62	10.95

*Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? - Yes, Reasonable Assurance has been carried out by Bank's Statutory Central Auditor -M/s Ummed Jain & Co. for BRSR Core for FY 2025-26, as per SEBI guidelines.*

\* Renewable energy consumption data is available for 2 large HO buildings (at Dwarka and Gurugram) and other 47 (out of 65) bank owned buildings pan India. As such, it does not cover the renewable energy from solar plant installed at Bank's ATMs and other remaining buildings.

\*\* PPP conversion rate is used as published by the World Bank for India, for FY 2024-25: 20.2Rs/ USD (year 2023) & for FY 2025-26: 20.42 Rs/ USD (year 2024). Weblink: [https://data.worldbank.org/indicator/PA.NUS.PPP?name\\_desc=false](https://data.worldbank.org/indicator/PA.NUS.PPP?name_desc=false)

# Non-renewable energy data given is pertaining to the Bank's entire branches/offices on PAN India basis.

## The fuel consumption amount is recalculated on account of change in methodology of computation of fuel consumption in Bank's own vehicles, in order to increase the accuracy. On detailed analysis, it was observed that spend based data was more accurate & reliable compared to quantity based data, hence the computation is now done based on the spend based data for Bank owned vehicles. It is to be noted that there is no recalculation done for fuel consumption by Gensets.

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

Our Bank is not identified as Designated Consumers (DC), hence the same is not applicable.

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

Parameter	FY 2025-26	FY 2024-25
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	1,83,087	2,39,403
(ii) Groundwater	NA	NA
(iii) Third party water	10,28,741	9,94,275
(iv) Seawater / desalinated water	NA	NA
(v) Others	NA	NA
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>12,11,828</b>	<b>12,33,678</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>12,11,828</b>	<b>12,33,678</b>
<b>Water intensity per rupee of turnover</b> (Total water consumption / Revenue from operations in INR Lacs)	0.08	0.09
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP*) (INR Lacs)	1.68	1.80
<b>Water intensity in terms of physical output</b>	NA	NA
<b>Water intensity (optional)</b> (Total water consumption / No. of Full Time Employees.)	11.74	12.01

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. Yes, Reasonable Assurance has been carried out by Bank's Statutory Central Auditor -M/s Ummed Jain & Co. for BRSR Core for FY 2025-26, as per SEBI guidelines.

\* PPP conversion rate is used as published by the World Bank for India, for FY 2024-25: 20.2Rs/ USD (year 2023) & for FY 2025-26: 20.42 Rs/ USD (year 2024). Weblink: [https://data.worldbank.org/indicator/PA.NUS.PPP?name\\_desc=false](https://data.worldbank.org/indicator/PA.NUS.PPP?name_desc=false)

**4. Provide the following details related to water discharged:**

Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

The Bank does not generate industrial wastewater. However, for the sewage produced, Bank has taken proactive steps installing sewage treatment plants (STP) at some of its larger office premises. The majority of offices of the Bank are branches spread nationwide, wherein the sewage is discharged as per local guidelines i.e. discharge is made to municipality or other bodies as applicable, wherein suitable treatment is done by municipalities/bodies. Hence, it not included in Bank's reporting.

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

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

The Bank's Head Office has a zero liquid discharge Sewage Treatment Plant. Further, in other major buildings like PNB Pragati Towers, BKC Mumbai and PNB Building at Gurugram, Sewage Treatment Plants have been installed. As such, the STP treated water is reused for horticulture and toilet flush in these buildings.

Further, Rainwater harvesting systems are also implemented in 8 of the Bank's buildings i.e., HO Dwarka Delhi, BKC Mumbai, Dehradun, and Training Centres at ALI Delhi, ALI Lucknow, STC Lucknow, STC Faridabad & STC Ludhiana.

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

Parameter	Please specify unit	FY 2025-26	FY 2024-25
NOx			
SOx			
Particulate matter (PM)			
Persistent pollutants (POP)			
Volatile			
Hazardous air pollutants (HAP)			
Others- please specify			

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

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

Parameter	Unit	FY 2025-26	FY 2024-25
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	10,075	10,194#
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	1,64,328	1,74,100
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO2 Equivalent/ Revenue in INR lacs	0.01	0.01
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)*</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric tonnes of CO2 Equivalent/ Revenue adjusted for PPP (INR lacs)	0.24	0.27
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>		NA	NA
<b>Total Scope 1 and Scope 2 emission intensity (optional)</b> - the relevant metric may be selected by the entity	Metric tonnes of CO2 Equivalent/ Full Time Employees	1.69	1.79

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. Yes, Reasonable Assurance has been carried out by Bank's Statutory Central Auditor -M/s Ummed Jain & Co. for BRSR Core for FY 2025-26, as per SEBI guidelines.

\* PPP conversion rate is used as published by the World Bank for India, for FY 2024-25: 20.2Rs/ USD (year 2023) & for FY 2025-26: 20.42 Rs/ USD (year 2024). Weblink: [https://data.worldbank.org/indicator/PA.NUS.PPP?name\\_desc=false](https://data.worldbank.org/indicator/PA.NUS.PPP?name_desc=false)

# Scope 1 emission is recalculated on account of change in methodology of computation of emissions from Bank's own vehicles, in order to increase the accuracy. On detailed analysis, it was observed that spend based data is more accurate & reliable compared to quantity based data. Hence the computation is now done based on the spend based data for Bank owned vehicles as against the earlier computation on quantity based data.

*Scope 1 greenhouse gas (GHG) emissions of the Bank arise from direct sources owned or controlled by the organization. These include: (i) fuel combustion in Bank-owned vehicles and diesel generator (DG) sets; (ii) fugitive emissions from refrigerant leaks in air conditioning (AC) and HVAC systems; and (iii) CO2 emissions from the use of fire extinguishers during routine fire drills and safety demonstrations. Spend data on fuel is used to arrive at the litres of fuel consumed. Emission factor for petrol and diesel has been sourced from India GHG Program, India Specific Road Transport Emission Factors: Version 1, 2015. GWP factor of refrigerants (for converting emission to tCO2 equivalent) is sourced from Intergovernmental Panel on Climate Change (IPCC) Fifth Assessment Report 2014. Emission from refrigerant leakage and refilling is calculated for HO building and 14 training centres of the Bank.*

*Scope 2 greenhouse gas (GHG) emissions of the Bank arise from the consumption of purchased electricity for the operation of its branches, offices, data centres, and other facilities. These are indirect emissions resulting from the generation of electricity purchased from external energy providers. Spend data on electricity is used to arrive at the units of electricity consumed. Emission factor per unit of electricity is taken from the Central Electricity Authority (CEA) in its report "CO2 Baseline Database for Indian Power Sector, User Guide-Version 20.0 of December 2024 & Version 21.0 of November 2025).*

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

The Bank has taken up numerous projects related to reducing Green House Gas emission. Some of the major projects undertaken and planned for future are given hereunder:

- A) Solar Power Plant installation in Bank's owned buildings are being done to reduce the GHG emissions by reducing consumption of fossil fuel based electricity:
- Total installed solar capacity at Bank premises stands at 3382 kWp as under:
    - ✓ 1228 kWp solar power plants already installed in bank buildings.
    - ✓ 1504 kWp solar power projects at various bank owned existing buildings pan India are initiated in FY 2024-25 & completed in FY 2025-26.
    - ✓ 650 kWp of solar capacity installed in 182 branches (leased premises) in the last quarter of FY 2025-26.

- 583 kWp solar power plants are under implementation in under-construction large building projects of the Bank.
  - Augmentation of solar capacity (from 295 KW to 1403 KW) has been initiated at HO Dwarka & Gurugram buildings.
  - Solar power installation in remaining branches is being undertaken based on roof rights availability and technical feasibility.
- B) Installation of energy efficient equipment, like 5 Star ACs, VRF AC, light fixtures, fans etc. to reduce the energy consumption and thereby contribute to the reduction of GHG emissions.
- C) Installation of Natural Gas Based Gensets (2 Nos x 1000 KVA) at HO Dwarka building to replace Diesel Gensets.
- D) The Bank is in the process of transition to Hybrid/EV vehicles for the executives from the IC vehicles. Till 31.03.2026, the Bank has procured 12 EV cars & 201 Mild hybrid cars in its fleet of total 1219 cars at pan India level.
- E) The Bank has installed EV charging station at HO building to encourage use of EVs. The Bank has installed Cycle Stand in the Head Office building to encourage commuting by bicycles.
- F) As a part of replacing the DG sets in branches pan India by a greener solution, a project for installation of Solar Hybrid UPS system on Proof of Concept (POC) basis on Opex model has been undertaken, wherein a Solar UPS system of 8.5 KW capacity has been installed in one branch. After evaluating the efficacy of this system, the decision shall be taken on implementing such type of system

in other branches. This will help in reducing emissions by reduction in diesel consumption in DG sets.

- G) All the new ACs and AC plants being installed in the Bank are with Low GWP Refrigerant Gas to reduce the GHG emissions.
- H) Installation of LED Glow Sign Boards at branches of the bank, with timer facility.
- I) Bank's Head Office building situated at Dwarka, New Delhi is a five star GRIHA rated building. The Bank is planning to build GREEN buildings in all its ongoing projects.
- J) Bank is opting for green tariff option (wherein the energy source is renewable energy) provided by DISCOMS for its offices having LT connections, thereby reducing the consumption of fossil fuel based electricity. In the first phase, Green Tariff adoption is being implemented in Bank's premises located in states of Maharashtra, Odisha & Uttarakhand. As on 31.03.2026, Green power through Green Tariff Option of DISCOMs is being procured in 113 offices of Bank.
- K) Bank is exploring the option of procuring Open access solar power wherein the Power Purchase Agreement will be made directly with Power Generation Company, for its large offices having connected load of 100 KW & above, thereby reducing the consumption of fossil fuel based electricity.

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

Parameter	FY 2025-26	FY 2024-25
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A) *	5.46 MT	6.03 MT
E-waste (B)#	21.63 MT	1.1 MT
Bio-medical waste (C)	Not applicable	
Construction and demolition waste (D)	As per the Bank's general terms and conditions governing contract awards, the contractor bears sole responsibility for the management and disposal of construction and demolition waste, in strict compliance with extant municipal and local authority guidelines.	
Battery waste (E)	Batteries at the end of its lives are sold under the buy-back offer against procurement of new batteries. So, battery waste is not disposed/recycled by us directly and hence no quantification is available for same.	
Radioactive waste (F)	Not Applicable	
Other Hazardous waste. Please specify, if any. (G)	Not Applicable	
Other Non-hazardous waste generated (H)## Please specify, if any. Break-up by composition i.e. by materials relevant to the sector)	16.44 MT	17.61 MT
<b>Total (A+B + C + D + E + F + G+ H)</b>	43.53 MT	24.74 MT
<b>Waste intensity per rupee of turnover</b> (Total waste generated / Revenue from operations) (INR lacs)	0.0000029	0.0000017
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP**)</b> (Total waste generated / Revenue from operations adjusted for PPP) (INR lacs)	0.0000604	0.0000361

Parameter	FY 2025-26	FY 2024-25
Waste intensity in terms of physical output	-	-
Waste intensity (optional) per Full time employees	0.0004218	0.0002407
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	NA	
(ii) Re-used		
(iii) Other recovery operations		
<b>Total</b>		
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	Our waste generation is minimal and consequently there is no requirement of incineration or landfilling activities.	
(ii) Landfilling		
(iii) Other disposal operations		
<b>Total</b>	NA	NA

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? Yes, Reasonable Assurance has been carried out by Bank's Statutory Central Auditor -M/s Ummed Jain & Co. for BRSR Core for FY 2025-26, as per SEBI guidelines.

\*Plastic waste generated in Bank is due to consumption of products like water bottles etc. The data for all the branches/offices pan India basis are not yet available, Bank is making effort to develop a system to quantify the same at pan India level. The plastic waste data given is for Bank's HO Dwarka Building.

\*\* PPP conversion rate is used as published by the World Bank for India, for FY 2024-25: 20.2Rs/ USD (year 2023) & for FY 2025-26: 20.42 Rs/ USD (year 2024). Weblink: [https://data.worldbank.org/indicator/PA.NUS.PPP?name\\_desc=false](https://data.worldbank.org/indicator/PA.NUS.PPP?name_desc=false)

# E-wastes are being disposed off through registered e-waste vendors.

## Other non-hazardous waste pertains to dry waste at HO, Dwarka building, which includes Card Board, Tissue paper, Paper waste etc.

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

Bank strives to reduce waste production and recycle as much as possible. Our waste primarily comprises food, waste, paper and e-waste.

- **Reduction of plastic waste:** We have reduced procurement of plastic document folders and are encouraging our employees to use glass bottles at our offices to gradually minimize the volume of discarded plastic bottles post usage. All our facilities use 100% biodegradable plastic garbage bags to collect and dispose of dry and wet waste.
- **Reducing paper and printing consumption:** We have implemented strong measures for digitising processes and reduce dependence on paper. Further, minimising the usage of paper across offices is an ongoing activity.
- **E waste management:** Our e-waste broadly includes computers, servers, scanners, UPSs etc. All such e-wastes are being disposed off through registered E-waste vendors.
- **Sewage Treatment:** Bank has installed STPs in its prominent buildings including HO, Dwarka building. This initiative has led to water efficiency and use of recycle water for internal use in gardening and Central AC plant.

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

The Bank does not have branches/offices inside the ecologically sensitive areas. Accordingly, the same is not applicable to the Bank.

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
NA			

**12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:**

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

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

The Bank is complying with applicable statutory guidelines.

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

### Leadership Indicators

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

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

(i) Name of the area: NA

(ii) Nature of operations: NA

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

Parameter	FY 2025-26	FY 2024-25
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	Not Applicable	
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity(optional) – the relevant metric may be selected by the entity		

Parameter	FY 2025-26	FY 2024-25
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into Surface water	Not Applicable	
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>		

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) - N

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

Parameter	Unit	FY 2025-26	FY 2024-25
<b>Category 1- Purchased Goods and Services</b>	Metric tonnes of CO2 equivalent MtCO2e	530.00	471.00#
<b>Category 3: Fuel and Energy Related activities (not included in scope 1 and scope 2)</b>		8,902.17	8,717.75
<b>Category 5 – Waste generated in operations - (E waste &amp; Paper Waste)</b>		107.71	94.82
<b>Category 6 – Business Travel</b>		6,954.00	12,070.00
<b>Category 7: Employee Commuting</b>		90,134.00	80,084.00
<b>Category 15- Investments (Financed Emissions)</b>		6,60,45,993.00	6,38,39,069.00
<b>Total Scope 3 emissions</b>		6,61,52,620.88	6,39,40,506.32
<b>Total Scope 3 emissions per rupee of turnover*</b>		4.50	4.63
<b>Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity</b>		NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) - N

# The emissions due to Purchased Paper for FY 2024-25 have been recalculated on account of upgradation of version of "The Environmental Paper Network Paper Calculator" (version 4.1, available at [c.environmentalpaper.org](http://c.environmentalpaper.org)).

- **Scope 3 - Category 1 - Purchased Goods and Services:** This category includes greenhouse gas (GHG) emissions associated with the purchase of A4 paper for internal consumption. Emissions have been estimated based on the quantity of A4 paper purchased during FY 2025-26. The Environmental Paper Network's Paper Calculator (version 4.1, available at [c.environmentalpaper.org](http://c.environmentalpaper.org)) has been used to calculate the estimated emissions from paper purchases. A4 paper purchased for HO Divisions and 14 training centres of the Bank is considered for emission calculation.
- **Scope 3 - Category 3: Fuel-and energy-related emissions are not included in Scope 1 or Scope 2:** Fuel consumption in rented Diesel Generator Sets is used to estimate emissions. Spend data on fuel is used to arrive at the litres of fuel consumed. Emission factor for petrol and diesel has been sourced from India GHG Program, India Specific Road Transport Emission Factors: Version 1, 2015.
- **Scope 3 - Category 5: Waste generated in operations:** Quantity of Paper waste and E-waste is used to estimate emission. Emission factors have been taken from the USEPA website. Paper waste from HO Divisions and 14 training centres of the Bank is considered for emission calculation.
- **Scope 3 - Category 6 - Business Travel: Greenhouse gas (GHG) emissions from business travel** have been estimated based on data sourced from the Bank's internal travel database. Distance travelled (in kilometres) across multiple modes of transport—namely air, rail, bus, car, two-wheeler, and water transport—has been considered for the reporting period. Emission factors used for calculating travel-related emissions are as follows:
  - i. **Road and Rail Transport:** Emission factors are based on the India GHG Program - India Specific Road Transport Emission Factors Version 1.0 (2015) and India Specific Rail Transport Emission Factors for Passenger and Material Transport Version 1.0 (2015).
  - ii. **Air and Water Transport:** Emission factors have been sourced from the GHG Protocol - Emission Factors from Cross-Sector Tools (13 March 2024).
- **Scope 3 - Category 7: Employee Commuting:** This category includes greenhouse gas (GHG) emissions resulting from employees commuting to and from their designated work locations. Emission estimates are based on responses received through a primary pan-bank survey conducted to capture mode-wise commuting patterns and travel distances.

The following sources have been used for emission factors:

- i. **Road and Rail Transport:** India Specific Road Transport Emission Factors Version 1.0 (2015) and India Specific Rail Transport Emission Factors for Passenger and Material Transport Version 1.0 (2015).
  - ii. **Metro Rail:** Emission factors have been sourced from The Energy and Resources Institute (TERI).
- **Scope 3 - Category 15: Financed Emission:** The Bank estimated its Scope 3 - Category 15 (Financed Emissions) using the Partnership for Carbon Accounting Financials (PCAF) Global GHG Accounting and Reporting Standard for the Financial

Industry, covering 87% of its net advances and investments portfolio. The Bank's portfolio has been aligned with PCAF-defined asset classes. Emission data from BRSR filings of investee and borrower companies has been used to calculate the Bank's financed emissions. Financed emissions for FY 2024-25 have been recalculated due to the following reasons:

- i. **Use of Updated Emission Data:** The Scope 1 and Scope 2 emission data, along with industry emission intensity (based on company-level Scope 1 and 2 emissions from BRSR disclosures), used in the financed emissions calculation for BRSR FY 2024-25 were derived from FY 2024 BRSR data, as FY 2025 data were unavailable at the time. For the BRSR FY 2025-26 disclosure of the Bank, financed emissions have been recalculated using updated FY 2025 Scope 1 and 2 emission data and revised industry emission intensities from FY 2025 BRSR filings.
- ii. **One-Year Data Lag:** A consistent one-year lag in emissions data persists. Accordingly, FY 2026 financed emissions are based on FY 2025 BRSR disclosure data.
- iii. **Financed emissions, calculated using the borrower's Scope 3 emissions disclosed in their BRSR, are as follows:** 71,30,424 MTCO<sub>2e</sub> for 2024-25, and 44,96,390 MTCO<sub>2e</sub> for 2025-26.

**3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.**

The Bank deals in providing financial services and as such does not have direct impacts on biodiversity. However, prior to undertaking construction of new Bank buildings, all permissions / no-objection certificates from the relevant local statutory authorities are obtained viz. Environmental Assessment Authority, Forest Department, mining etc. to mitigate any adverse impact on bio-diversity.

**4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:**

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Solar Power	<p>Installed Capacity (Total 3382 kWp):</p> <ul style="list-style-type: none"> <li>• 1228 kWp solar power plants have already been installed at various bank buildings.</li> <li>• 1504 kWp of solar power project at various bank owned buildings on pan India basis were initiated in FY 2024-25 &amp; completed in FY 2025-26.</li> <li>• 650 kWp of solar capacity installed in 182 branches in the last quarter of FY 2025-26.</li> </ul> <p>Under installation:</p> <ul style="list-style-type: none"> <li>• 583 kWp solar power plants are under implementation in new under-construction large building projects of Bank.</li> <li>• Augmentation of solar capacity (from 295 KW to 1403 KW) initiated at HO, Dwarka &amp; Gurugram buildings of the Bank.</li> </ul>	By implementation of this initiative, Bank has reduced its consumption of energy generated from fossil fuel generating plants thereby resulting in reduction of carbon footprint of Bank.
2	Green Building	<p>HO Dwarka Building is Green Certified by GRIHA.</p> <p>Further, the Green building certification is in process for 5 buildings of the Bank viz. Gurugram HO building, Gurugram Data Centre building, Dehradun buildings, Residential quarters at Civil lines Delhi &amp; Rohtak</p>	By this initiative, bank has contributed to efficient use of energy, water and other resources.
3	Energy Saving Measures	The Bank has adopted energy saving measures like installation of BEE Star rated equipment, LED fixtures, Occupancy sensors LED glow sign boards and maintaining AC temperature at 24° C at all its offices.	By this initiative, the Bank has achieved energy saving and thereby resulted in reduction in carbon emission of the Bank.
4	Electrical audit	Bank conducts Electrical Audit in all its branches/offices once in every two years.	The regular electrical audit of branches/offices is done to take pro-active actions, to lessen chances of fire hazards from electrical installation, improvement in energy efficiency, and cost savings in electricity bills.
5	Sewage Treatment Plants (STP)	Bank has installed STPs at its major buildings including its HO at Dwarka.	The initiative has led to water efficiency and use of recycled water for internal use in gardening and Central AC plant
6	Rainwater harvesting system	Bank has installed Rainwater harvesting system at 8 of its buildings.	Through this initiative, Bank is contributing to the replenishment of groundwater reserves.

**5. Does the entity have a business continuity and disaster management plan?**

Bank has in place a Board approved Policy for Business Continuity Management and Operational Resilience which covers all the business operations of the Bank including IT, Non-IT and HR related activities. It outlines well defined governance structures to establish, oversee and implement an effective Business Continuity Plan (BCP) and Disaster Management Plan aligned to the regulatory guidelines. It incorporates emergency response plan, disaster recovery plan, pandemic response along with the provision of testing, training, backup, alternate site, recovery arrangements which together enable the Bank to respond and recover from disaster and ensure

ascertaining continuity of operations. The document is periodically reviewed and undergoes audit for its effectiveness.

**6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.**

In alignment with regulatory mandates, the Bank will systematically assess the environmental impacts of its material value chain partners and take structured corrective and mitigation measures.

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

In alignment with regulatory mandates, the Bank will systematically assess the environmental impacts of its material value chain partners and take structured corrective and mitigation measures.

**8. How many Green Credits have been generated or procured:**

- a. By the listed entity : NIL
- b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners” : Not applicable

**PRINCIPLE 7 BUSINESSES, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT**

**Essential Indicators**

**1.a) Number of affiliations with trade and industry chambers/ associations.**

Bank is having eight affiliations with trade and industry chambers/associations.

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations State/National)
1	Indian Banks' Association	National
2	International Chamber of Commerce (ICC)	International
3	Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
4	Confederation of Indian Industry (CII)	National
5	Progress, Harmony and Development Chamber of Commerce and Industry (PHDCCI)	National
6	Federation of Indian Chamber of Commerce & Industry (FICCI)	National
7	Standing Council of Public Enterprises (SCOPE)	National
8	Partnership for Carbon Accounting Financials (PCAF)	International

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

Name of authority	Brief of the case	Corrective action taken
	NIL	

**Leadership Indicators**

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others - please specify)	Web Link, if available
Not applicable					

Note:- Being one of the leading commercial banks in the country, the Bank actively collaborates with policymakers and industry associations in shaping policies relating to banking regulations, financial inclusion, monetary policy, and sustainable development of the banking sector.

**PRINCIPLE 8 BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT**

**Essential Indicators**

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

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

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not applicable						

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

The Bank is committed to uplifting economically and socially, the disadvantaged communities while effectively addressing their grievances. For grievance redressal, customer and communities have following channels to voice their concerns and provide feedback:

- The Bank has an on-line Grievance Redressal Management Portal by the name Centralized Grievance Redressal Monitoring System (CGRMS), which is an

in-house Portal. On CGRMS, the customer gets an immediate acknowledgement and can track their complaints. Weblink of CGRMS - <https://www.pnb.bank.in/hi/Lodge-Complaint.html>

**Other mechanisms to receive and redress grievances:**

- Toll free customer care number of the Bank - 18001800 & 18002021
- Internet Banking Service / Mobile Banking app / Corporate Website.
- Email at care@pnb.bank.in

- MD & CEO / Chairman/ Ministry of Finance/RBI etc.
- Department of Public Grievance (CPGRAM)/INGRAM.
- Social Media such as Facebook, Twitter, LinkedIn and other social media platforms.
- Complaints in Person at Branch Offices.

The grievances received by the bank are resolved in a time bound manner.

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

	FY 2025-26	FY 2024-25
Directly sourced from producers MSMEs/ small producers	10.56% (₹296.50 crores)^	20% (₹252.73 crores)
Directly from within India	100% (₹2806.40 crores)*	100% (₹1267.03 crores)*

The MSE procurement are available only for the procurements done through GeM. Hence the above figures are for the procurements of the Bank through GeM only.

^ MSE procurement percentage has declined this year, primarily due to a single high-value contract of ₹1,409 crores awarded for ATM operation and management services for seven years to a non-MSE vendor. This contract significantly impacted the overall MSE share in procurement.

\*The figure is inclusive of materials sourced from MSEs (i.e. total procurement through GeM).

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

Location	FY 2025-26	FY 2024-25
Rural	22.49 %	23.12%
Semi-urban	18.92 %	18.93%
Urban	35.27 %	34.86%
Metropolitan	23.32 %	23.10%

**Leadership Indicators**

**1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference:**

**Question 1 of Essential Indicators above):**

Details of negative social impact identified	Corrective action taken
Not Applicable	

**2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:**

S. No.	State	Aspirational District	Amount spent (In INR)
1	Jharkhand	Bokaro	5,78,000
2	Bihar	Gaya	4,93,000
3	Uttarakhand	Haridwar	17,44,000
4	Bihar	Muzaffarpur	1,85,000
5	Bihar	Purnea	4,30,000
6	Jharkhand	Ranchi	5,90,000
7	Andhra Pradesh	Vizag	6,28,000

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

Yes. The Bank has a Board approved Procurement Policy which is broadly based on General Financial Rules circulated by the Department of Expenditure, Ministry of Finance. Further, the policy also includes guidelines issued by Ministry of MSME for Preferential Procurement through Micro and Small Enterprise (MSE's). Start-ups are also allowed certain relaxations to ensure their participation in tenders for Bank's procurements. Under the guidelines, certain targets are also fixed for procurement from MSE's of SC/ST Entrepreneur.

Also the Bank's Procurement Policy includes Purchase Preference Policy issued by Department for Promotion of Industry and Internal Trade, Ministry of Commerce & Industry.

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

Micro and Small enterprises, Startups

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

The primary functions of the Bank include the acceptance of deposits and provision of credit. The proportion of inputs sourced through marginalized/vulnerable group remains minimal in comparison to the Bank's overall business operations. Further, procurement preference is given to small/MSEs producers as per Govt. guidelines.

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

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
Not Applicable				

**5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.**

Name of authority	Brief of the Case	Corrective Action Taken
Not Applicable		

**6. Details of beneficiaries of CSR Projects: during FY 2025-26**

The Bank undertakes CSR activities with its unwavering commitment to social welfare, ensuring that all sections of the society benefit equally, regardless of caste, creed, etc.

Additionally, the Bank in its CSR policy has provision to contribute to any such fund set-up by the Central Government or the State Governments for socio-economic development & relief, and welfare of the marginalized section of the society. Any proposal for contribution to the above mentioned funds are considered on priority. CSR activities undertaken during FY 2025-26 are as follows:

S. No.	CSR Projects	No. of person benefitted from CSR Projects*	% of beneficiaries from vulnerable and marginalized groups*
1	Approval under CSR to SLS Trust for necessary bookshelves and furniture at SLS Memorial Residential School located in Pahadpur, Badarpur, Distt Mayurbhanj, Odisha	300	75
2	Approval under CSR to SLS Trust for different CSR activities.	300	75
3	Approval under CSR to Narcotics Control Bureau for organizing Cyclothon against Drug Abuse and illicit trafficking raising awareness among citizens.	100000	55
4	Approval under CSR to Sri Sathya Sai Sanjeevani International Centre for Child Heart Care & Research for procuring various medical machines.	100000	45
5	Approval Under CSR to Disaster management fund Uttarakhand for relief measures in Uttarkashi for helping the state.	20000	35
6	CSR to 1 NGO & 2 Delhi Government school on the occasion of Independence Day	100	50
7	Approval under CSR to Tamil Nadu Seva Foundation, Chennai for distribution of Sewing Machine for Livelihood Support of 250 Underprivileged Women	250	70
8	Approval under CSR to Prerana Helpline Foundation (PHF), Chennai for distribution of Sewing Machine for Livelihood Support of 250 Underprivileged Women	250	70

S. No.	CSR Projects	No. of person benefitted from CSR Projects*	% of beneficiaries from vulnerable and marginalized groups*
9	Approval under CSR to Disaster Relief Fund to Himachal Pradesh as relief measures for the rehabilitation or reconstruction activities of the state.	25000	20
10	Approval under CSR to Punjab for Disaster Relief Fund for relief measures in the state for the rehabilitation or reconstruction activities	25000	20
11	Approval under CSR to Sachhi Saheli for Project Chetna 2.0 - Empowering Adolescents through Menstrual Health Awareness & Life Skills Education in Delhi Government Schools	1000	30
12	Approval under CSR for Renovation of Collectorate Auditorium in Siddharth Nagar, Uttar Pradesh	500	10
13	Approval under CSR to The New Learning Heights: Special School & Remedial Centre on the occasion of The International Day of Persons with Disabilities as school provide help to person suffering from various disorders	20	10
14	Approval under CSR to Ramakrishan Sarada Mission for nurturing economically weaker sections, providing them with early education, moral values, essential care in safe and nurturing environment	500	30
15	Approval under CSR to Vivekanand Polyclinic and Institute of Medical Sciences, Lucknow for purchase of medical equipment's showcasing bank commitment for society	100000	40
16	Approval under CSR to Ruchika Social Service Organization for granting a Hearse Van for respectable transportation of unclaimed deceased persons bodies to the funeral ground	50	10
17	CSR to 1 NGO and 2 Delhi Government schools on the occasion of republic day	100	10
18	CSR to SLS Trust for Infrastructure upgrade (table & chairs)	300	75
19	CSR for installation of steel Railings at Thakur shri Bankey BIHARI JI Maharaj Temple	500	25
20	Approval under CSR to Ramakrishan Sarada Mission for nurturing economically weaker sections, providing them with early education, moral values, essential care in safe and nurturing environment	100	10
21	CSR to Armed forces Flag Day Fund (AFFDF)	100	10
22	CSR to Yuva Unstoppable for PNB Rising Stars, a scholarship programme for the 100 students	100	15
23	CSR to PRC Mohali for the welfare of Defence Personnels.	1000	15
24	ISKCON for distribution of 130 happiness kits	130	25
25	Cancer awareness prevention (CAPED) for women's cervical & breast cancer screening project	10000	25
26	CSR TO Kalinga institute of social sciences for study of 100 students	100	80
27	CSR for financial assistance of 2 scholarship on the occasion of Golden Jubilee Celebration	2	0
28	CSR to IGNOU by giving battery operated golf cart	1000	15

\*Estimated figures

**PRINCIPLE 9 BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER**

**Essential Indicators**

1. **Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**
  - a. **Comprehensive Customer Complaint Registration Framework:** Customers are provided with multiple touchpoints for registering grievances, the Bank's grievance management portal, Internet Banking, Mobile Banking, Contact Centre, toll free number, e-mail, official website, and all branches/offices across the country. Every grievance received is systematically recorded, acknowledged and allocated a unique tracking reference to facilitate monitoring and follow-up.
  - b. **Integrated Complaint Management System:** The Bank operates a centralized complaint management system to ensure uniform handling and end-to-end monitoring of customer grievances. Complaints received from various channels are consolidated onto a unified platform, enabling categorization by complaint type, service area and severity for effective resolution and reporting.
  - c. **Centralized Resolution and Expert Review:** Customer complaints warranting detailed examination are escalated to the designated teams at the Head Office comprising domain specialists. The centralized review framework enables consistent assessment, appropriate corrective actions, and closure after conducting necessary due diligence.
  - d. **Timely Disposal of Complaints:** The Bank remains committed to resolving customer grievances within timelines prescribed under regulatory guidelines and internal service standards. Monitoring mechanisms are in place to ensure adherence to turnaround times and prompt communication with the complainants.
  - e. **Provision for Reconsideration of Complaints:** Customers who are still not satisfied with the resolution provided may request reconsideration or reopening of their complaints following the prescribed escalation matrix. Such grievances are reviewed afresh to ensure fair and transparent handling and final disposal.
  - f. **Root Cause Identification and Corrective Action:** The Bank undertakes regular root cause analysis of chronic complaints in consultation with relevant business and operational units. Based on the findings, corrective and preventive measures are implemented to minimize recurrence and improve service delivery standards.
  - g. **Complaint Monitoring, Reporting, and Transparency:** Periodic analysis of customer complaints is presented before senior management and the Board-level committees for guidance and oversight. In line with transparency practices, key complaint-related information is disclosed in the Bank's Annual Report and hosted on the Bank's website.
  - h. **Commitment to Customer-Centric Service Excellence:** The Bank continues to strengthen its grievance redressal architecture through technology-driven monitoring, structured escalation mechanisms, periodic reviews, and customer feedback analysis. These measures are aimed at ensuring fair, efficient and timely resolution of customer grievances while fostering continuous improvement in customer service standards.
  - i. **Customer Service Committees** in all the branches and Circle Offices investigate the quality of customer service rendered and critically examine the feedback/suggestions for improvement in customer service. These committees meet once a month where staffs and the customers are invited to interact freely on service-related issues.

- j. **Theme Based Meetings** are being conducted at monthly intervals in branches on a pre-decided date, workshops to improve awareness among field staff about the Bank's products and services, and to prioritise among products and services are conducted from time to time.
  - k. For faster resolution of complaints, the Bank has designated Chief Customer Executive Officer (CCEO) not below the rank of Deputy General Manager at ZOs and Chief Manager at COs, whom a customer may approach for redressal of grievance. The contact details of CCEOs are displayed at Bank's website.
  - l. Functionality of capturing Customer's feedback through Branch QR code has been developed and implemented. This new functionality empowers customers to give impartial feedback on quality of services received at branches and tips for improvements.
  - m. Bank onboarded external agency (M/S Datawise Services Pvt. Ltd) to increase the level of customer service in the branches through Incognito Visits.
  - n. Facility of Chat with Live Agent through Website, WhatsApp, MBS and IBS is provided to customers for further enhancing customer experience.
  - o. Toll free customer care number of the Bank is - 1800 1800 & 1800 2021 and the weblink is <https://www.pnb.bank.in/hi/Lodge-Complaint.html>
- 2. Turnover of products and/ services as a percentage of turnover from all products/ service that carry information about:**

	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not Applicable
Safe and responsible usage	
Recycling and/or safe disposal	

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

	FY 2025-26		Remarks	FY 2024-25		Remarks
	Received during the year	Pending resolution at end of the year		Received during the year	Pending resolution at end of the year	
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services*	5,74,498	7,331	NIL	11,39,830	28,855	NIL
Restrictive trade practices	Not Applicable					
Unfair trade practices	Not Applicable					
Other	-	-	-	-	-	-

\* The Category of the Grievances are not maintained at the Portal in the prescribed Format. However, the disclosure in terms of RBI guidelines is as under:

Grounds of complaints, (i.e. complaints relating to)	Number of complaints pending at the beginning of the period	Number of complaints received during the period	% Increase/ decrease in the number of complaints received over the Previous year	Number of complaints pending at the end of the period	Of 5, number of complaints pending beyond 30 days
1	2	3	4	5	6
<b>FY 2025-26 (Current Period)</b>					
ATM/Debit Cards	1,806	2,11,282	-44.92	1,288	49
Internet/Mobile/Electronic Banking	3,386	1,67,970	-58.44	1,147	113
Account opening/ difficulty in operation of accounts	254	16,981	-27.41	29	1
Loans and advances	364	9,009	-16.07	61	3
Levy of charges without prior notice/ excessive charges/ foreclosure charges	148	5,515	-22.72	12	0
Others	22,897	1,63,741	-47.32	4,794	1,282
<b>Total</b>	<b>28,855</b>	<b>5,74,498</b>	<b>-49.60</b>	<b>7,331</b>	<b>1,448</b>
<b>FY 2024-25 (Previous Period)</b>					
Internet/Mobile/Electronic Banking	12,262	4,04,168	-17.46	3,386	589
ATM/Debit Cards	5,054	3,83,578	21.04	1,806	195
Account opening/ difficulty in operation of accounts	458	23,394	8.40	254	21
Loans and advances	332	10,734	24.90	364	50
Pension and facilities for senior citizens/ differently abled	225	7,444	-48.77	107	4
Others	14,020	3,10,512	11.32	22,938	8,175
<b>Total</b>	<b>32,351</b>	<b>11,39,830</b>	<b>0.85</b>	<b>28,855</b>	<b>9,034</b>

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

	No.	Reasons for recall
Voluntary recalls		Not Applicable
Forced recalls		

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

The Bank has a Board approved "Group Cyber Security Policy", framed according to the stipulated RBI guidelines, the Information Technology Act and International Standards. It consists of concise and practical series of statements, declaring management's views and position regarding Cyber Security, according to Bank's specific requirements.

The web link for customers to protect themselves from cyber frauds and threats is <https://www.pnb.bank.in/advisories.html>

**6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on safety of products/ services.**

In FY 2025-26, no cyber incident has arisen in the Bank. Further, the Bank has been carrying out awareness activities on cyber security for customers as detailed below: -

- i. Published informative advertisements in two newspapers (in Hindi and English) during NCSAM 2025 for creating cybersecurity awareness among customers of Banks and financial institutions.
- ii. A message from the desk of MD&CEO was sent to all the mail ids in PNB Domain and to all customers' mail ids in Bank's records heralding NCSAM and underlining the importance of adopting cyber security best practices to mitigate frauds.

- iii. Radio Jingles/messages have been broadcasted on Radio channels for creating cyber security practices among customers.
- iv. Publishing cybersecurity awareness contents all Bank's social media channels on regular basis.
- v. The Bank has displayed several cybersecurity related standees, posters, banners and pamphlets at different offices across geographies.
- vi. Regular Mails are sent to all staff members, for enhancing staff awareness on evolving frauds and latest Cyber Security policies of the Bank.
- vii. Weekly podcast series on Cyber Security Awareness is made available to all employees via PNB Knowledge Centre.
- viii. Digital Cyber Security Quizzes for staffs on Bank's intranet.

**7. Provide the following information relating to data breaches:**

- a. Number of instances of data breaches - NIL
- b. Percentage of data breaches involving personally identifiable information of customers - NIL
- c. Impact, if any, of the data breaches - NIL

**Leadership Indicators**

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

The channels are the Bank's Corporate Website([www.pnb.bank.in](http://www.pnb.bank.in)), Internet Banking Service, Mobile Banking Service & Contact Centers.

Product & Services information is available on the Bank's website ([www.pnb.bank.in](http://www.pnb.bank.in))

In addition to this, Bank actively utilises various local interfaces like print media, social media other digital platforms to interact and educate customers on the Bank's products and services. Brief details of various social media/ digital platforms are as below:

- Mobile Application - "PNB ONE"
- Facebook: [facebook@pnbindia](https://www.facebook.com/pnbindia)
- Instagram: [instagram@pnbindia](https://www.instagram.com/pnbindia)
- X (Twitter) handle: @pnbindia
- WhatsApp: +91 9264092640
- Call Centre: 1800 1800, 1800 2021

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

The information regarding Safe Usage of Bank's various products and services are disseminated to the Customer through multiple channels, Corporate Website ([www.pnb.bank.in](http://www.pnb.bank.in)), SMS, Internet Banking Services, Mobile Banking Services, Contact Centres, Social Media etc.

The Bank has 163 Financial Literacy Centres (FLCs) conducting numerous seminars/programmes/camps on Financial Education, Preventive Counselling and Customer Rights. The Target group of the programmes conducted by FLCs are Farmers, Self Help Groups, Micro and Small Entrepreneurs, senior citizens etc.

Periodical communications are sent to active customers to educate them on dealing with spurious and false calls demanding submission of KYC etc. Spurious call disclaimer forms part of our customer communications. We promote in-house digital platforms for providing customer services. Alerts are conveyed on social media.

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

Dissemination of information regarding outages are done on regular basis by the Bank and customers are informed about disruption/discontinuation in service, if any, through SMS, website notice, branch Notice Board etc.

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

The Bank ensures transparency and accessibility of information relating to its products and services through disclosures on its official website and comprehensive notice boards displayed across branches for the benefit of customers and the general public.

Further, the Bank regularly conducts customer satisfaction surveys to obtain customer feedback and enhance the quality, efficiency, and effectiveness of its products and services across the organization.

The customer satisfaction surveys have been conducted in the following areas: -

- Ease of access to banking products and services through various channels, including branches, ATMs, internet banking, and mobile banking applications.
- Customer feedback on the efficiency and effectiveness of products and services offered by the Bank.
- Overall customer satisfaction levels and suggestions for improvement in products, services, and delivery channels.

## ABBREVIATIONS

AI	Artificial Intelligence
ATM	Automatic Teller Machine
BEE	Bureau of Energy Efficiency
BFSI	Banking, Financial Services, and Insurance
BIS	Bureau of Indian Standards
BoD	Board of Directors
BPL	Below Poverty Line
BRSR	Business Responsibility and Sustainability Reporting
CAPEX	Capital Expenditure
CFO	Chief Financial Officer
CGRMS	Central Grievance Redressal Management System
CIMS ME	Chamber of Indian Micro Small and Medium Enterprise
CIN	Corporate Identification Number
CIR	Credit Information Report
CISD	Cyber Information Security Division
CO <sub>2</sub>	Carbon dioxide
CPCB	Centre Pollution Control Board
CPGRAM	Centralized Public Grievance Redress and Monitoring System
CRM	Customer Relationship Management
CS	Company Secretary
CSR	Corporate Social Responsibility
CVC	Central Vigilance Commission
DA	Dearness Allowance
DFS	Department of Financial Services
DG	Diesel Generator
DIN	Director Identification Number
DISCOM	Distribution Company
DPDP	Digital Personal Data Protection Act
DPI	Digital Public Infrastructure
ECL	Expected Credit Loss
EIA	Environment Impact Assessment
EPR	Extended Producer Responsibility
ESG	Environmental, Social and Governance
ESI	Employee State Insurance
EV	Electric Vehicle
EWS	Economically Weaker Section
FI	Financial Institutions
FIBAC	Financial Institution Benchmarking and Calibration
FLCs	Financial Literacy Centres
GCISO	Group Chief Information Security Officer
GeM	Government e-Marketplace
GHG	Green House Gases
GJ	Giga Joule
GRIHA	Green Rating for Integrated Habitat Assessment
GWP	Global Warming Potential

HFC	Hydrofluorocarbons
HO	Head Office
HRD	Human Resource Department
HRMS	Human Resource Management System
HVAC	Heating, Ventilation, and Air Conditioning
IBA	India Banking Association
ICC	Internal Complaints Committee
IEPF	Investor Education and Protection Fund
IGNOU	Indira Gandhi National Open University
INGRAM	Integrated Grievance Redressal and Monitoring System
ISO	International Organization for Standardization
KMP	Key Managerial Personnel
kWp	Kilowatt Peak
KYC	Know Your Customer
LCA	Life Cycle Assessment
LTIFR	Lost Time Injury Frequency Rate
MCA	Ministry of Corporate Affairs
MORD	Ministry of Rural Development
MSE	Micro, Small Enterprises
MSME	Micro, Small and Medium Enterprises
MT	Metric Tonne
NBFC	Non-Banking Financial Company
NCSAM	National Cyber Security Awareness Month
NGRBC	National Guideline for Responsible Business Conduct
NPS	New Pension Scheme
OHSAS	Occupational Health and Safety Assessment Series
PCIDSS	Payment Card Industry Data Security Standard
PF	Provident Fund
PFC	Perfluorocarbons
POSH	Prevention of Sexual Harassment
PPP	Purchasing Power Parity
PwBD	Persons with Benchmark Disabilities
QR	Quick Response
RBI	Reserve Bank of India
R & D	Research and Development
RPT	Related Party Transactions
RSETI	Rural Self Employment Training Institutes
SARC	Sustainability and Resilience Committee
SEBI	Security & Exchange Board of India
SHG	Self Help Group
SLS	Special Liquidity Schemes
SPCB	State Pollution Control Board
STC	Staff Training Centre
STP	Sewage Treatment Plant
USEPA	United State Environmental Protection Agency
UT	Union Territory

## **INDEPENDENT PRACTITIONERS' REASONABLE ASSURANCE REPORT**

**To the Board of Directors of Punjab National Bank,**

Reasonable Assurance Report on the sustainability disclosures in the Business Responsibility and Sustainability Reporting (BRSR) Framework [together called 'Identified Sustainability Information' (ISI)] of Punjab National Bank (the 'Bank') for the period from 1st April 2025 to 31st March 2026 in accordance with the reporting criteria.

### **Opinion**

We have undertaken to perform a Reasonable Assurance engagement for Punjab National Bank vide agreement dated 15th April 2026 in respect of the agreed Bank's sustainability disclosures listed below (the 'Identified Sustainability Information') pertaining to BRSR Core (Annexure 17A) as notified by SEBI vide circulars dated 30th January 2026 and 28th March 2025. This Sustainability Information is included in BRSR of the bank for the period from 1st April 2025 to 31st March 2026. This engagement was conducted by a multidisciplinary team including assurance practitioners, environmental and social professionals.

<b>Identified Sustainability Information (ISI) subject to assurance</b>	<b>Period subject to assurance</b>	<b>Reporting criteria</b>
BRSR Core (Annexure 17A) notified by SEBI Circular No. HO/49/14/14(7)2025-CFD-POD2/1/3762/2026 dated January 30, 2026, and SEBI/HO/CFD-PoD-1/CIR/2025/42 dated March 28, 2025  (Refer to Annexure A)	From 1st April 2025 to 31st March 2026	<ul style="list-style-type: none"> <li>Regulation 34(2)(f) of the Securities and Exchange Board of India (SEBI) (Listing Obligations and Disclosure Requirements), Regulations, 2015 as amended.</li> <li>Guidance notes for BRSR format issued by SEBI.</li> <li>Industry Standards on Reporting of BRSR Core vide SEBI circular no. SEBI/HO/CFD-PoD-1/D/CIR/2024/177 dated 20th December 2024.</li> <li>World Resource Institute (WRI) / World Business Council for Sustainable Development (WBCSD) Greenhouse Gas (GHG) Protocol (A Corporate Accounting and Reporting Standards)</li> <li>Standard on Sustainability Assurance Engagement (SSAE) 3000, "Assurance Engagements on Sustainability Information", issued by the Sustainability Reporting Standards Board of Institute of Chartered Accountants of India.</li> <li>Industry Standards issued by the Industry Standards Forum (ISF), comprising ASSOCHAM, CII and FICCI, under the aegis of the Stock Exchanges and in consultation with SEBI, for BRSR Core disclosures.</li> </ul>

Our Reasonable Assurance engagement was with respect to the year ended March 31st 2026, information only unless otherwise stated and we have not performed any procedures with respect to earlier periods or any other elements included in the BRSR and, therefore, do not express any conclusion thereon.

### **Management's Responsibility for the Identified Sustainability Information**

The Bank's Management is responsible for selecting or establishing suitable criteria for

preparing the Sustainability Information, taking into account applicable laws and regulations, if any, related to reporting on the Sustainability Information, Identification of key aspects, engagement with stakeholders, content, preparation, and presentation of the Identified Sustainability Information in accordance with the Criteria. This responsibility includes design, implementation, and maintenance of internal control relevant to the preparation of the BRSR and measurement of the Identified Sustainability Information, which is free from

material misstatement, whether due to fraud or error.

### **Inherent limitations**

The preparation of the BRSR information of the bank requires the management to establish or interpret the criteria, make determinations about the relevancy of information to be included, and make estimates and assumptions that affect the reported information.

Measurement of certain amounts and BRSR metrics, some of which are estimates, is subject to substantial inherent measurement uncertainty, for example GHG emissions, water footprint, energy footprint. Obtaining sufficient appropriate evidence to support our opinion/conclusion does not reduce the uncertainty in the amount and metrics.

### **Our Independence and Quality Control**

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

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

### **Our Responsibilities for the Identified Sustainability Information (ISI)**

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

Our engagement was conducted in accordance with the Standard on Sustainability Assurance Engagements (SSAE) 3000, "Assurance

Engagements on Sustainability Information," issued by the Sustainability Reporting Standards Board of the Institute of Chartered Accountants of India. This standard requires us to plan and perform the engagement to obtain either reasonable or limited assurance, depending on the level of assurance agreed upon.

A Reasonable Assurance engagement involves obtaining sufficient and appropriate evidence through procedures such as inquiries, inspection, observation, and re-performance. It includes an assessment of the risks of material misstatement in the Identified Sustainability Information, whether due to fraud or error, and responding to the assessed risks as necessary in the circumstances.

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

### **Given the circumstances of the engagement, in performing the procedures listed above, we:**

1. Interviewed relevant personnel of Bank's management responsible for Sustainability, Environmental Social Governance (ESG) and the bank's consultant and their team for understanding the process of collecting, collating, and reporting the subject matter as per Global Reporting Initiative (GRI) Standards and SEBI circular for BRSR core.
2. Checked the consolidation for various branches, offices, and other locations (excluding international operations) to ensure the completeness of data being reported.
3. Relied on the total income from the published audited financial statements for turnover based intensity indicators.
4. Performed substantive testing on a sample basis of the Identified Sustainability Indicators at sample branches, offices and

other locations covered, to verify that data had been appropriately measured with the underlying documents recorded, collated, and reported. This included assessing records and performing testing including recalculation of sample data.

5. Assessed the appropriateness of basis used for selecting sample branches for extrapolation.
6. Assessed the appropriateness of calculations used for extrapolation of data for sample branches to arrive at estimated annual data.
7. Assessed the appropriateness of various assumptions, estimations and materiality thresholds used by the bank and its consultant for data analysis.
8. Performed analytical procedures to analyze trends in the historical data and accordingly ascertain the reasonableness of the data reported in the current year.

**Exclusions:**

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

- Operations of the Bank other than those mentioned in the "Scope of Assurance".
- Aspects of the BRSR and the data/information (qualitative or quantitative) other than the Identified Sustainability Information.
- Data and information outside the defined reporting period i.e. 1st April 2025 to 31st March 2026.
- The statements that describe expression of opinion, belief, aspiration, expectation, aim, or future intentions provided by the Bank.
- Strategy and other related linkages expressed in the Report
- Mapping of the Report with reporting frameworks other than those mentioned specifically
- We did not undertake source data verification in-person at any operated facilities

**Reasonable Assurance Opinion**

In our opinion, Identified Sustainability Information in the Business Responsibility and Sustainability Reporting for the period 1st April, 2025 to 31st March, 2026, subject to reasonable assurance is prepared, in all material respects, in accordance with the Regulation 34(2)(f) of the Securities and Exchange Board of India (SEBI) Listing Obligations and Disclosure Requirements (LODR) and World Resources Institute (WRI) / World Business Council for Sustainable Development (WBCSD) Greenhouse Gas (GHG) Protocol (A Corporate Accounting and Reporting Standards)(Revised).

**Restriction on use**

Our Reasonable Assurance report has been prepared and addressed to the Board of Directors of Punjab National Bank at the request of the Bank solely, to assist Bank in reporting on Bank's sustainability performance and activities. Accordingly, we accept no liability to anyone other than the Bank. Our Deliverables should not be used for any other purpose or by any person other than the addressees of our Deliverables. The firm neither accepts nor assumes any duty of care or liability for any other purpose or to any other party to whom our Deliverables are shown or into whose hands it may come without our prior consent in writing.

**For UMMED JAIN & CO.**

Chartered Accountants  
FRN No. 119250W

**CA. AKHIL JAIN**

Partner  
M. No. 137970  
UDIN: 26137970BHSSNE9808

Date: 22<sup>nd</sup> May 2026  
Place: New Delhi

ANNEXURE A- BRSR CORE ATTRIBUTES	
BRSR Core Indicator	Type of Assurance
<b>Principle 1: Businesses should conduct and govern themselves with Integrity and in a manner that is Ethical, Transparent and Accountable</b>	
<b>Attribute 9: Open-ness of Business</b>	
Question 8: Number of days of Accounts Payable ((Accounts payable *365)/Cost of goods/services procured)	Reasonable
Question 9: Details of concentration of purchases and sales with trading houses, dealers, and related parties along with advances & investments, with related parties:	
Concentration of Purchases	
Concentration of Sales	
Shares of RPTs in	
a. Purchases (Purchases with related parties/Total Purchases)	
b. Sales (Sales to related parties/Total Sales)	
c. Loans & Advances (Loans & Advances given to Related Parties/ Total loans & Advances)	
d. Investments (Investments in Related Parties/ Total Investments Made)	
<b>Principle 3: Businesses should respect and promote the Well -being of all Employees, including those in their value chains</b>	
<b>Attribute 5: Enhancing employee Well-being and Safety</b>	
Question 1 (c): Spending on measures towards Well-being of employees and workers (including permanent and other than permanent):	Reasonable
Cost incurred on wellbeing measures as a %age of total revenue of the company	
Question 11: Details of Safety related incidents for employees and workers:	
Lost time injury frequency rate (LTIFR) (per one million -person hours worked)	
Total recordable work -related injuries	
No. of Fatalities	
High consequence work - related injury or ill -health (excluding fatalities)	
<b>Principle 5: Businesses should respect and promote Human Rights</b>	
<b>Attributes 6: Enabling Gender Diversity in business</b>	
Question 3 (b): Gross wages paid to females as % of total wages paid by the entity:	Reasonable
Question 7: Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	
Total Complaints reported under Sexual Harassment of Women at workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	
Complaints on POSH as a % of female employees/workers	
Complaints on POSH upheld	

<b>ANNEXURE A- BRSR CORE ATTRIBUTES</b>	
<b>BRSR Core Indicator</b>	<b>Type of Assurance</b>
<b>Principle 6: Businesses should respect and make efforts to protect and restore the environment.</b>	
<b>Attribute 1: Green-House Gas (GHG) footprint</b>	
Question 7: Details of Greenhouse Gas Emissions (Scope 1 and Scope 2 emissions) & its intensity:	Reasonable
Total Scope 1 Emissions	
Total Scope 2 Emissions	
Total Scope 1 and Scope 2 Emission Intensity per rupee crore of turnover	
Total Scope 1 and Scope 2 Emission Intensity per rupee crore of turnover adjusted for Purchasing Power Parity	
Total Scope 1 and Scope 2 Emission Intensity in terms of physical output/any other relevant metric	
<b>Attribute 2: Water Footprint</b>	
Question 3: Details of the following disclosures related to water:	Reasonable
Water withdrawal by source (in kilolitres)	
Total volume of water withdrawal (in kilolitres)	
Total volume of water consumption (in kilolitres)	
Water intensity per rupee crore of turnover (Total water consumption/Revenue from operations)	
Water intensity per rupee crore of turnover adjusted for Purchasing Power Parity (PPP)	
Water intensity in terms of physical output/any other relevant metric	
Question 4: Details related to water discharged:	
Water discharge by destination and level of treatment (in kilolitres)	
Total water discharged (in kilolitres)	
<b>Attribute 3: Energy Footprint</b>	
Question 1: Details of total Energy Consumption (in joules or multiples) and energy intensity:	Reasonable
Total Energy consumed from Renewable sources	
Total Energy consumed from Non-renewable sources	
Energy Intensity per rupee crore of turnover (Total energy consume/revenue from operation)	
Energy Intensity per rupee crore of turnover adjusted for Purchasing Power Parity (PPP)	
Energy Intensity in terms of physical output/ any other relevant metric	

ANNEXURE A- BRSR CORE ATTRIBUTES	
BRSR Core Indicator	Type of Assurance
<b>Attribute 4: Embracing circularity -Details related to waste management by the entity</b>	
Question 9: Provide details related to waste management by the entity:	Reasonable
Total waste generated (in metric tonnes)	
Waste intensity per rupee crore of turnover (total waste generated/revenue from operations)	
Waste intensity per rupee crore of turnover adjusted for Purchasing Power Parity (PPP)	
Waste intensity in terms of Physical output /any other relevant metric	
For each category of waste generated, total waste recovered through recycling, reusing or other recovery operations (in metric tonnes)	
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)	
<b>Principle 8: Business should promote inclusive growth and Equitable Development</b>	
<b>Attribute 7: Enabling Inclusive Development</b>	
Question 4: Percentage of input material (Inputs to total inputs by value) sourced from suppliers:	Reasonable
a. Directly sourced from MSMEs/small producers.	
b: Directly from within India	
Question 5: Job creation in smaller towns- Disclose wages paid to persons employed (including employees of workers employed on a permanent or non- permanent/ on contract basis) in smaller towns, as % of total wage cost	
<b>Principle 9: Businesses should engage with and provide value to their Consumers in a Responsible manner</b>	
<b>Attribute 8: Fairness in Engaging with Customers and Suppliers</b>	
Question 7: Provide the following information relating to data breaches:	Reasonable
a. Number of instances of data breaches	
b. Percentage of data breaches involving personally identifiable information of customers	
c. Impact, if any, of the data breaches	