

# Business Responsibility Report

## INTRODUCTION

Kotak Mahindra Bank (hereafter referred to as 'Kotak' or 'the Bank') provides a snapshot of its environmental, social and governance performance in FY 2019-20, through its eighth Business Responsibility Report (BRR). This report discusses the Bank's efforts towards conducting its business in a responsible, ethical and inclusive manner, and its commitment towards enhancing customer experience. To achieve these objectives, Kotak has instituted a number of policies and mechanisms to ensure the highest level of conduct amongst its employees, whose wellbeing is of utmost importance to the organisation. It has fostered a culture of learning and development, which has translated into innovation and the development of responsible products and services. This has been supplemented by interventions in the areas of financial inclusion and literacy and through Bank's Corporate Social Responsibility (CSR) initiatives in the areas of education, livelihood, healthcare, relief and rehabilitation, sports and gender equality.

The Bank regularly engages with various stakeholder groups, including – but not limited to – its employees, customers, communities and industry bodies. This exhaustive process, outlined in this Report, has been instrumental in the identification of relevant material issues, and offers guidance to Kotak for its sustainability driven growth journey. This report has been prepared in accordance with the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business laid down by the Ministry of Corporate Affairs in 2011. It provides insight into Kotak's performance with respect to the nine principles contained therein. Additional disclosures within the BRR are in line with requirements of the Securities and Exchange Board of India's (SEBI's) clause (f) of sub-regulation (2) of regulation 34 (Listing Obligations and Disclosure Requirements). Kotak's eighth BRR also complies with the requirements of Section 135, Schedule VII of the Companies Act, 2013, and subsequent relevant notifications issued by the Ministry of Corporate Affairs.

## Kotak's Approach to Responsible Business

### Principle 1: Ethics, Transparency and Accountability

Compliance and risk governance are of paramount importance to Kotak. This ties in with its commitment to conducting business in an ethical manner, and has translated into a number of policies and mechanisms that ensure transparency and accountability. The Bank also has comprehensive Business Responsibility and Corporate Social Responsibility (CSR) agendas, which are overseen by the Bank's top management and Board CSR Committee.

### Principle 2: Responsible Products and Services

Kotak actively leverages digitisation to bring marginalised sections of society into the formal financial system by tailoring and expanding its offerings.

### Principle 3: Employee Wellbeing

The Bank aims to meet the personal and professional needs of its personnel, and has implemented a number of initiatives and policies to this end. It provides training, flexibility, a safe workplace and a host of benefits to foster a sense of wellbeing among employees.

### Principle 4: Stakeholder Engagement

Kotak has established multiple communication channels to facilitate meaningful interactions with its internal and external stakeholders. These dialogues have helped the Bank gain insight into stakeholders' interests which, in turn, has contributed to building long-term relationships with them.

**Principle 5:  
Human Rights**

Kotak is committed to protecting the dignity of its internal as well as external stakeholders. It has instituted policies and mechanisms to ensure that there is no discrimination against its employees or the customers it serves.

**Principle 6:  
Environment**

Environmental aspects are constantly monitored across the Bank's large offices to keep its carbon footprint in check, even while the expansion of business.

**Principle 7:  
Public Policy  
Advocacy**

Kotak is associated with a number of industry bodies, which has facilitated knowledge-sharing and informed decision-making.

**Principle 8:  
Inclusive Growth**

Education, livelihood, healthcare, relief and rehabilitation, sports and environment sustainability are the focus areas of Kotak's CSR strategy. The Bank has undertaken numerous initiatives towards reducing inequalities faced by socially and economically backward groups, differently abled individuals through sustainable development, vocational skills and sanitation. Interventions in these areas are guided by the Bank's CSR policy.

**Principle 9:  
Customer Value**

Customer centricity lies at the heart of Kotak's strategy and operations. In addition to a comprehensive grievance redressal mechanism, the Bank has leveraged technology to create customer delight.

**Performance with Respect to the Principles****Principle 1: Ethics, Transparency and Accountability**

Kotak is cognizant of the importance of conducting its business in an ethical and transparent manner as it serves to be custodian of people's wealth. The Bank's Code of Conduct (CoC) serves as a foundation, outlining the behavioural standard that its personnel must adhere to. The guidelines therein allow Kotak's staff to act with the highest level of integrity towards all its stakeholders.

The onboarding process for new hires comprises of elucidating the tenets of the CoC and training them on the expectations with respect to transparency, integrity and ethical standards through a dedicated module. A robust monitoring mechanism has been instituted throughout the Bank to ensure the highest level of compliance by every employee, senior management member and Directors.

Sr. No.	Business Responsibility Principle	Relevant Policies
1	Ethics, Transparency and Accountability	Code of Conduct (Directors, Senior Management, Employees, Direct Selling Agents, Suppliers And Business Associates), Ethical Conduct Policy, Vigilance Policy, Whistle Blower Policy, Code for Banking Practice, Compliance Policy, Internal Audit Charter and Policy, Fraud Risk Management Policy, Operational Risk Management Policy, Policy on Stress Testing Framework, Group Enterprise Risk Management Policy, Disclosures Policy, Protected Disclosures Policy
2	Responsible Products and Services	Fair Practice for Credit Card Operations, Fair Practices for Lenders, Home Finance Policy, Educational Loan Policy, Intellectual Property Rights Policy
3	Employee Wellbeing	Recruitment Policy, Benefits Policy, Leave Policy, Training Policy, Sexual Harassment Policy, Anti-Discrimination/Equal Opportunities Policy, Employee Communication and Participation Policy, Human Rights Policy, Rewards and Recognition Policy, Health, Safety And Environment Policy, Code of Conduct (Directors, Senior Management, Employees, Direct Selling Agents)
4	Stakeholder Engagement	Policy Statement on Business Responsibility
5	Human Rights	Human Rights and Anti-Discrimination Policy
6	Environment	Policy Statement on Environment, Policy Statement for Health, Safety and Welfare at Work Place
7	Policy Advocacy	Statement on Public Policy Advocacy
8	Inclusive Growth	Corporate Social Responsibility (CSR) Policy
9	Customer Value	Policy on Collection of Dues and Repossession of Securities, Fair Practice for Credit Card Operations, Fair Practices for Lenders, Information Security and Cyber Security Policy, Fair Practice Code Policy, Corporate Communications Policy, Third Party Distribution Policy, Protected Disclosures Policy, Disclosures Policy, Grievance Redressal Policy, Compensation Policy, Waiver Policy, Responsible Marketing Policy

### The Bank's Board CSR Committee

The Bank's Board CSR Committee was formulated in FY 2014-15 as per the requirements of Section 135 of the Companies Act, 2013 and the Companies (Corporate Social Responsibility Policy) Rules, 2014. It is responsible for executing the activities laid down by the applicable provisions of the Act and the Rules, and the structured execution and management of Kotak's CSR activities.

The Committee also drives the Bank's Business Responsibility (BR) agenda, and comprises of three directors, one of whom is an Independent Director.

Kotak's Board-approved CSR policy has been uploaded on the Bank's intranet as well as website viz. URL <https://www.kotak.com> and regular communication is made for sustained awareness.

Sr. No.	Name	Designation
1	Mr. C Jayaram	Non-Executive Non-Independent Director and Chairman of CSR Committee
2	Prof. S Mahendra Dev	Independent Non-Executive Director
3	Mr. Dipak Gupta	Joint Managing Director

Senior Management Personnel\* leads the BR & CSR function, reports to the Bank's Board CSR Committee.

\* Rohit Rao, Jt. President & Chief Communication Officer and Head – Corporate Responsibility & CSR, Kotak Mahindra Group

### Principle 2: Responsible Products and Services

Kotak has created bespoke products and leveraged technology across its offerings to promote financial inclusion and promote sustainability. The unique products and services offered in FY 2019-20 include:

#### Agri Project Loan

Kotak provides multiple financing options for land-based biodiversity enhancement projects. The various financial offerings include funding for horticulture, floriculture, vermiculture, cultivation of medicinal plants, mushroom cultivation, tissue culture and sericulture activities. Other land-related activities covered under this segment include farm mechanisation, minor irrigation, land development and crop loans.

## 811

India's first downloadable digital savings account, 811 enables customers to seamlessly open a zero-balance savings account online and transact digitally at zero cost. For 811 customer which are primarily millennials and new to banking customers, Kotak also offers FD backed Credit Card. Most of such customers are either not salaried or do not have any Credit Information Bureau (India) Ltd (CIBIL) footprint and hence find it difficult to get Credit Card. Secured Credit Card, which is a FD, backed credit card was created so that these customers can get access to asset product and start building their CIBIL footprint.

As on 31<sup>st</sup> March, 2020, 44 lakh 811 accounts have been opened, and over three lakh credit cards have been issued to 811 account holders without any additional physical documentation. This has led to a considerable reduction in the Bank's carbon footprint through paper saving.

### Leveraging Technology

Kotak has integrated state of the art technology into a number of its products and services to make them more accessible, and reduce their environmental footprint:

- **My NPS** provides instant & paperless National Pension System account-opening, reducing the use of paper. This integration has eliminated the need of 10 to 12 pages of application, along with copies of KYC documents.
- **Trade Innovation Plus (TIPlus)** is a new trade finance system. TI Plus is used for trade transaction processing. Along with the transaction processing, workflow, supply chain and customer portal can be easily integrated as within application. It provides end to end workflow, thus reducing turnaround time of process application.
- **LENDPerfect** is a comprehensive loan management software with an agile workflow. It has helped reduce turnaround time and improve customer satisfaction.
- **WealthSpectrum** is a fund accounting system
- **eKYC** is an Aadhaar Data Vault designed to store Aadhaar numbers in a vault at remote locations.
- **FICO Blaze Advisor** is a business rules management software to author, maintain, test, and execute policies, models and strategies for multiple decision areas across the enterprise. The primary purpose of the platform is to automate decision making to improve decision precision.

### Financial Inclusion

Some of the highlights of Kotak's financial inclusion initiatives in the reporting period include:

- **Aadhaar Seva Kendras**  
Aadhaar Seva Kendras have been set up at 145 branches across India, enabling nearby residents to enrol and update their Aadhaar details with ease.
- **Aadhaar Enabled Payment System (AePS)**  
AePS facilitates online interoperable financial transactions at PoS (Points of Sale) through the business correspondent (BC) network. Since its launch in FY 2018-19, the AePS has grown rapidly, with more than 16 lakh successful transactions per month. In FY 2019-20, Kotak processed transactions worth ₹ 215 crore.
- **Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) & Pradhan Mantri Suraksha Bima Yojana (PMSBY)**  
Kotak works with the Life Insurance Corporation of India and ICICI Lombard General Insurance Co. Ltd. to provide social security schemes launched by the Union Ministry of Finance. The Bank enrolled more than 4 lakh customers under PMJJBY and PMSBY in FY 2019-20. Customers of rural areas constitute about 11% of these accounts.
- **Pradhan Mantri MUDRA Yojana (PMMY)**  
PMMY was launched in 2015 to provide loans of up to ₹ 10 lakh to non-corporate startups, and non-farm small and medium enterprises (SMEs). In FY 2019-20, loans worth over ₹ 375 crore were disbursed to over 21,800 beneficiaries under this scheme.
- **Pradhan Mantri Jan-Dhan Yojana (PMJDY)**  
Kotak saw a total of over 1.60 lakh accounts under the PMJDY scheme by the end of FY 2019-20, and an outstanding balance of over ₹ 19 crore as on 31<sup>st</sup> March, 2020.
- **Atal Pension Yojana (APY)**  
The Atal Pension Yojana (APY) is a government-initiated pension scheme that aims to provide income security, especially to workers in the un-organised sector. In FY 2019-20, APY saw more than 10,000 subscribers through Kotak.
- **Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA)**  
The Bank has disbursed over ₹ 3 crore to over 22,000 customers in FY 2019-20, under the Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA) scheme.

- **Basic Savings Bank Deposit Account (BSBDA)/ Small Savings Account**

Kotak continues to expand its network across rural India, with over 300 Customer Service Points (CSPs).

- **BVV Sangha Kotak Mahindra Bank Rural Self-Employment Training Institute (BVVS KMBL RSETI)**

The BVVS KMBL RSETI is located in the Bagalkot district of Karnataka. This RSETI provides skill training and skill upgradation to youth falling under Below Poverty Line (BPL) category, centres of which are established in each district of the country. The institute has been consistently rated "AA" by the National Centre of Excellence for RSETIs (NACER), a nodal agency under Ministry of Rural Development, Government of India. BVVS KMBL RSETI offers free courses to candidates belonging to the BPL category. In FY 2019-20, 1,605 candidates availed these courses. The number of 6 days and above duration programmes held were 23 which was attended by 649 beneficiaries and the number of 3 days duration programmes held was 25 which was attended by 956 beneficiaries.

### Principle 3: Employee Wellbeing

Kotak acknowledges that its employees are the most valuable asset. Therefore, the Bank makes concentrated effort on continuous development and ensuring holistic well-being of its people. Kotak believes that genuine concern for the well-being of employees translates into a powerful competitive advantage and helps in attracting and retaining quality talent.

Kotak aspires to become an employer that provides infinite opportunities. The Bank constantly strives to strengthen its value proposition. In FY 2019-20, the Bank achieved an improvement in the employee net promoter score (ENPS) as compared to the previous year.

### Talent Development

Kotak invests in talent management practices for working towards fulfilment of business' goals as well as employees' professional growth. The Bank ensures that its employees are provided with right opportunities and trainings to stay relevant with changing times. With aim to maintain its competitive edge in talent landscape, Kotak has introduced following initiatives over the financial year:

1. **Kotak Young Leaders Council:** The KYLC program was initiated to select a council of 14 members of age 40 years or less, who would shadow Group Management Council (GMC) and provide fresh perspectives that influence future direction of the company. With over 1,000 nominations and a rigorous selection process of five phases, the inaugural KYLC was a phenomenal success for the Bank.
2. **Talent Management:** The succession planning process was revamped to create a comprehensive framework to identify an internal talent pipeline for senior level roles.
3. **Career Development:** The internal job-posting framework has been bolstered to encourage professional growth of employees and provide opportunities to internal talent.
4. **Campus Recruitment:** The campus recruitment program has been revamped to enable a dedicated focus on management trainees, and facilitate their growth within Kotak.
5. **Engagement Initiatives:** As a pan-India manager-led initiative, a 21-Day Challenge was run in FY 2019-20 to strength engagement and built connected teams within Kotak. Furthermore, Infinite Inspirations project encouraged employees to share their colleagues' stories of courage, passion and success, thereby fostering pride in the Bank.
6. **Use of AI and bots:** The use of AI-based resume shortlisting has been implemented in select functions, with further AI-based tools to be applied in talent acquisition. Use of bots in some of the processes in the shared services function has led to reduced turnover time.

Training sessions are provided to both permanent and contractual employees. In FY 2019-20, the Bank imparted a total of over 25,000 hours of training to its employees via multiple formats such as simulation based learning, video-based learning, large format virtual learning events, e-learning – online self-paced learning and video based micro learning through byte sized video content.

### Employee Engagement

Kotak promotes and nurtures two-way communication with employees through various channels. This has helped the Bank understand their expectations and develop practices around them. The Bank conducts eNPS survey on an annual basis to gauge employee satisfaction and engagement. Employee Net Promoters Score (eNPS) is a scoring system designed to measure employee satisfaction and loyalty within the organization. In FY 2019 – 20, the Bank's eNPS is around 45 which is an improvement as compared to last year. In order to encourage participation among employees in various welfare initiatives taken by the company during FY 2019-20, Kotak undertook following measures:

1. Welfare initiatives and celebrations were extended to family members to ensure more engagement and hence more participation
2. Effective communication through invitation mails, posters, intranet postings, email signatures and reminder memos to inform employees of various benefits associated with welfare initiative was established
3. The Leadership team was also on board with initiatives and communication was sent through them to employees for more effective participation
4. Managers were also looped in for team participation as they are more likely to encourage employee participation.

## Diversity and Inclusion

Kotak believes that diversity at workplace creates an environment conducive to engagement, alignment, innovation and high performance. The Bank's Code of Conduct ensures that its people practices and systems are designed to be inclusive, irrespective of gender, race, religion, ethnicity, nationality, age, disability, HIV status, family status or sexual orientation. This has contributed to attraction and retention of employees with diverse backgrounds, experience and expertise, and provided an equitable work environment to all employees. The Bank seeks to enhance equal opportunities for men and women, prevent, stop and redress sexual harassment at workplace and institute good employment practices. The Bank also encourages differently abled people to work in various roles and functions.

A Diversity and Inclusion (D&I) council comprising of 10 members, which is led by the Group President – Consumer Bank has been constituted as an endeavor of the Bank to create an inclusive attitude in workplace. This council is also entrusted with responsibility to create policies around Diversity & Inclusion in the Bank. There are processes and mechanisms instituted to ensure that issues such as sexual harassment at work place, if any, are effectively addressed. Also, there is an Internal Complaints Committee, in compliance with the requirements of the Sexual Harassment of women at workplace Act, 2013. In order to strengthen women employees of the Bank, specific business roles exclusive for women hiring have been identified.

There was a dedicated campaign conducted for women employees on Women's Day and a pledge taken to bring in a tomorrow that is filled with opportunities of growth and prosperity, while maintaining a safe working environment. Also, a new brand called "Kotak Wonder Women" has been launched as an attempt to empower and recognize Kotak's women employees for playing an invaluable role in shaping our organization. The Bank's consistent efforts has brought about a positive change in female employee ratio as it has increase from 23% in FY 2018-19 to 24% in FY 2019-20.

## Health and Safety

Kotak is committed to providing a safe, healthy and conducive work environment for its employees. Towards this, the Bank conducts various training sessions related to physical security, general fire safety and evacuation drills. In FY 2019-20, regular fire evacuation drills were conducted across Kotak's office.

The security staff in each office building is also trained to deal with various threats and risks. Additionally, medical emergency trainings are provided to relevant personnel, and emergency contact information is communicated via proper channels to all employees.

As part of this endeavour, multiple initiatives such as awareness sessions on healthy lifestyle, medical checkups, full time counselor etc. were conducted. Kotak provides its employees with benefits such as medical insurance, emergency loan benefit, annual leaves along with leave encashment, maternity leave for women employees, paternity leave for male employees and emergency leaves over and above general leave balance, among other benefits.

## Principle 4: Stakeholder Engagement

The Bank engages in ongoing dialogue with key stakeholder groups to gain insight into their expectations and create long-term value. The objective of the exercise also includes identifying key economic, environmental & social trends that can be incorporated into Kotak's overall business strategy. The stakeholder groups are identified with due diligence after inputs from related experts. Key stakeholder groups identified for the Bank include: employees, customers & clients, investors & shareholders, government & various regulatory bodies, suppliers & business associates, communities & NGOs and the media.

Key Stakeholders	Medium for Engagement	Frequency of Engagement	Topics for Discussion	Relationship Manager
Investors and Shareholders	Emails, Letters, Investor Grievance Cell, Media, Analyst Calls, Meetings, Bank's Website	Annually, Quarterly and on a need basis, i.e. during events that take place concerning shareholders e.g. Extraordinary General Meeting (EGM)	Financial results, shareholder returns and dividends, issues related to shares' issue, transfer and dividend pay-outs. Post the quarterly results, a conference call is held wherein the senior leadership team participates and the call is open to all investors and analysts. The transcript of the call is also made available on the Bank's website.	Investor Relations Team, Secretarial Team
Customers and Clients	One-on-one interactions, customer satisfaction surveys, customer grievance cell, customer meets, customer helplines and toll-free numbers, media, the Bank's website	On-going and need-based (a few select branches have regular feedback meetings)	Customer experience and service quality, investment returns, product features and benefits, technology interface for banking experience	Relationship Managers, Branch Staff, Customer Service Team, Quality Team, Customer Experience Team

Key Stakeholders	Medium for Engagement	Frequency of Engagement	Topics for Discussion	Relationship Manager
Employees	Induction Programme, E-Mails, Town Halls, Skip-Level Meetings, Leadership Meetings, Employee Engagement Initiatives, Rewards and Recognition Programmes, Employee Grievance Cell, Intranet, Employee Satisfaction Surveys, Employee Volunteering Initiatives	On-going and need-based	Bank's policies and procedures, employee welfare issues, performance appraisal and rewards, training and career development, workplace health, safety and security, community development and employee volunteering	Human Resources Team, Corporate Social Responsibility Team
Government and Regulatory Bodies	Bank's Regulatory Filings, Compliance Statements, Meetings, Letters, Emails	As per regulatory requirements and need-based	License request and renewal, compliance with regulatory requirements, participation in government financial sector plans and programmes	Cross-Functional Teams
Suppliers and Business Associates	Meetings, Emails, Letters, Supplier and Business Associates Performance Reviews	On-going and need-based	Product/Service/Technology quality and support, contract commercial and technical terms and conditions, minimum wage payments, supplier and business associates' statutory compliances	Respective Departments Dealing with Suppliers and Business Associates, Commercial and Procurements team
Communities and NGOs	Community Development Initiatives, Proposals and Requests for New Initiatives and Funding	Need-based	Community needs, financial, infrastructure, human and organisational support	Corporate Social Responsibility Team
Media	Advertising, Media Interactions, Interviews and Responses, Meetings, Emails	On-going and need-based	Marketing and advertising agenda, information disclosure through media, viewpoints on industry, and other Bank-related opportunities and issues	Marketing Team, Corporate Communication Team

### Principle 5: Human Rights

Human Rights are universal and it is the responsibility of the businesses to ensure adherence to them. Kotak ensures that all its products and service offerings are made available to its customers without discrimination through its Fair Practice Code. The Bank understands its responsibility to uphold the dignity of all its stakeholders and safeguards their rights. Kotak values its employees and seeks to be a good employer. The Bank provides its employees with excellent primary and secondary benefits and development opportunity to promote their holistic growth and create a healthy work environment.

The Bank ensures that there is no child labour employed. The entry of any child labour within the premise is prevented, as the security personnel have been trained accordingly. Adherence of the terms and conditions outlined in the supplier contract related to Human Rights are monitored periodically.

### Principle 6: Environment

Kotak is cognizant of its responsibility as a responsible corporate and it undertakes sincere efforts to mitigate the impacts of its operations on the environment. The Bank aims to create a balance between the business and its sustainability performance. Thus, it has identified the core environmental areas to focus on. The Bank actively works towards reducing its energy, water and paper consumption and minimize greenhouse gas emissions. It also has adopted initiatives to manage its waste including e-waste and food waste.

### Energy Management

Energy generation leads to depletion of natural resources and increase of emissions. Therefore, managing the resources is of prime importance. The Bank strives to increase energy efficiency through renewable energy, carbon neutral solutions and efficient use of hardware. This is done through planning and executing energy management initiatives at Kotak facilities.

The key initiatives undertaken to drive energy efficiency across some of Kotak's office locations include:

- Procurement of renewable energy (wind energy) under open access scheme at 27 BKC
- Nyati- office at Pune and Neptune - office at Thane locations receiving LEED certification
- Installation of 4,130 sq. m. of carbon neutral floors at Adamas, Kalina
- Timely replacement of hardware with energy efficient alternatives
- Optimised usage of lights, fans, TVs and other devices in spaces like cafeterias, parking areas and washrooms

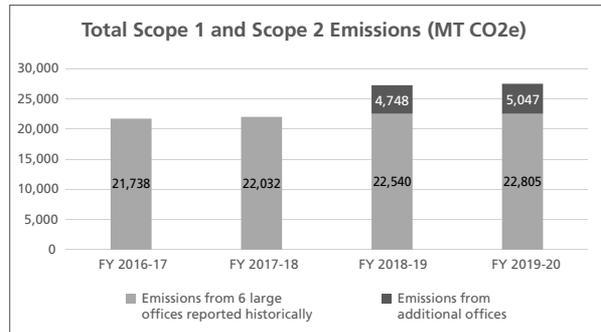
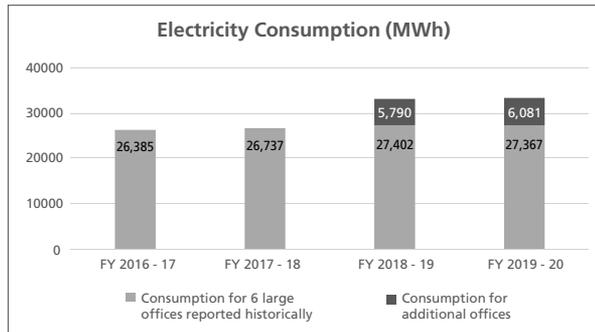
### Highlights:

1. In FY 2019-20, the energy savings achieved through the various energy conservation initiatives adopted is 923 MWh
2. Power utilisation in primary data center has increased just by approximately 3%, while the number of physical infrastructure housed in the data center increased by approximately 20%

Note:

Emissions have been reported for Scope 1 and Scope 2

Electricity consumption and emissions (Scope 1 & 2) in this Business Responsibility Report FY 2019-20 are different from data presented in Business Responsibility Report (BRR) FY 2018-19 due to revisions in the greenhouse gas (GHG) inventory post audit.



\*Over a period of time, Kotak has enhanced coverage of reporting Total Energy Consumption beyond 6 large offices to all large offices. The significant increase in electricity consumption and emission data in FY 2018-19 as compared to FY 2017-18 is largely due to increase in coverage. The emission data includes Scope 1 and Scope 2 data for 6 large offices and only Scope 2 data for 9 additional large offices in FY 2018-19 and the same has been measured in FY 2019-20 (one office has relocated to existing building). The Scope 2 calculation for FY 2019-20 have been made using the revised emission factor for electricity [Emission Factor - 0.83 as per CEA (CO2 Baseline Database for the Indian Power Sector, June 2018)].

### Water Management

Water is one of the most valuable natural availability of adequate and good quality water is key to achieving poverty reduction, inclusive growth, public health, food security and the sustenance of life on planet. . Water is a shared resource and its usage ranges from domestic to agricultural to industrial. India is whirling under sustained water crisis with 60 crore people suffering from acute water shortage. Though operating in the banking sector Kotak doesn't use water for its processes, it still does its part to effectively manage its consumption of same. There are various methods adopted at Kotak to optimise freshwater consumption at its office locations. Installation of aerators at handwash taps, recycling and reusing water etc. are some of the adopted measures.

### Highlights:

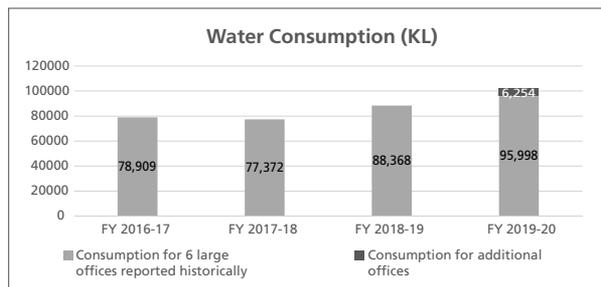
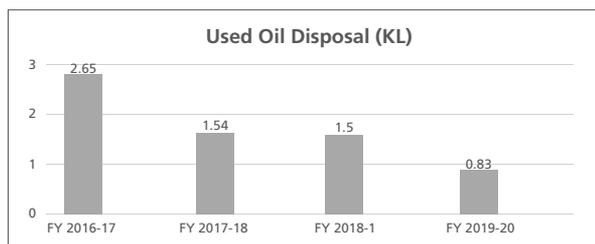
1. During FY 2019-20, 57,835 KL of water was recycled for consumption.

\* Over a period of time, Kotak has enhanced the coverage of reporting the Water Consumption. Data for FY 2018-19 has been restated to consumption for 6 large offices only which is different from BRR report of FY 2018-19. Data till FY 2018-19 only contains consumption for 6 large offices and doesn't include ground water or bottled water consumption in these offices and hence isn't comparable. In FY 2019-20, Kotak has also enhanced coverage to include drinking water consumed across 14 large offices, ground water in 6 major office, and also included tanker water consumed in additional 2 large office. The increasing trend in overall consumption is largely due to increase in coverage and additional sources being included. Historically data is thus not strictly comparable.

### Waste Management

#### Hazardous Waste

Kotak operating in the banking sector leading to generation of a large amount of e-waste (hazardous) and the some minimal quantities of



other hazardous wastes. There is a buy-back policy in place with the Original Equipment Manufacturers (OEMs) with respect to the Bank's hardware and the hard disks with sensitive information are disposed through the authorised e-waste agencies. This ensures responsible disposal of e-waste, while keeping in mind data security. Also, there exists are proper mechanism for disposal of other hazardous wastes such as used oil etc. through authorised waste management agencies.

# The used oil disposal data presented in the above graph represents generation owing to scheduled and breakdown maintenance activities.

### Food Waste

A large number of people in the developing nations go hungry or do not receive proper nutrition. This scenario arises the need for proper management of food so that it doesn't get wasted. Also, there are other consequences of food wastage such as waste of resources, emission of gases and unnecessary usage of water.

There is a robust process to monitor food waste at all the large offices of Kotak. Employees are made aware of the amount of food wasted in a day by displaying the quantity in the canteen and are sent the total quantity of food waste in a month over the mail. There are posters hung in the canteen area to sensitise the employee on the scarcity of food and the plight of people who face it.

### Reducing Plastic Waste

Glass dispensers have replaced single-use 500 ml PET bottles across 3 large offices. Glass water jars and disposable paper cups have been deployed in all the meeting rooms saving 4.5 lakh PET bottles each year.

### Paper Saving

The Bank focusses on reducing material consumption across its large office locations. One of the important materials consumed for the operation at Kotak is paper. Over the years, Kotak has increasingly focused on integrating digital applications across all aspects of its business. Embracing digital technology has not only helped improve efficiency in business operations, but also aided in environmental protection through bringing about reduction in paper consumption. Some of the initiatives taken to minimize the volume of paper consumed and thereby wasted are:

- Sharing welcome kits to 811 customers via WhatsApp
- Processing instant loan disbursements in a paperless format

Through these initiatives, in FY 2019-20 a total paper saving of 96.84 lakh sheets and envelopes has been achieved, which resulted in a total cost saving of ₹ 1.12 crore for paper and printing. Also, 4.78 crore A4-size sheets were recycled.

#### Highlights:

1. 31 tonnes of recycled paper was consumed during FY 2019-20

### Environmental Performance FY 2019-20

1. Number of A4 size sheets recycled - 4.78 crore
2. Paper saving initiatives lead to preserving approx. 1,994 trees
3. Total GHG emissions avoided are 766 tCO<sub>2</sub>e
4. Total energy saved 923 MWh
5. Total water recycled 57,835 kilolitres
6. Number of plastic water bottles (500ml) avoided 4.5 lakh

### Principle 7: Public Policy Advocacy

Kotak actively explores the present and emerging risk with respect to its business through various channels. One of the channels is to partner with associations providing it a platform to formulate policies and procedures which help to enhance stakeholder value creation. Currently, Kotak partners with the following:

- Advertising Standards Council of India
- Bombay Chamber of Commerce and Industry
- Confederation of Indian Industry
- Council of Fair Business Practices India
- Data Security Council of India
- Indian Banks' Association
- Indian Institute of Banking and Finance
- Institute of International Finance
- Financial Intermediaries Association of India
- Primary Dealers' Association of India
- The Employers Federation of India
- The Institute of Internal Auditors India

### Principle 8: Inclusive Growth

Aligned to its vision of value creation, Kotak works towards community development through its CSR initiatives focused on education and livelihood, healthcare, relief and rehabilitation, promoting sports.

### CORPORATE SOCIAL RESPONSIBILITY

Kotak has constituted a Board level Corporate Social Responsibility (CSR) Committee. The Board CSR Committee consists of Mr. C. Jayaram, Prof. S. Mahendra Dev, and Mr. Dipak Gupta.

The committee has been entrusted with the responsibility of driving the CSR programmes, environmental social governance (ESG) and the BRR agenda of the Bank. Kotak also has a Board-approved CSR policy that charts its approach to contributing positively towards the three Ps people, planet and profit (triple bottom-line) through its CSR interventions. The core CSR focus areas consist of:

- Education and livelihood
- Healthcare
- Relief and rehabilitation
- Promoting Sports

The Bank's CSR Policy is available on the Bank's website: [www.kotak.com](http://www.kotak.com)

Pursuant to the provisions of Section 135, Schedule VII of the Companies Act, 2013 (the Act), read with the Companies (Corporate Social Responsibility) Rules, 2014 the report of the expenditure on CSR by the Bank is as under:

The average net profit U/S 198 of the Bank for the last three financial years preceding 31<sup>st</sup> March, 2020 is ₹ 6,211.52 crore.

The prescribed CSR expenditure required U/S 135, of the Act for FY 2019-20 is ₹ 124.23 crore.

CSR Expenditure of ₹ 85.20 crore in FY 2019-20 as a percentage of average net profit U/S 198 of the Companies Act, 2013 for the last three financial years preceding 31<sup>st</sup> March, 2020 at ₹ 6,211.52 crore is 1.37%. Further, Kotak's CSR Expenditure at ₹ 85.20 crore, in FY 2019-20 was 133% higher than the CSR expenditure of ₹ 36.55 crore in FY 2018-19, which in turn was 38.45% higher than our CSR expenditure of ₹ 26.40 crore in FY 2017-18.

The unutilised CSR Expenditure from the prescribed CSR expenditure amount U/S 135 of the Companies Act, 2013 is ₹ 39.03 crore and the foremost reason for the underspend of Bank's CSR expenditure is the NGOs' inability to utilise large CSR expenditure allocated under the Bank's numerous CSR Programmes.

The responsibility for decision making regarding the CSR initiatives and expenditures incurred on behalf of the Bank lies with the Board and the Board CSR Committee. The focus of most of the initiatives undertaken by the Bank is towards long-term development of communities at large to narrow the gap between the haves and have nots. The Bank has been building its CSR capabilities sustainably and is continuing this journey by voluntarily increasing its expenditure and implementing long term initiatives.

The Bank identifies suitable NGOs partners to carry out these programmes. The Bank focuses on implementing programmes that are sustainable, scalable and can be implemented across various locations with measurable and sustainable impacts amongst the community.

Most of the Bank's CSR programmes undertaken are in the area of Education and Livelihood, Healthcare, Promoting Sports, Relief and Rehabilitation and Reducing Inequalities Faced by Socially and Economically Backward Groups. The Bank's CSR footprint has been consistently increasing over the years and is striving towards broadening its reach and increasing its expenditures in the coming years.

Further, the Bank does not consider "administrative overheads" as part of its CSR Expenditure.

The details of CSR programmes and expenditure u/s 135 of the Companies Act, 2013, for FY 2019-20 are:

Sr. No.	CSR Project / Activity Identified	Sector in Which the Project is Covered	Area of Project Implementation (Name of the District/s, State/s Where Project Was Undertaken)	Programme / Project-Wise Budgeted Amount (₹ lakh)	Programme / Project-Wise Actual Spend During the Year – Direct Expenditure (₹ lakh)	Programme / Project-Wise actual Spend During the Year – Overheads (₹ lakh)	Cumulative Expenditure Upto Reporting Period (Since FY 2014-15) (₹ lakh)	Amount Spent – Direct or Through Implementing Agency (₹ lakh)
1	Education & Livelihood	Promoting education and employment enhancing vocation skills	PAN-India	3,824.34	2,900.70*	367.30*	12,015.85	Implementing Agency - 3,824.34
2	Healthcare	Promoting health care including preventive health care	PAN-India	571.97	466.42**	30.74**	1,837.25	Implementing Agency - 571.97
3	Relief and Rehabilitation	Relief and Rehabilitation	PAN-India	3,000.00	3,000.00	N.A	3,599.98	Implementing Agency - 3,000.00
4	Promoting Sports	Sports	PAN-India	1,120.73	1092.82***	3.02***	1,390.73	Implementing Agency - 1,062.50 Direct – 58.23
5	Reducing Inequalities Faced by Socially and Economically Backward Groups	Reducing Inequalities Faced by Socially and Economically Backward Groups	PAN-India	2.50	2.11	0.39	28.75	Implementing Agency - 2.50
<b>TOTAL CSR SPEND U/S 135 OF THE COMPANIES ACT, 2013, DURING FY 2019-20</b>							<b>8,519.54</b>	

\*Out of ₹ 3,824.34 lakh CSR Expenditure payment made to partner NGOs by the Bank under its CSR Programme on Education & Livelihood in FY 2019-20, ₹ 556.34 lakh was unutilised by the NGO, as of 31<sup>st</sup> March, 2020 (Due to extended lockdown since March 2020, one of NGO's was unable to provide fund utilisation details and spends for same has been estimated based on past trends). The NGOs have assured that they will utilise these unutilised CSR funds towards the Bank's Programmes in FY 2020-21.

\*\*Out of ₹ 571.97 lakh CSR Expenditure payment made to partner NGOs by the Bank under its CSR Programme on Healthcare in FY 2019-20, ₹ 74.81 lakh was unutilised by the NGOs, as of 31<sup>st</sup> March 2020 (Due to extended lockdown since March 2020, two NGO's were unable to provide fund utilization details and spends for same has been estimated based on past trends). The NGOs have assured that they will utilise these unutilised CSR funds towards the Bank's Programmes in FY 2020-21.

\*\*\*Out of ₹ 1,120.73 lakh CSR Expenditure payment made to partner NGOs by the Bank under its CSR Programme on Sports in FY 2019-20, ₹ 24.89 lakh was unutilised by the NGOs, as of 31<sup>st</sup> March 2020. The NGOs have assured that they will utilise these unutilised CSR funds towards the Bank's Programmes in FY 2020-21.

#### Details of CSR activities and expenditure u/s 135 of The Companies Act, 2013

- **NGO Partners for Bank's Programme on Education & Livelihood:** Action for Ability Development And Inclusion, Deeds Public Charitable Trust, Head Held High Foundation, IIMPACT, IT For Change, Kotak Education Foundation, National Centre For The Performing Arts, National Society For Clean Cities India, Navinchandra Mafatlal Sadguru Water And Development Foundation, Om Creation Trust, Pratham Education Foundation, Ramakrishna Sarada Mission Matri Bhavan, Samarpan Foundation, Sarva Vidyalaya Kelavani Mandal, Seth Sarabhai Mangabhai Trust Fund, SOPAN, The Blind Welfare Organisation, Vidhi Centre For Legal Policy, Vishwas Vision For Health Welfare And Special Needs, Youth 4 Jobs Foundation
- **NGO Partners for Bank's Programme on Healthcare:** Cancer Patients Aid Association, CanKids...KidsCan, Cansupport, Indian Council For Mental Health (Hygiene), KARO Trust, Khushi Baby Association, Make A Wish Foundation Of India, OCA Foundation, Tata Memorial Centre, The Ganga Foundation, The Society For The Rehabilitation Of Crippled Children, Wockhardt Foundation
- **NGO Partners for Bank's Programme on Relief and Rehabilitation:** Odisha State Disaster Management Authority, and Prime Minister's Citizen Assistance and Relief in Emergency Situations Fund (PM Cares Fund)
- **NGO Partners for Bank's Programme on Sports:** Foundation for Promotion of Sports and Games (OGQ), JSW Foundation, Pallela Gopichand Badminton Foundation

- **NGO Partners for Bank's Programme on Reducing Inequalities Faced by Socially and Economically Backward Groups:** Habitat for Humanity India Trust

The following section elaborates on the various initiatives undertaken:

## CSR Programme on Education and Livelihood

### Kotak Education Foundation (KEF)

KEF is Kotak's primary vehicle to implement its CSR Programme on Education and Livelihood. KEF supports children & youth from underprivileged families through different education and livelihood based interventions to help them rise above the poverty line & lead a life of dignity through sustainable processes. In FY 2019-20, KEF worked with some of India's most economically underprivileged communities in and around Mumbai city. KEF partnered with 100 schools, which is growth of ~117% over FY 2018-19. KEF reached out to over 1.05 lakh students in FY 2019-20. It also empowered nearly 2,700 youth, including about 1,900 women, through livelihood training. Through the foundation, Kotak conducts many initiatives such as:

### EXCEL

EXCEL offers scholarships and counselling to meritorious students from below poverty line families starting from 10<sup>th</sup> standard until their graduation. In FY 2019-20, the counselling sessions were modernised and mock exam sessions were conducted for 12<sup>th</sup> standard students. Online life skill sessions were also started in the year and over 104 students participated in same. An in-house counsellor was also made available for the students.

#### Key Outcomes

Out of the 143 students of the 2017 batch, 141 students completed their high school education successfully. Two students secured a score of 90% and above and 29 students secured between 80 and 89% in the higher secondary exams. KEF has conducted 13,309 mentoring sessions and has mentored 755 students. It has also provided 512 students with scholarships to pursue higher education and 37 beneficiary students have been professionally placed.

#### Success Story: A Journey towards a Brighter Future

Dnyanraj Ashok More is pursuing a degree with the help of EXCEL Scholarship Programme. He belongs to an underprivileged family and was raised by his uncle and aunt, while his parents were away in the village employed in farming activities. He completed his schooling from Amarkor Vidyalaya and scored 90% in his 10<sup>th</sup> standard board examination. He was offered EXCEL scholarship award by Kotak Education Foundation, which has helped him pursue higher education - Diploma in Mechanical Engineering from KJ Somaiya Polytechnic College.



### UNNATI

UNNATI is a livelihood enhancement programme that caters to the youth belonging to the age group of 18-25, who have dropped out of school or college due to financial, personal or academic reasons. Under UNNATI, youths are imparted life skill and vocational training in multiple domains such as hospitality, retail, beauty care, banking and technical multi-skills. In FY 2019-20, KEF also collaborated with Life supporters Institute of Health Sciences (LIHS) and K.J. Somaiya Private Industrial Training Institute (KJSPITI) for providing quality training to the youth.

#### Key Outcomes

In FY 2019-20, nearly 2,695 youth were equipped with life and vocational skills through training of which 626 secured jobs in the organised sector and 79 aspirants started their own entrepreneurial venture. The average monthly salary for youths placed through UNNATI programme increased from ₹10,400 in the FY 2018-19 to ₹ 11,300 in FY 2019-20, a growth of 9%.

#### Success Story: Looking Beyond Obstacles

UNNATI programme, through its classroom activities helped Dipali Gaikwad become confident. Dipali went on to host a talent show for her senior batch and was awarded for the most amicable aspirant. She now works at Burger King earning ₹ 11,000 per month which was possible through her dedicated efforts and support from the UNNATI team.

### UMANG

Under UMANG, KEF empowers the partner school students to develop proficiency in Spoken English and also provides exposure to students for digital literacy, critical thinking, and problem-solving. About 40 students participated in the international Olympiad and performed well. Also, 49 students from the UMANG Communication Club participated at the US Consulate, Mumbai in building an obstacle course to create robots.



### Key Outcomes

5,783 students were trained in Spoken English in FY 2019-20 and 1200 SSC students were supported by Language Enrichment programme during the year. 877 students participated in the Accelerated Learning Program and 990 students participated in the RAYZ – Spoken English performance on professional stage. A video made on personal hygiene by UMANG students was chosen as one of the top 100 inspiring projects in an initiative driven by Design for Change.

#### Success Story: The New Approach to Learning

UMANG has introduced a new approach of 'Flipped Learning' targeted at students from 8<sup>th</sup> to 10<sup>th</sup> grade to inculcate a practical method of learning. This initiative covered almost 2,000 students in FY 2019-20. Under this initiative, curated videos, infographics, worksheets and assignments were shared through class-wise WhatsApp groups. This method of teaching resulted in active participation of students in day to day activities which led to the enhancement of their skills and confidence.

### GURU

Under GURU programme, KEF focuses on the development of teachers in order to enhance their teaching capabilities which eventually impacts students' learning outcomes. The intervention focuses on content, pedagogy, integration of information technology and continuous learning attitude to strengthen teaching practices in school. In FY 2019-20, three teachers and nine students were selected to represent India at 'Our Future Earth Conference', held in Singapore between 4<sup>th</sup> and 6<sup>th</sup> December, 2019. Teachers from six schools implemented 'Young Person's Plan for the Planet (YPPP)' programme to analyse community related issues as a step towards sustainable development.



#### Key Outcomes

Under this initiative 330 teachers across various schools were trained in FY 2019-20, which is a growth of 17% compared to FY 2018-19. It was observed during assessing teachers' capabilities that 97 teachers exhibited an improvement. More than 80 teachers have attended workshops on robotics, Sustainable Development Goals implementation and design thinking.

#### Success Story: Imparting Effective Learning Sessions

The GURU initiative has transformed teachers' learning imparting process by improving their quality of lecture delivery. The teachers are trained through series of classroom supports, follow ups, feedbacks, workshops, events and competitions. This initiative has led to the use of innovative and new pedagogies, delivering lectures in English, conducting interactive classes and ensuring a safe learning environment which has greatly impacted the learning outcomes of the students. Teacher Rahul Maurya, has shown a developmental change and has adopted 'inquiry-based learning approach' resulting in making teaching more delightful.

### LEAD

Under LEAD programme, KEF fosters school leaders to strengthen their leadership and managerial capabilities. The intervention supports head teachers to develop distributed leadership and democratic culture in the school. In order to improve the existing KEF model, Whole School Turn Around Project (WSTAP) was designed and has been initiated in 3 schools impacting around 2000 students, 55 teachers, 6 head teachers and trustees. A School Development Plan has also been made for implementation over the next three years.



#### Key Outcomes

The LEAD programme's school outreach increased by 127% in FY 2019-20 as compared to FY 2018-19. 2,404 "I Can Do It" sessions were held and 380 school leaders across 75 schools attended it. In addition, 75 school leaders attended an exposure visit conducted by IIT Delhi; Indian Democratic Education Conference at Coimbatore known as the Edu Carnival. As a result of the programme, 43 school leaders have developed personal vision statements and are implementing ideas and initiatives to work around it. All these initiatives have led to an increase of beneficiaries by 154% compared to last reporting year.

### Success Story: A Journey towards Successful Leadership

The secondary section headmistress of AVM Academy was concerned about school's syllabus and results. She was looking for opportunities to enable students with self-learning, critical thinking, developing a perspective of the current social situation and also encouraging innovative ideas to strengthen the democracy of the country. This was realised by her, post one of her exposure visits and ICDI (I Can Do It) sessions organised under the Lead programme. The Lead programme has enabled the headmistress to structure a better syllabus and initiated 'Chintan Baithak' for her students to enable better governance structure of the school.



### PARVARISH

Under PARVARISH, KEF works in collaboration with parents and teachers for the holistic development of children. The programme also equips parents to help support children in gaining proficiency in literacy-numeracy levels through behavioural and attitudinal changes.

#### Key Outcomes

3,972 parents were positively impacted through various workshops under PARVARISH initiative in FY 2019-20. KEF team also conducted 9,634 home visits assessments during the year.



### Success Story: Paving Way for Better Parenthood

The dual responsibilities of homemaker and breadwinner on Swati Khabale left little room for fulfilment of her responsibilities as a parent. A note from her younger daughter's teacher made her enrol in the PARVARISH Programme. The sessions and workshops attended by her made her realise the room for improvement in her interaction with her daughters. The sessions also helped her in strengthening her relationship with her husband and both of them now work together as parents towards the development of their children.

### HEALTH

The objective of the HEALTH initiative is to generate awareness about preventive and corrective health measures. KEF through HEALTH endeavors to improve the wellbeing of students and to inculcate healthy habits so that they can attend school more regularly. Under this programme, KEF team reached about 1,562 beneficiaries to enquire about their health to make aware about measures to be adopted for prevention of the COVID-19. A non-invasive technique for hemoglobin estimation and timely results was also introduced during the year.

#### Key Outcomes

The programme positively impacted and trained 16,254 unique students, 3,280 parents and 38 support staff in proper hygiene and cleanliness in FY 2019-20.

- 4,319 adolescent girls were sensitised on various issues like safe and unsafe touch, sexual assaults etc.
- Two rounds of deworming tablets were given to 10,035 students.
- Surgeries like tear gland repair surgery (one), cataract surgeries (two) and seven corrective surgeries (squint) were also conducted for the better wellbeing
- 8,948 students were provided with eye care services.



### Success Story: The Journey to be a Socially Responsible Citizen

Sufiyan and Armaan of Vinay High School, Chembur after attending one of the Majhi Swachcha Shala (MSS) session decided to bring in a change in the mind-set of the residents so as to do away with the pile of the garbage being thrown irresponsibly by the residents. As part of the collective consciousness, their efforts are being supported by other students in bringing in a change in the littering habits of the residents of the societies near their school.

**NIRMAAN**

Under NIRMAAN, KEF provides infrastructural support to partner schools by upgrading various school facilities thereby creating safe physical environment for the students.

**Key Outcomes**

The programme has helped improve infrastructure of 12 schools in FY 2019-20. Two of the schools went through a complete upgrade, which included fixing of damaged roof, replacing damaged plaster & painting internal & external walls, replacing damaged electrification including cables & fixtures, among much more.

**Success Story: The Face of a New Beginning**

Anjuman Riyazul School was one of KEF partner school with poor infrastructure. The school building was in a dilapidated state, which posed safety concerns to the students. The NIRMAAN programme overhauled the entire school premises right from upgrading the classrooms to properly fixing all the electricity wires, without hampering the school curriculum, activities and school timings.

**BWO**

Blind Welfare Organisation of Nashik (BWO) works for welfare of visually impaired so that they can live in a safe, secure social environment within the community and endeavours to create equal opportunities for visually impaired. Under Kotak's CSR Programme, in FY 2019-20, NGO printed and distributed 'Navneet Digest' in Braille, which contains Hindi, English, Marathi and Social Science course content, for the visually impaired students of 10<sup>th</sup> grade. In FY 2019-20, the collaboration resulted in printing of books and distribution of 350 sets of digest in Braille. Each digest has 5 volumes and one set contains 20 Braille books. These digests, in Braille, were distributed in 44 schools, where they serve as reference book.

**DEEDS**

Deeds Public Charitable Trust (DEEDS) is an NGO which primarily works with hearing impaired people, provides education, imparts vocational skills, assists in getting them admitted for higher education, employment and even help them become entrepreneurs thus making the beneficiaries self-reliant capable individuals. Under Kotak's CSR Programme, in FY 2019-20, DEEDS implemented College Preparatory Programme which aims to prepare students to take 12<sup>th</sup> Standard Board Exam in Commerce Stream at Mumbai, which resulted in benefitting 110 deaf adults.

**Success Story of Sana Shaikh**

Sana comes from a poor family. She lost her father to cancer at an early age, and now her mother supports the family by working as a cook. Her younger sister also possesses a hearing disability. She joined DEEDS College Preparatory Programme to complete her education. This programme will help her earn a livelihood after completing her education.

**Success Story of Prachi Yelonde**

Prachi belongs to a mediocre family where her father is an employee of a private company and the sole earner of the family. After joining DEEDS junior college, she became confident and expressive. She overcame her fear of the English language.

**Om Creations Trust**

Om Creations trust is a public charitable trust working towards rehabilitation of mentally challenged persons, especially those affected by Down 's syndrome. Om Creations Trust offers a holistic rehabilitation programme for individuals with mental disabilities. Kotak supported the programme "Om Abode" at Khande village in Karjat. Under this programme a multi-functional space for 320 mentally challenged adults and disabled beneficiaries and their caregivers has been created for them to live and work. The objective of this programme is to develop a self-sustaining centre that will act as an integrated education, skill development centre and production hub involving all stakeholders to promote a healthy environment.

**SOPAN**

Society of Parents of Children with Autistic Disorders (SOPAN) SOPAN is a non-profit organisation formed for the purpose of empowering individuals with autism and other developmental disabilities, and supporting their families. SOPAN has a multi-disciplinary team made up of Psychologist, Special Educators, Occupational Therapist, Speech Therapist and Adaptive Physical Educators which work towards a common goal, for the holistic development of these special children and youths with autistic disorder. Kotak collaborated with SOPAN in FY 2019-20 for development of SHANAY, an Autism Resource Centre. Once completed, SHANAY will offer multiple facilities such as Respite Care Unit (RCU), School and Vocational (SVT) unit and Research and Resource Development (RRD) unit.

**Vidhi Centre for Legal Policy**

Vidhi Centre for Legal Policy (Vidhi) is a not-for-profit company and an independent think-tank doing legal research to make better laws and improve governance for the public good importantly for the marginalised and under privileged community. Under Kotak's CSR Programme,

Vidhi has initiated a programme “Kotak Karma Vidhi Inclusive Education Programme”. The main objective of the programme is to identify, suggest and amend the key provisions in the Right to Education Act, which are not conducive to the mandate of inclusive education, and to identify the key challenges to the implementation of the policies related to inclusive education in India. During the reporting year, a report titled ‘Towards an Inclusive Education framework for India: An analysis of the rights of children with disabilities and the RTE Act’ was prepared after consultation with multiple stakeholders such as civil society organisations, government officials etc. A research proposal to understand the issue of special educators and special schools based on the report is also initiated.

**Success Story of Positive reviews from peer reviewers and network building**

The draft report Towards an Inclusive Education framework for India: An analysis of the rights of children with disabilities and the RTE Act has received positive reviews from peer reviewer Mr. Rahul Bajaj and Mr. Amar Jain. Both have acknowledged that there was a huge policy research gap in the field of inclusive education. This has also helped build networks with disability rights groups and associated stakeholders.

**VISHWAS**

Vision for Health Welfare and Special Needs (Vishwas) is a not for profit organisation working in the field of disability and inclusive development. Its mission is to create a diverse and inclusive society where every individual is ensured equal rights and opportunities in a dignified manner. Kotak supported education of ten students (from very poor financial background) studying in VISHWAS Vidyalaya, Gurugram. The main objective of the programme is to promote and ensure mainstream education for children with disabilities together with children from poor socio-economic background in an Inclusive set-up of VISHWAS Vidyalaya. Children are given exposure to the latest digital technology, educational trips are organised and regular evaluation on academic performance is conducted along with co-curricular activities like sports, music, dance and outdoor cultural events.

**Success Story of Neeru**

Neeru, an 8<sup>th</sup> standard student with cognitive impairment joined VISHWAS in April 2018. In the beginning it was difficult to understand her due to her unclear speech and broken sentences, now with proper training and guidance she can communicate effectively. This has increased her confidence and helped her to grow. She is enthusiastic about participating in various activities conducted by the school and participates in all of them, especially in sports and dance competitions. She is regular, punctual and is passionate towards her studies.

**AADI**

Action for Ability Development and Inclusion (AADI) is a Delhi based NGO that works towards creating enabling environment so that people with disability can become an integral part of society, participating in the community and living life to the fullest, with equitable access to opportunities and services. Kotak supports AADI's Life skills Training Programme for People with Disabilities (PWDs). The endeavour of the programme is to facilitate PWDs to develop everyday life skills which include communication, decision making, problem solving, developing social skills for interpersonal interactions, healthy relationships and most importantly a positive self-concept. The programme has impacted 61 young adults with disabilities.



**IIMPACT**

IIMPACT was established in 2003 by a group of senior industry professionals, mainly Alumni of IIM, Ahmedabad. Its mission is to educate the girl child from socially and economically backward communities in remote, rural areas, mainly in North Central, and East India. IIMPACT is focused on educating and empowering rural girl children. Kotak supported 218 learning centres were able to provide educational support to about 6,145 girl child. These centres follow single teacher led primary level education using multi-grade multi-level approach. The Programme also builds the capacities of these teachers, who are also part of the local community, by conducting quarterly trainings for all its teachers to ensure that they possess the necessary support and knowledge to run their respective learning centres efficiently and effectively.

**Success Story of Nirjala Jhariya, a school drop-out**

Nirjala Jhariya a 12-year-old from Boro village, Raigarh district, had to drop out of school in order to help her family in farmland activities and basket weaving. She joined the Learning Centre set up in Boro as part of the IIMPACT Girl Child Education Program to continue her education. Nirjala is a meritorious student and aspires to become a doctor.

**Success Story of Sukanti Ghogre, a teacher with a passion**

Sukanti Ghogre, a 19-year-old girl from the village Alola, is a teacher at the Jatatkra Learning Centre established as part of the IIMPACT Girl Child Education Program. She belonged to a poor economic background and joined the Learning Centre soon after she completed her 12<sup>th</sup> standard. After completing a couple of years working at the centre, she is now pursuing her BSc degree from home. She is passionate not only towards achieving education but also for teaching.

### Success Story of Sundarbari Learning Centre, Community Paved the Way

Sundarbari Learning Centre was established around three years ago where most of the villagers were not aware about the importance of education. As a result, their children were not able to get proper academic guidance. IIMPACT's Learning Centres for girls received great response from the villagers. However, due to lack of space, the process of establishing the Learning Centre was being delayed. During a community meeting, in the presence of the Sarpanch, and other Panchs of the village, discussion on this issue as well as on the importance and scope of girl child education was held. The Sarpanch took responsibility and suggested that a community hall be constructed where the activities of the Learning Centre can take place. The learning centre is now active. The girls show a lot of dedication towards their studies and are supported by their parents. The community meetings are held regularly ensuring a healthy rapport among all the community members.

### NSCCI

National Society for Clean Cities India (NSCCI) is a not for profit organisation formed with the purpose of keeping the environment healthy & clean and also focuses on early education. The NGO has been working in the field of education, nutrition and health care to children from slums at multiple locations in Mumbai. Kotak, in collaboration with NSCCI provides quality pre-school education to children from underprivileged families, under the programme Balwadi. In FY 2019-20, 360 children have benefited from this programme.

### IT for Change

IT for Change work in the areas of education, gender, governance, community informatics and internet/digital policies. It aims for a society in which digital technologies contribute to human rights, social justice and equity.

Kotak has partnered with IT for Change to provide a blended learning course for the teacher's training programme which would empower them to comfortably integrate ICT in their teaching career. In FY 2019-20, IT for change has conducted teacher training programs for about 700 teachers on ICT (Information and Communication Technologies) integration as a part of their "Transforming School Education through ICT integration" programme to improve quality of school and teacher education in multiple states. As part of the programme state wide teacher training on digital methods, development of ICT text books, syllabi and curriculum, OER portal for state-wide access to relevant e-content, school and community level innovation labs to explore new methods and approaches to ICT integration in education.

### NCPA

National Centre for the Performing Arts (NCPA) work in the space of preserving and promoting India's rich and vibrant artistic heritage in the fields of music, dance, theatre, film, literature and photography, as well as encouraging new and innovative work by Indian and international artists from a diverse range of genre.

Under Kotak's CSR Programme, NCPA Arts implements two programmes:

- Nriyaparichay is a dance training programme that provides holistic development and well-being of the child, while at the same time helping to keep alive the rich and diverse folk cultures and art forms existing across our country. The programme impacted 156 students from poor economic background studying in municipal school, day care center and privately aided school in Mumbai.
- Kalashaala – Music for Schools is a specially curated music education programme that imparts musical training to children thereby enhancing their physical, social and self-development and overall holistic growth over a period of time. The programme impacted 186 students from poor economic background studying in municipal school, day care centre and privately aided schools in Mumbai.

### Samarpan

Samarpan Foundation strives for providing healthier and happier future for the vulnerable children and their families. The organisation works in the area of education, health, hunger, poverty, malnutrition, reducing inequalities and slum development. Samarpan Foundation has set up a tuition centre in Chimbel Slum, Goa with the aim to reinforce knowledge, life skills and confidence among students so that they can have a better livelihood in the future. As of now 32 students are taught under this initiative. A similar initiative in Kishangarh, Delhi imparts basic education in reading, writing, Mathematics, Hindi, & English along with an elementary understanding of social sciences to children of slums. At Kishangarh, meals are also provided to meet the nutritional needs of the malnourished children. The program has benefited about 700 students at Kishangarh in FY 2019-20.

### Head Held High

Head Held High Foundation is an NGO that works towards eradication of poverty by empowering people and communities in India. HHH has trained youths from the remote villages of Karnataka, Maharashtra, Madhya Pradesh, Uttar Pradesh, Bihar, Odisha, West Bengal, Jharkhand, Chhattisgarh, Rajasthan and Uttarakhand.

Head Held High-Kotak Make India Capable Programme is to alleviate poverty by imparting life skills to underprivileged youth. Under Kotak's CSR Programme, Head Held High has trained 567 youth, in FY 2019-20, thereby making them life and work ready by undergoing training across six sprints in a span of six months.

### Success Story: Made a Difference

Aliya had to discontinue her studies due to financial constraints. She enrolled in the Programme and successfully completed her six-month training. The training helped her getting a job offer from Pizza Hut and she re-located to Hyderabad to pursue work and her dreams.

### Youth4Jobs

Youth 4 Jobs Foundation (Youth4Jobs) is one of the largest not for profit organisation in India focusing on skilling and placing youth with disability in jobs. It also provides a comprehensive end-to-end solutions to companies in inclusive hiring. Youth4Jobs with the support of Kotak implemented a 'Project Parivartan – from Disability to Ability' to cater to economically disadvantaged, vulnerable and disabled youth in Patna, Dehradun, Kochi and Dimapur. This programme trained young individuals for a period of 60 days. Under this programme, 196 youth were trained of which 75 were provided with jobs.

### Success Story: Overcoming the Challenges

Krishna Prasad did B.Sc. Special education but did not get any job because of his disability. He enrolled himself in Kochi training centre and underwent two months training which helped him in improving his English, soft skills and Computer knowledge. Post training he got selected by the Reliance Trends as Counter Staff.

### NM Sadguru

Navinchandra Mafatal Sadguru Water and Development Foundation (NM Sadguru) is a non-profit organisation established in 1974. Its main objective is to improve the living conditions of rural and tribal communities through sustainable livelihood. Kotak partnered with NM Sadguru Water and Development Foundation to promote high value crops and vegetable cultivation. The overall objective is to enhance the quality of life of 5,000 rural/tribal poor families through agri-based livelihoods. The programme ensures adoption of sustainable agriculture practices to increase farm income. It facilitates developing value chain for better price realisation, leading to holistic benefit at household level.

### Pratham

Pratham Education Foundation (Pratham) is an innovative learning organization that believes that every child should be in school and learning well. Pratham is focused on providing high-quality, low cost and replicable interventions to address gaps in the education system. Pratham has also been training underprivileged youth from economically disadvantaged backgrounds for employment or self-employment. Kotak-Pratham Women Employment and Hospitality Programme seeks to train youth from economically disadvantaged backgrounds in the age group of 18-30 years and provide them with employable skill sets, coupled with access to employment and entrepreneurship opportunities across 9 states in India through 19 residential and non-residential training centres. 4,256 youth were enrolled, and 3,686 students have completed their training, out of which 3,118 students have been placed in FY 2019-20.



### Success Story of Hard work and Perseverance

Jayalakshmi's mother beamed with pride as she flaunted the brightly colored saree that her daughter had bought for her from her maiden salary. Jayalakshmi had to drop out of her studies after class 12<sup>th</sup>, due to sudden demise of her father. She started working as a labour to help her mother and siblings. She later on joined Healthcare training centre at Vizag. With her hard work and perseverance she overcame the difficulties of her daily to and fro travel of 60 kms to complete the course successfully. After the completion of the course, she got an offer from KIMS ICON Hospital and is now working as Assistant Nurse.

### RKSMMB

Ramakrishna Sarada Mission Matri Bhavan (RKSMMB) runs a charitable hospital in Kolkota and also manages a nursing college in same premises. In collaboration with RKSMMB, Kotak has supported various infrastructure development at Nursing Assistant Student Hostel. A lift has been installed in the Nurses Student Hostel and adjoining Nurses Hostel to facilitate easy movement within the premises for students, staff nurses and especially for elderly senior staff nurses. This project has benefitted 156 students and staffs. Kotak also supported installation of Lighting Protection Systems and Load Balancing Systems to prevent fire and destruction of electronic circuitry components. During the year, Kotak also supported the cost of extension of dining room and kitchen to improve the capacity of the common kitchen that serves the nursing students, hospital staff and hospital patients.

## CSR Programme on Healthcare

### Wockhardt Foundation

Wockhardt Foundation was established in the year 2008 by Sir Dr. Huzaiifa Khorakiwala, which works in multi-disciplinary social cause. The Foundation's flagship programme 'Mobile 1000' aims at operating 1000 Mobile Vans in rural India and administering free primary healthcare to 25 million Indians every year. Development and the well-being of communities and society is largely dependent on health. Thus, making it a central measure of the country's development. India has many areas lacking basic healthcare services amongst other scarcities. Medical Mobile Vans (MMVs) provide a wide array of medical services that range from helping homeless to assisting disaster victims. The service forms an effective medium to provide accessible, affordable and accountable quality health services to the disadvantaged and vulnerable communities in the different parts of the country.



Kotak to provide basic healthcare facilities to the underprivileged (rural poor) partnered with Wockhardt Foundation. There are six MMVs that operate for 6 days per week in and around Hyderabad, Telangana under this programme and provide free medical check-ups, free distribution of medicines for patients, free basic diagnostic tests, health education and awareness and also provide referral to other healthcare facilities. Over 1,75,000 beneficiaries were treated and directly benefitted through the six MMVs in the FY 2019-20.



### Ganga Foundation

The Ganga Foundation is a non-profit working towards enhancing the quality of life of persons with spinal cord injury in India by ensuring quality rehabilitation, enabling livelihood and breaking attitudinal barriers. Kotak implemented 'The Right Wheelchair Programme and The Spinal India Peer Trainers-Quality Rehabilitation Programmes' in collaboration with the Ganga Foundation. These programmes are, to empower persons with spinal cord injury by providing quality mobility solutions to persons with spinal cord injury from underprivileged sections for indoor and outdoor use that enables them to lead a normal life. During this year, wheelchairs were provided to 69 people with spinal cord injury. The Spinal India Peer Trainers-Quality Rehabilitation Programme enables peer training and mentoring for persons with spinal cord injury across India by persons with spinal cord injury. Under this programme, 10,780 unique lives were touched by direct and technology connect.

#### Success Story

Spinal India Peer Trainer Kamal Kanta's visit to Sriram Chandra Bhanj Medical College & Hospital, Cuttack has helped timely intervention and guidance to about 30 persons with spinal cord injury. The mentoring has made a marked difference in duration required for bedsore healing, thereby reducing hospital stay duration and associated costs and enabling earlier rehabilitation of these people.

### CanKids...KidsCan

CanKids...KidsCan has been founded by Poonam Bagai, a stage 4 cancer survivor. Cankids...KidsCan provides holistic care, treatment and support to children suffering from cancer, and their families. The Home Away from Home "SNEHOGRAH" programme in Delhi supported by Kotak has benefitted 1,290 people which includes 496 children suffering from cancer and their family members. The Programme has provided them accommodation, transport facility to and from hospitals and holistic care and support to prevent abandonment of treatment. Kotak also supported Medical Assistance Programme that has supported 1,318 patients by way of medicines, diagnostics, surgeries, radiation, prosthesis, palliative care and after cancer treatment therapies.

### CanSupport

CanSupport has been founded by Harmala Gupta – a cancer survivor. NGO's purpose is to reach out to people with cancer and bring about a holistic and lasting transformation in their lives. The NGO provides palliative care, free of cost, to people with advanced cancer. The NGO also provides emotional support to the doorstep of those who have been told that there is nothing more that can be done for them in terms of further cancer treatment. Kotak supported the Palliative Care Programme of CanSupport in West Delhi. A home-based palliative care team of CanSupport comprising of a physician, a nurse and a counsellor looked after 175 patients and 526 caregivers. They also conducted 1,361 home visits providing care with their physical and psychological pain reducing methods.

#### Success Story

Anubha Bankoti, a 21-year-old patient suffering from neuroendocrine carcinoma. Her family approached CanSupport for palliative care. After a few visits from the team, Anubha's health deteriorated and the team had to break this bad news to the parents. The team's intervention and counselling on relaxation methods to reduce psychological pain and think positively made the journey of the patient and family easy.

### Khushi Baby

Khushi Baby Association (Khushi Baby) a non-profit company based in Udaipur has developed an innovative digital platform to track and ensure the health care to mothers and infants. Kotak partnered with Khushi Baby to provide primary and reproductive child health care to Jaipur's under-served urban slum communities. This is achieved through Janta Clinics, which focus on providing high-quality IT-enabled primary health care services to the underserved and vulnerable population and to create an electronic health record of all the beneficiaries. Janta Clinics have helped in reducing the crowd of patients in hospitals and make healthcare services available at the doorsteps of the urban slum population. These clinic ensures high quality, actionable, accountable data for healthcare service delivery. Under this programme 12 Janta clinics have been enabled through which over 31,000 beneficiaries received OPD services and 167 beneficiaries received reproductive and child health (RCH) services in FY 2019-20. Also, 167 beneficiaries received NFC smart cards.

### KARO

KARO is a public charitable trust founded by Uma Malhotra to provide holistic healthcare through financial and emotional support to patients from low economic groups suffering from cancer and other life threatening diseases. Its aim is to provide the poorest of poor with a dignified chance at fighting any disease. KARO takes a multi-dimensional approach towards caring for patients and their families during times of pre-treatment, hospitalisation and post-care. Kotak partnered with KARO Trust to provide treatment support and care to patients suffering from Ewing's Sarcoma (bone and soft tissue cancer), Aplastic Anaemia and Bone Marrow Transplant and ensures that the patients should not stop their treatment due to lack of funds. During FY 2019-20, this programme helped with the treatment of 146 Ewing's Sarcoma patients and supported 40 bone marrow transplant patients and 10 aplastic anaemia patients.

#### Success Story of Mikail

Mikail Mallick was born as the eldest kid in a middle-class family residing in a small town in Kolkata .His father was a goldsmith and supported the family solely, but due to the father suffering with severe back pain eventually that support came to a stop. This caused a shift of the family's responsibility to Mikail. He was diagnosed with Ewing's Sarcoma in 2018, when he was studying in 10<sup>th</sup> standard. The tumour in his head impacted his vision. They were recommended to Tata Memorial Hospital (TMH). Due to their inability to afford the expensive treatment they approached KARO trust for financial help. KARO was able to fulfil their fund deficit with the support from Kotak. However, the treatment started impacting Mikail's mental health due to his appearance. Representatives from KARO trust helped him regain his self-confidence. Later he went on to participate in various events organized by KARO. Mikail successfully completed his treatment in February 2019 and has successfully recovered from cancer.

#### Success Story of Kailash

Kailash, a 13-year-old boy from Bihar was diagnosed with Ewing's Sarcoma. After his first surgery at Tata Memorial Hospital (TMH) which failed, KARO trust with Kotak's support helped him for a period of 11 months, financially and psychologically when he had to undergo 2 more surgeries and 24 chemo sessions. After 3 months today Kailash's has successfully recovered from the cancer.

### SRCC

Society for Rehabilitation of Crippled Children (SRCC) offers a complete gamut of therapeutic services to children from all sections of society and assists them with a multitude of problems that hamper natural growth & development. SRCC offers services like Physiotherapy, Occupational Therapy, Speech Therapy, Psychotherapy, Remedial Educational Therapy and a Prosthetics & Orthotics. Kotak has partnered with SRCC for setting up and running of the Aqua Therapy Unit to help children recover from an injury and illness. The therapeutic properties of water and the skills of aquatic therapists can enable increased mobility and function in the patients. The aquatic therapy helps improve flexibility, improve balance and coordination, build muscle strength and endurance, enhance aerobic capacity and promotes relaxation. The programme benefitted 22 patients through 48 aquatic therapy sessions. Patients includes children with Neurological condition such as Spina Bifida, Stroke, CP, children who have developmental delays, post-surgical cases, orthopaedic cases etc.

### OCA Foundation

Oncology Care Associates, a limited liability partnership firm of ten oncologists practicing in Mumba, OCA provides support to underprivileged cancer patients socially and financially to get the best possible cancer treatment. OCA provides support to underprivileged cancer patients and moral support to get the best possible cancer treatment. Kotak partnered with OCA foundation to provide financial support to the cancer patients towards chemotherapy, surgery and other associated treatment cost. Under this programme, 34 cancer patients were provided financial support for treatment and cancer care in this year.

### Tata Memorial Centre

Kotak supported Tata Memorial Hospital's (TMH) programme "Project for Home-based palliative care for advanced cancer patients". This programme provides home care service for advanced cancer patients registered with TMH in Mumbai, Navi Mumbai and Suburban Mumbai. A palliative care team consisting of Palliative Care



Physician, Nurse, Social Worker and vehicle driver visited about 521 patients to address physiological and psychosocial concerns of the patients and their caregivers.

### Success Story

A 16-year-old boy with bone tumour in his leg complained of breathlessness and chest pain. The tumour was found to have spread up to his lungs. His mother is the sole breadwinner and caregiver of the family. The Palliative Care physician and nurse at TMH assessed that lung metastases was the cause for his breathlessness. This illness impacted the boy emotionally by distancing him from his friends and also furthering the gap in his education. The team at TMH provided him with the necessary medication and also provided support to the mother through support group meetings. The support group meetings demonstrated bag making skill, inspiring the mother to utilise her skills efficiently and generate an alternate source of income. She started taking small orders from individuals initially and eventually developed it into a regular business.

## CSR Programme on Relief and Rehabilitation

### Odisha State Disaster Management Authority (OSDMA)

Odisha was hit by a severe cyclonic storm 'FANI' in May 2019. The wind speed of more than 200 kms/hr caused extensive damage including loss of life apart from the toll on infrastructure, Fani also impacted livelihood through destruction of the crops, vegetable cultivation and also horticulture (mango and coconut plantation). The devastation led large number of families homeless and lose their belongings. The sanitary and hygiene conditions were impacted as toilets collapsed and drinking water was largely contaminated.

OSDMA undertook several mitigation initiatives pertaining to disaster management including promoting a culture of preparedness among stakeholders, coordinating with partners involved in reconstruction and recovery and coordinating with relevant organisations for effective disaster management. In FY 2019 -20, Kotak contributed ₹ 5.00 crore to OSDMA to aid effective disaster management.

### Prime Minister's Citizen Assistance and Relief in Emergency Situations Fund (PM Cares Fund)

Coronavirus (COVID-19) pandemic is the biggest healthcare challenge for mankind in the modern history since Spanish flu. The pandemic which started as a disease in a region of China slowly engulfed almost all countries in the world. Beyond loss of life and crumbling medical infrastructure, the pandemic has also thrown world into severe economic crisis putting both lives and livelihoods at risk.

Prime Minister's Citizen Assistance and Relief in Emergency Situations Fund' (PM CARES Fund) has been exclusively set up, in March 2020, to accept contribution towards conducting rescue and relief operations against the COVID-19 pandemic. To support the government's effort in combating COVID-19, your Bank has contributed ₹ 25.00 crore to the Prime Minister's Citizen Assistance and Relief in Emergency Situations Fund (PM Cares Fund).

### Maharashtra Chief Minister's Relief Fund – COVID 19

To support Maharashtra state government's effort in combating COVID-19, your Bank has donated ₹ 10.00 crore to the Chief Minister's Relief Fund – COVID 19 in Maharashtra in FY 2019-20.

### COVID-19 Relief Operations

Even in FY 2020-21, your Bank has been continuously supporting various constituencies including the urban & rural poor, tribal communities, doctors, nurses and policemen on COVID-19 duty via various means such as contributing food packets, ration kit, masks, face shields, sanitisers, Personal Protective Equipment Kits (PPE Kits), and the like.

## CSR Programme on Sports

### JSW Foundation

JSW Foundation is a not for profit organisation registered as a Society under Societies Registration Act, 1960 in the year 1989. The foundation is committed to reduce social and economic inequalities by providing better opportunities through health, education, skill development, employment and sports. JSW runs a state of the art High Performance Olympic Training Centre and at Vijayanagar, Bellary, Karnataka. The centre focuses on creating a world-class inter-disciplinary training environment that allows Indian athletes to maximize their potential and perform extraordinarily at the Olympic Games and elite international competitions. The centre follows a 360-degree holistic approach leading to an overall development, sustainability and empowerment of the athletes. JSW provides a conducive environment through four interconnected disciplines of Education & Skill Development, Coaching, Sports Science and Elite Athlete Management.

Kotak supported the JSW Wrestling Programme in FY 2019-20. The support includes education of the athletes, domestic and international camps & competitions, insurance, food, nutrition, apparel, training gear, coaching and training cost, physiotherapy and rehabilitation of the athletes. The Programme benefitted 35 wrestlers in the age group of 14-21 years. The Kotak Wrestling Program will thus harness the potential of this indigenous sport and strengthen the existing capacity of the sport to ensure excellent podium finishes at the Olympics.

### Success Story of Suraj Annikeri

Suraj Annikeri a 17-year-old boy from Karnataka found his passion in wrestling, a love he shared with his father who was a former national wrestler. He got a chance to pursue his dream and make a name when he was spotted by an IIS scout in the early 2018 and has made it to the professional training. He won at the National Champion in his category followed by bronze medal at the Cadet Asian Championships and also acquired the 5<sup>th</sup> place in the first ever Cadet World Championship.

### Foundation for Promotion of Sports' Olympic Gold Quest (OGQ)

Partnership with the Foundation for Promotion of Sports' Olympic Gold Quest (OGQ) programme aims at increasing India's Gold medal tally at the Olympics and various other international sports events. During FY 2019-20 Kotak supported OGQ programme for providing extended training, nutrition and sports science support to 62 athletes across four Olympic sports, namely Archery, Badminton, Boxing and Wrestling.

### Success story of Atanu Das

Atanu Das, 27-year-old athlete won many medals for India in Archery. Winning a silver medal at the 2019 Archery World Championships held in Netherlands, an Olympic Quota for India for the 2020 Tokyo Olympic Games, bronze medal in men's individual recurve, bronze medal in mixed team event and bronze medal in men's team event at the 2019 Asian Championship held in Bangkok in Oct 2019 are his major achievements. He has been supported by OGQ since 2013. He has been provided with a sports psychologist, full time therapist, travel expense for domestic and international training and tournaments and world class archery equipment.

### Pullela Gopichand Badminton Foundation

Pullela Gopichand Badminton Foundation is building a world class badminton training facility in Hyderabad. Kotak has partnered with Pullela Gopichand Badminton Foundation for expanding the existing academy run by the Foundation by constructing an annexe to house six air-conditioned badminton courts, modern amenities like swimming pool, gym and develop a sports science centre. The sports science centre will be a high performance training centre which is adequately supported by state of the art machines and the services of experts, such as top quality nutritionists, physiotherapists, strength and conditioning experts etc. and will be used to train athletes getting trained at the academy and top Indian athletes. In FY 2019-20, supporting infrastructure work like development of parking block, residential block and water works has been initiated.



### CSR Programme - Others: Reducing Economic and Gender Inequality

#### Habitat for Humanity

Habitat for Humanity along with Kotak Bank took an initiative to build permanent houses for the disadvantaged community in Tippu Nagar, Bangalore to provide safe and decent home. A safe and decent shelter has provided them with improved hygiene conditions resulting to a better living condition especially for the women in the family.



### Success Story of Umme Habeeba

39-year-old Umme Habeeba lives in Shivaji Nagar with his wife and 2 children and is the sole breadwinner. He built a kuccha house on his plot in Tippu Nagar, which was irreparably damaged in the rains. With help from this initiative, he was able to build a new permanent house.



### Employee Volunteering at Kotak

#### Blood Donation Drive

An 8-day blood donation drive was organised in November 2019. This drive was carried out along with the Kotak Group Day celebrated on 21<sup>st</sup> Nov. The drive was organised at 20 locations across 12 cities – Ahmedabad, Bangalore, Chennai, Chandigarh, Hyderabad, Kolkata, Mumbai, New Delhi, Noida, Pune, Surat and Vadodara.

#### Kotak Group Payroll Giving Programme

Employees of Kotak are also in support of the culture of sharing. They contribute toward the growth and benefit of the communities through the payroll giving programme. A portion of the salaries voluntarily donated by the employees is used for supporting NGOs such as Akanksha Foundation, Cancer Patients Aid Association, Dignity Foundation, Make-A-Wish Foundation of India and National Association for the Blind. In FY 2019-20, over 2050 employees across Kotak Group contributed to community development through payroll giving programmes and donated over ₹ 75 lakh to these NGOs from their monthly salaries.

### 'You can serve' - Newspaper Collection Drive

Kotak partnered with Dhanwantari Medical Trust (DMT), an NGO that works towards the treatment and support of children diagnosed with cancer as well as their families. Under this initiative, old newspapers, magazines and cartons are collected from Kotak offices in Mumbai and handed over to DMT. DMT raises funds by selling discarded articles to provide 'Monthly Grains Support' to patients. In FY 2019-20, funds over Rs.86,000/- were raised by selling 4,455 kg of newspapers and 10,561 kg of cartons.

### Running for a cause: Tata Mumbai Marathon 2020

The Bank sponsored 90 employees across Kotak Group to participate in Tata Mumbai Marathon 2020 held on January 19, 2020. The purpose of participation was to Raise Money for a Cause. Pledges amounting to about ₹ 2.84 crore were raised for Kotak Education Foundation, Cancer Patients Aid Association, Indian Council for Mental Health and Make-A-Wish Foundation of India.



### Running for a cause: Airtel Delhi Half Marathon

The Bank sponsored 50 employees to participate in the Airtel Delhi Half Marathon 2019 held on 20<sup>th</sup> October 2019. Employees ran for two NGOs – Action for Ability Development and Inclusion and Vishwas – Vision for Health welfare and special needs.

### Running for a Cause: TCS World 10K Bengaluru 2019

It was the first time for Kotak to support TCS World 10K Bengaluru 2019. The Bank sponsored 25 employees to participate in the run held on 19<sup>th</sup> May 2019 to support the NGO Habitat for Humanity India Trust.



### Running for a cause: Pinkathon

Pinkathon is a women-led marathon that spreads awareness on Breast Cancer and general fitness. The Bank sponsored 50 women employees to participate in Pinkathon Delhi held on 8<sup>th</sup> September, 2019 and 221 women employees to participate in Pinkathon Mumbai held on 15<sup>th</sup> December, 2019.



### Colouring Classrooms to make studying joyous

30 Kotak employees from the HR vertical participated in the activity of painting 2 classrooms of a Government Primary School at Dongarpada Village, District Karjat on 23<sup>rd</sup> October 2019 in partnership with 'Habitat for Humanity India Trust', a partner NGO.

## Giving Collection Drive: With Organisation GOONJ

'Giving Collection Drive' was organised by the Bank between 17<sup>th</sup> Oct – 7<sup>th</sup> Nov 2019 (during Diwali) and between 12<sup>th</sup> Feb – 25<sup>th</sup> Feb 2020 (Valentine's Week). Kotak employees from 18 locations across 7 cities – Mumbai, Bangalore, Hyderabad, Kolkata, New Delhi, Noida and Chennai participated in the drive by donating usable clothes, utensils, books, toys and more. Total 122 cartons of old stuffs were collected and sent to Goonj centre

## Principle 9: Customer Value

Forging and maintaining long-term relationships with its customers has been instrumental to Kotak's continued success. The Bank engages with its clientele to understand their requirements and meet their expectations through its designated Customer Experience vertical which was created in FY 2016-17. This vertical is responsible for conducting surveys that asks users to identify areas of improvement across customer segments. This survey is linked to a Net Promoter Score (NPS), insights from which are used to improve the quality of products and services offered by the Bank. Some of the key initiatives resulting from its findings are highlighted below.

### 1. Elevating the Customer Experience with Digital Transformation

Digitisation has been crucial in the banking sector's drive to provide its customers with a smooth, hassle-free experience. This is more important than ever in the aftermath of the COVID-19 pandemic, which has made going digital and contactless the need of the hour.

The Bank has been constantly leveraging technology to enhance customer experience. Some of the initiatives undertaken towards this end in FY 2019-20 include:

- Deploying 'Virtual Relationship Managers' to reach out to customers using technology-enabled platforms. This has helped increase interaction between Relationship Managers and clients, providing the Bank with a better understanding of the issues faced by them.
- A Narvar-integrated platform, piloted in the reporting period, allows the users to track deliverables like cheque books and debit cards. It also optimises the user experience by providing value-added features like the ability to add landmarks and reschedule deliveries.
- A do-it-yourself help centre containing Frequently Asked Questions (FAQs) has been rolled out in a phased manner. The functionality, which was already available on the Bank's internet banking portal, has been expanded to its mobile banking services as well. Users can also provide feedback on the quality of resolution provided by the FAQs, which is used to further optimise the content.
- The Bank has enabled complaint management through the Virtual Assistant, Keya, on both the voicebot and chatbot. The platform uses Natural Language Processing (NLP) and a conversational banking approach to address queries related to a variety of products, including deposits, loans, credit and debit cards, and bank accounts.
- Customers can also track packages, make credit card bill payments, track PINs and apply for new products through Keya. Robotics Process Automation was leveraged to process service requests.
- At Kotak, legacy modernisation is a continuous process. The Bank remains focused on consolidating bespoke applications to maximise their scale, resilience and efficiency, and upgrading the Core Banking System for a better user experience.
- The Bank has also joining forces with external digital platforms to make the loan disbursal process more efficient. This includes a collaboration with payment app Google Pay, which can be used to instantly credit Pre-Approved Personal Loans to users' Kotak accounts.
- Kotak is one of the first Indian banks that has enabled users to check their account balance through Siri and Google Assistant.
- KayMall, the Bank's in-app commerce platform, was seamlessly integrated with ridesharing app Ola Cabs. This first-of-its-kind feature allows users to book cabs through the app, in addition to trains, flights and buses.
- The mobile banking application now allows users to apply for a Forex Card, prematurely close their fixed deposits, avail of payday loans, apply for MyImage cards, purchase insurance policies, and buy and recharge their FASTags.
- The mobile app also allows users to book deposit-backed credit cards.
- Kotak introduced an industry-first authentication solution that allows customers to create electronic mandates via the debit card and net banking channels. In addition to increasing efficiency and security, e-mandates come with the added advantage of reducing cost and turnaround time.
- The Kotak UPI handle can be used to apply for IPOs through the 'Application Supported by Block Account' feature, which acts as an authorisation to block the application amount in the bank account.
- The Velocity Bearer Module allows users to update their PAN, Aadhaar, branch and mobilenummer. This module has reduced turnaround time from four hours to one hour.
- Low-risk customers have been provided with the convenience of updating their KYC details using the net banking functionality.

## 2. Ensuring Data Security and Customer Privacy

Kotak is cognizant of the sensitive nature of the customer data it is privy to. Therefore, the Bank's digital push has been backed by a focus on cyber security and data privacy. There are numerous measures ushered in for timely detection and mitigation of such threats. These include the deployment of advanced threat detection measures, ATM terminal security, vulnerability assessment and remediation programmes, and data leakage tracking systems. Additionally, Kotak has established a next-generation Security Operations Centre (SOC) for monitoring and managing cyber threats.

The Bank is also acutely aware of the human element of cyber security and data privacy. Therefore, awareness about best practices in the arena is raised through dedicated training sessions for employees. Programmes have also been designed to educate and advise customers on these practices, to prevent any breaches on their end.

Some of the Bank's efforts in this area include:

- Setting up a rapid response team
- Building capacity with respect to upcoming standards and regulations
- Implementing a layered information security architecture
- Deploying tools to detect and mitigate Advanced Persistent Threats
- Phishing and cyber drills across its offices
- e-learning modules on security awareness
- Capacity-building on cyber threat detection
- Conducting security road shows

## 3. Overcoming Barriers to Digital Acceleration

Kotak has identified the most pressing internal and external challenges in digital acceleration, and works towards converting them into opportunities. This includes concerted efforts to identify the right technology stack for the Bank, and its deployment. Identification of potential vulnerabilities and devising mechanisms to battle them have also been at the core of these efforts. Moreover, the Bank has engaged with various consumer segments to understand and address their apprehensions towards going digital.

## 4. Grievance Redressal Mechanism

Kotak has a well-developed multi-channel grievance redressal mechanism across its branches, website and other media platforms. In addition to reaching out to a support center that operates around the clock, customers can also express their concerns through emails, letters, faxes or branch visits. Over 90% of the consumer banking staff has been trained and tested on complaint management during the reporting period. Timely resolution of complaints also continues to be of utmost importance to the Bank, which is evident in a turnaround time adherence of 93% in FY 2019-20, up from 89% in FY 2018-19.

### SECTION A: General Information about the Company

1.	Corporate Identity Number (CIN) of the Company	L65110MH1985PLC038137
2.	Name of the Company	Kotak Mahindra Bank Limited
3.	Registered address	27BKC, C-27, G-Block, Bandra Kurla Complex, Bandra East, Mumbai 400051
4.	Website	<a href="http://www.kotak.com">www.kotak.com</a>
5.	Email id	<a href="mailto:csr@kotak.com">csr@kotak.com</a>
6.	Sector(s) that the Company is engaged in (industrial activity code-wise)	Code: 64191 – Kotak Mahindra Bank Limited is a banking company governed by the Banking Regulation Act, 1949
7.	Three key products/services of the Company (as in balance sheet)	Deposits, Advances and Investment Advisory.
8.	(i) Number of international locations	None
9.	(ii) Number of National locations	As on 31 <sup>st</sup> March, 2020, the Bank has a network of 1,600* full-fledged branches and 2,519 ATMs. <i>* Does not include Gift City, Gujarat</i>
10.	Markets served by the Company – Local/State/National/International/	India

**SECTION B: Financial Details of the Company**

1.	Paid up capital (INR)	₹ 1,456.52 crore
2.	Total turnover (INR)	₹ 32,301.72 crore (Bank standalone)
3.	Total profit after taxes (INR)	₹ 5,947.18 crore (Bank standalone)
4.	CSR spend as percentage of profit after tax (%)	1.43 %
5.	List of CSR activities	Refer 'Inclusive growth' section of 'Business Responsibility Report'
6.	Financial year reported	FY 2019-20

**SECTION C: Other Details**

1.	Company subsidiaries / joint-ventures	Refer to Related Party Disclosures of the Annual Report
2.	Subsidiaries participating in Company's BR initiatives	Nil
3.	Other entities (e.g. suppliers, distributors etc.) participating in Company's BR initiatives	Nil

**SECTION D: Business Responsibility (BR) Information**

1.a	Director responsible for implementation of BR policies (DIN)	00012214
	Director responsible for implementation of BR policies (Name)	Mr. C. Jayaram
	Director responsible for implementation of BR policies (Designation)	Non-Executive Non-Independent Director and Member of CSR Committee
1.b	BR Head (DIN, if applicable)	N.A.
	BR Head (Name)	Mr. Rohit Rao
	BR Head (Designation)	Jt. President & Chief Communication Officer and Head - Corporate Responsibility & CSR, Kotak Mahindra Group
	BR Head (Telephone number)	+91-22-6166 6001
	BR Head (email id)	<a href="mailto:rohit.rao@kotak.com">rohit.rao@kotak.com</a>

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

	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. Policy/policies for...	Y	Y	Y	Y	Y	Y	Y	Y	Y
2. Policy being formulated in consultation with the relevant stakeholders . . .	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Policy conforming to national /international standards . . .	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Policy approved by the Board and signed by MD/CEO/ appropriate Director . . .	Y	Y	Y	Y	Y	Y	Y	Y	Y
5. Committee of the Board/ Director/Official to oversee the implementation of the policy . . .	Y	Y	Y	Y	Y	Y	Y	Y	Y
6. Link for the policy to be viewed online . . .	All policies are available on the Bank's intranet.								
7. Policy formally communicated to all relevant internal and external stakeholders . . .	Yes. Policies have been communicated to all key internal stakeholders of the Bank. The communication on policies covering all internal and external stakeholders is an on-going process.								
8. In-house structure to implement the policy/ policies . . .	Y	Y	Y	Y	Y	Y	Y	Y	Y
9. Grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies.	Y	Y	Y	Y	Y	Y	Y	Y	Y
10. Independent audit/evaluation of the working of this policy by an internal or external agency	Evaluation done through internal audit mechanisms								

**2a. If the answer to S. No. 1 against any principle is 'No', please explain why – Not Applicable****SECTION D: BR Governance**

1.a	Frequency of Board of Directors, Committee of the Board or CEO review of BR Performance	The Board CSR committee held four meetings on 28 <sup>th</sup> May 2019 at Mumbai, 18 <sup>th</sup> October 2019 at Mumbai, 3 <sup>rd</sup> February 2020 at Mumbai and 29 <sup>th</sup> March 2020 via video conference.2018 at Mumbai.
1.b	BR report or sustainability (frequency and hyperlink)	BR Report Frequency: Annual Hyperlink: <a href="http://www.kotak.com">www.kotak.com</a>

**SECTION E: Principle-Wise Performance**

<b>Principle 1</b>		
1	Policy relating to ethics, bribery and corruption covering the Company and Group/Joint Ventures/ Suppliers/ Contractors/ NGOs /Others	Refer 'Policy framework' section of 'Business Responsibility Report'
2	Stakeholder complaints received in FY 2019-20	29
3	Percentage of stakeholder complaints resolved	91%*
<b>Principle 2</b>		
1	Products and services designed with social or environmental concerns, risks and/or opportunities incorporate	1. Agri Project Loans 2. Microfinance for women in semi-urban and rural areas 3. My NPS  Additionally refer 'Responsible products and services' section of the 'Business Responsibility Report'
2	i. Reduction with respect to resource use (energy, water, raw material etc.) per unit of product during sourcing/ production/distribution achieved since the previous year throughout the value chain (optional)	N.A
	ii. Reduction during usage by customers (energy, water) has been achieved since the previous year (optional)	
3	Procedures for sustainable sourcing (including transportation)	NA
4	Procurement of goods and services from local and small producers, including local communities	The Bank is not a manufacturing unit, therefore it does not procure any goods for processing. The goods procured are for internal consumption and are preferably procured through local suppliers. The manpower services for offices and branches are generally hired from local agencies, Bank website, job-portals, internal movements, walk-ins, or through references
5	Mechanism to recycle products and waste	Refer 'Environment' section of the 'Business Responsibility Report'
<b>Principle 3</b>		
1	Total number of employees (as at 31.03.2020)	50,034
2	Total number of employees hired on temporary/contractual/ casual basis (as at 31.03.2020)	7,738
3	Total number of permanent women employees (as at 31.03.2020)	10,292
4	Total number of permanent employees with disabilities (as at 31.03.2020)	NA

5	Employee association recognised by management (Unionised)	2,133	A section of officers comprising of about 605 on IBA cadre are members of the Bank Officers' Association. In the case of non-officers category, about 1,528 employees are members of the All India Kotak Mahindra Bank Employees' Union, which is recognised by the management. Apart from this, through employee engagement mechanism the Bank directly engages with all its employees. For more details, please refer to employee well-being section of the 'Business Responsibility Report.'
6	Percentage of permanent employees part of employee association	3.05%	
7.1	Child labour/forced labour/involuntary labour complaints filed	NIL	
7.2	Sexual harassments complaints filed	No of cases reported – 27 No of cases disposed – 26*	<i>* In respect of one pending case, enquiries were in progress at the close of the year and as on the date of this report the same has been closed. One case pertaining to the previous year which was pending at the beginning has been closed.</i>
7.3	Discriminatory employment complaints filed and pending	NIL	
8.1	Percentage of employees covered with safety and skill upgradation training (permanent employees)	6.79%	
8.2	Percentage of employees covered with safety and skill upgradation training (permanent women employees)	0.042%	
8.3	Percentage of employees covered with safety and skill upgradation training (Casual/Temporary/Contractual)	NA	
8.4	Percentage of employees covered with safety and skill upgradation training (Employees with disabilities)	NA	
<b>Principle 4</b>			
1	Mapping of internal and external stakeholders	Refer 'Stakeholder Engagement' section of 'Business Responsibility Report'	
2	Identification of the disadvantaged, vulnerable and marginalised stakeholders.	Refer 'Stakeholder Engagement' section of 'Business Responsibility Report'	
	Special initiatives to engage disadvantaged, vulnerable and marginalised stakeholders	Refer 'Financial inclusion' section of 'Business Responsibility Report'	
<b>Principle 5</b>			
1	Policy relating to Human Rights covering the Company and Group/Joint Ventures/ Suppliers/Contractors/NGOs /Others	Refer 'Policy framework' section of 'Business Responsibility Report'	
2	Stakeholder complaints on human rights received (percentage resolved)	Nil	
<b>Principle 6</b>			
1	Policy relating to Environment covering the Company and Group/Joint Ventures/ Suppliers/Contractors/NGOs /Others	Refer 'Policy framework' section of 'Business Responsibility Report'	
2	Strategies/ initiatives to address global environmental issues such as climate change, global warming, etc.	Refer 'Environment' section of 'Business Responsibility Report'	
3	Identification and assessment of potential environmental risks	Refer 'Environment' section of 'Business Responsibility Report'	
4	Projects related to Clean Development Mechanism	None	
5	Initiatives on clean technology, energy efficiency, renewable energy, etc.	Refer 'Environment' section of 'Business Responsibility Report'	

6	Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB	Yes
7	Number of show cause/ legal notices received from CPCB/SPCB which are pending	Nil
<b>Principle 7</b>		
1	Trade or chamber association memberships	Refer 'Policy advocacy' section of 'Business Responsibility Report'
2	Advocacy through above associations for the advancement or improvement of public good	Refer 'Policy advocacy' section of 'Business Responsibility Report'
<b>Principle 8</b>		
1	Programmes/ initiatives/ projects related to inclusive growth	Refer 'Inclusive growth' section of 'Business Responsibility Report'
2	Programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organisation	Refer 'Inclusive growth' section of 'Business Responsibility Report'
3	Impact assessment of initiatives	Refer 'Inclusive growth' section of 'Business Responsibility Report'
4	Direct contribution to community development projects- Amount in ₹ and the details of the projects undertaken	₹ 85.2 crore Refer 'Inclusive growth' section of 'Business Responsibility Report'
5	Successful adoption of community initiatives by communities	Refer 'Inclusive growth' section of 'Business Responsibility Report'
<b>Principle 9</b>		
1	Percentage of customer complaints/consumer cases are pending	1.04%
2	Product information display on the product label, over and above what is mandated as per local laws	Refer 'Customer value and service' section of 'Business Responsibility Report'
3	Cases filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years	Nil
4	Consumer survey/ consumer satisfaction trends	Refer 'Customer value and service' section of 'Business Responsibility Report'