

# DRIVING SUSTAINABILITY



# TRANSFORMING INDIA





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# MESSAGE FROM THE CHAIRMAN



## Dear Readers,

It is with immense pleasure that the State Bank of India (SBI) presents to you its third Sustainability report: – **'Driving Sustainability-Transforming India'** for FY 2017-18. While the reporting year was an exciting and eventful one, the Bank simultaneously faced its fair share of challenges. Amidst this, we formalised our pledge to drive Sustainability within the organisation and developed a 'Vision, Mission and Values' statement that declares our intent to be the 'Bank of Choice' for a new and transforming India. We further strengthened our intent to contribute towards the attainment of the globally accepted Sustainable Development Goals (SDGs).

A key highlight of FY 2017-18 was the merger of five Associate Banks and the Bharatiya Mahila Bank with SBI, catapulting the Bank to the elite league of the world's top 55 Banks. The dynamism of the Indian Banking Industry during FY 2017-18 propelled SBI to continue developing new products and services for its extensive customer base.

Furthermore, the country's financial institutions had to address the after-effects of reforms such as the introduction of GST and Demonetisation. Despite trying circumstances, the Bank exhibited resilience and continued its relentless efforts to create a positive impact on the society. With sustainability as one of its core values, SBI is determined to create long term value for all its stakeholders.

Our business is aligned to the triple bottom line approach which helps us identify ways to enhance our positive social and environmental impacts, while ensuring sound financial performance. We have prioritised key focus areas for the Bank- all of which have a significant impact on all our key stakeholders and managing them appropriately is essential for business continuity. SBI's relationship with its stakeholders is built on the foundation of trust and fulfilling our moral and ethical obligations. Customer Service has always been the Bank's primary concern and it is imperative that we not only meet, but exceed customer expectations. Our values encompass qualities of service, transparency, ethics and politeness- all of which are embedded in our efforts to ensure customer delight.



Over the past few years, SBI's interventions in the digital space have increased multi-fold and the Bank has been incorporating new technologies on a continuous basis into its products and services. SBI's branch network is undergoing transformation with a focus on establishing more digital branches. The Bank is in the process of instituting an 'Innovation Centre' that will explore how emerging technologies such as Artificial Intelligence (AI) and Robotic Process Automation (RPA), etc. can help in making internal banking processes more efficient. 'YONO', rolled out during FY 2017-18, is one of the most ambitious, path-breaking and secure digital offerings of SBI.

While digital banking has several advantages associated with it, the positive impact it has on reducing paper consumption is also a key benefit. Given the size of the Bank, even otherwise small appearing initiatives add up to make significant impact. SBI has placed special focus on ensuring resource efficiency, reducing energy consumption and managing waste generation. The Bank has been committed to the cause of environmental protection. Energy efficiency measures are being promoted invariably in all our establishments. We are also building up on our in-house renewable energy generation capacity for captive use and determined to reduce our carbon footprint. SBI has declared its intent of becoming carbon neutral in the foreseeable future and will be implementing projects in a phased manner. Likewise, SBI has also strengthened its position on financing a growing renewable energy sector in India

During the reporting period, we initiated a few innovative ways of creating environmental consciousness amongst our workforce and the society at large - the prominent one being "The SBI Green Marathon", organised across six major cities. The marathon appealed for a greener planet and had the rare tag of being a zero waste run with no use of plastic, much in tune with the event's theme. The Bank has joined a global initiative 'EV 100', which is working towards accelerating the transition to electric vehicles (EVs) and making electric transport the new norm by 2030.

Giving back to the society and working for the welfare of the underprivileged is ingrained within SBI's corporate ethos. Even before the Government's CSR mandate came into effect, the Bank contributed significantly to community development. Focusing on select areas such as education, skill development, women empowerment, sustainability and environment, the Bank's CSR initiatives are designed to create long term benefits.



Our business is aligned to the triple bottom line approach which helps us identify ways to enhance our positive social and environmental impacts while ensuring sound financial performance.

SBI's legacy of doing good is supported by the hard work and efforts put in by its employees. As the largest employer in the banking sector in India, SBI employs more than 2.64 lakh people directly. The quality of work and level of excellence exhibited by the employees has enabled SBI to maintain its leadership position in the industry. During the reporting period, the Bank implemented several initiatives for its employees in terms of maintaining work-life balance and achieving personal and professional goals. We have also increased our efforts in providing job opportunities to women and differently-abled people.

The Bank believes that it has a great role to play in nation building. We realise that India is transforming at an unprecedented pace. As custodians of the nation's wealth, it is our responsibility to channel this transformation in the right direction and make it more sustainable. The following pages of the Sustainability Report provide extensive information on our economic, environmental and social performance for the reporting period. It is our endeavor to ensure that our overall performance is a true reflection of our commitment to the legacy we hold and the

future we aim to create by contributing to India's growth story. We hope to receive valuable feedback from our readers to enable us to improve the Bank's sustainability performance.

Thank you.  
**Rajnish Kumar**  
 Chairman,  
 State Bank of India



# MESSAGE FROM THE LEADERSHIP



**Shri B. Sriram**  
Managing Director  
Corporate & Global Banking

In recent times, the financial sector has evolved from having a reactive approach towards sustainability to a more hands-on approach, taking pro-active measures to ensure that the environment and society are not adversely impacted either directly or indirectly through its business decisions. As a leading bank with significant resources at its disposal, SBI is determined to integrate sustainable practices at the very core of its business operations - creating value for each stakeholder group that has contributed to the Bank's continued success.



**Shri Parveen Kumar Gupta**  
Managing Director  
Retail & Digital Banking

Digital transformation has proved to be a major enabler in all walks of life. SBI's vision of emerging as a bank of choice is in tandem with the GoI's vision for a 'Digital India'. The boost of affordable Internet and influx of connectivity across the country has enabled organisations to develop innovative products and services that are socially and environmentally favorable. SBI's investment in cutting-edge technology will result in several advantages such as empowering customers by providing anywhere, anytime banking products and services, ensuring resource efficiency, maintaining data transparency, etc. - all key contributing factors to SBI's business sustainability.



**Shri Dinesh Kumar Khara**  
Managing Director  
Risk, IT & Subsidiaries

SBI's dominant presence in the banking space and its wide array of products and services necessitates according equal importance to both internal and external risks. Risks such as 'Environmental' and 'Social' impacts can no longer be isolated from 'Business' risk. The banking sector is steadily implementing practices that approach risk management in an integrated and comprehensive manner. SBI too, has a robust risk management system in place and understands the importance of incorporating environmental and social parameters into its overall risk assessment for business growth.

# JOURNEY THROUGH NUMBERS



	In Crores
Green ATM pins	5.15
Mobile Banking Transactions	2706
RuPay Debit Cards	7.00
Internet banking users	0.97



Business size  
**> 47** Lakhs Crore

**> 6** Lakhs



POS machines

Pan-India ATMs

**59,541**



**> 1** Crore

Daily average ATM transactions

**> 10** crore



Pradhan Mantri Jandhan Yojna Accounts



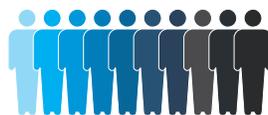
**> 19.64** Lakhs

Merchant Payments Acceptance Touch Points



**> Rs. 113** crore

Spent on Community Development Initiatives



**> 42** Crore

Customer base



**> 58,000**

Business correspondent and Customer Service Points

Rs. **24,571** Crore

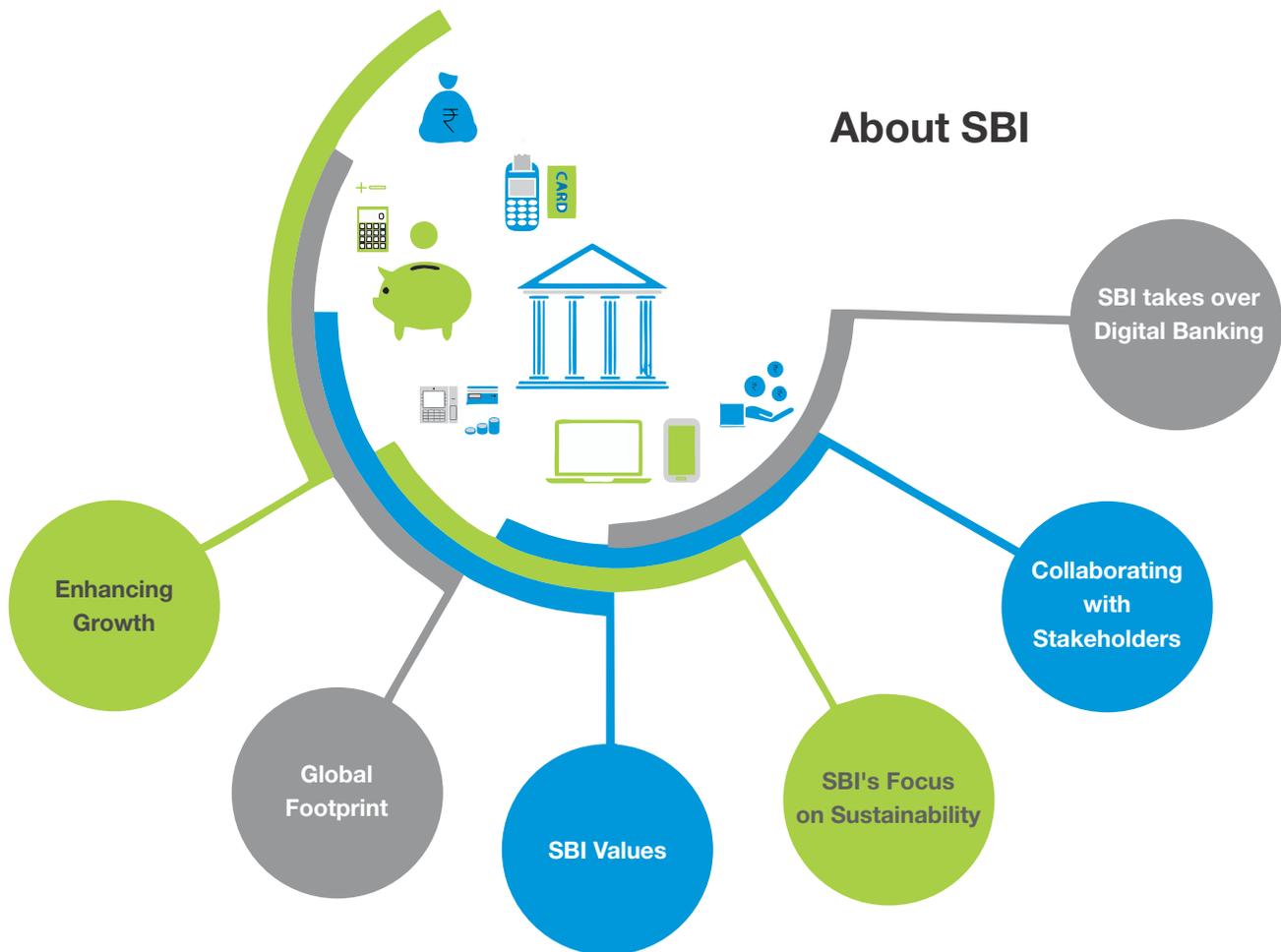
Sanctioned for renewable energy projects



# ABOUT STATE BANK OF INDIA

## Introduction

The foundation of the State Bank of India (SBI) was laid over two centuries ago, when the Bank of Calcutta was established in 1806. During the nascent years of growth and development, the Bank's business was confined to discounting bills of exchange or other negotiable private securities, keeping cash accounts and receiving deposits, issuing and circulating cash notes and disbursing loans restricted to Rs. One lakh only. Since then, SBI's business, services and customer base have grown exponentially. Catering to the needs of customers from all walks of life, SBI is currently India's largest public sector commercial bank. In addition to providing personal banking, SME and corporate banking and wealth management services, SBI - along with its non-banking subsidiaries and joint ventures - offers several other products and services in the sectors of life insurance, general insurance, merchant banking, mutual funds, credit cards, factoring services, security trading and primary dealership. The ownership details of SBI can be found in the Annual Report 2017-18, which is available on <https://www.sbi.co.in/portal/web/corporate-governance/sbi-investor-update>



## Enhancing Growth

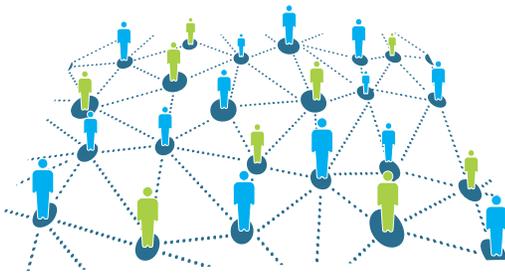
As on 1<sup>st</sup> April, 2017, SBI's five Associate Banks<sup>1</sup> and the Bharatiya Mahila Bank merged with the Bank. The merger resulted in SBI being listed among the top 55 banks globally in terms of assets owned. This six-way merger showcased the Bank's ability to adapt to the changing times and needs of customers, as well as bolster its leadership position in the industry. The new additions made to the SBI family have increased the Bank's footprint across India. As on 31<sup>st</sup> March 2018, the Bank operates 22,414 branches, 59,541 ATMs and has an employee base of 2,64,041. It has a total customer base of more than 42 crore.



## Global Footprint

SBI was the first Indian bank to transcend national borders with the opening of the Bank of Madras in Colombo, Sri Lanka in July, 1864, followed by the Imperial Bank of India in London in 1921. SBI has now become the pioneer of international banking among the Indian Public Sector Banks (PSBs) with 206 overseas offices in 35 countries. SBI is the only Indian bank to be featured in the 'Fortune 500 Companies 2017' list.

The International Banking Group of SBI has played a pivotal role in setting forth the 'Transforming India' journey, by providing foreign currency funds at competitive rates to key sectors like telecom, ports, fertilisers, power and defence.



## SBI Values

During FY 2017-18, SBI revised its Vision, Mission and Value Statement to include 'Sustainability' as part of its corporate values. SBI's "STEPS" (Service, Transparency, Ethics, Politeness, and Sustainability) values act as a compass to guide the organisation in its journey towards value creation. SBI is a pioneer in the Indian public sector in starting an independent "Ethics & Business Conduct" vertical to weave its trademark ethos in its operational fabric.



## SBI's Focus on Sustainability

In its quest to identify new ways of creating value, SBI formulated a formal and structured approach towards holistically integrating economic, environmental and social aspects across all business operations in FY 2015-16. Since then, the Bank has taken decisive steps to monitor and continuously improve its sustainability performance. SBI believes its duty encompasses promoting sustainable business practices along with its core business responsibilities. Ensuring continued financial profitability, its focus on implementing activities for community welfare and reducing SBI's overall carbon footprint will help drive sustainable business practices in the long run.

<sup>1</sup> State Bank of Travancore, State Bank of Mysore, State Bank of Bikaner & Jaipur, State Bank of Patiala, State Bank of Hyderabad



## Collaborating with Stakeholders

### Human Resources

SBI recognises that its employees are the key driving force for the Bank's continued growth and success. The Bank has always encouraged employees to give their best by conducting customised employee engagement activities on a regular basis. Employees are encouraged to cultivate a sense of pride in their work, which in turn reflects in the Bank's customer service. SBI's workforce demographics exhibit the Bank's commitment to promoting diversity at the workplace and support inclusion.



### Public Policy & Advocacy

SBI interacts with several industry associations on matters of policy development and is a member of several reputed organisations such as:

1. Indian Bank's Association (IBA)
2. Federation of Indian Chambers of Commerce and Industry (FICCI)
3. The Associated Chambers of Commerce of India (ASSOCHAM)
4. The Global Reporting Initiative (GRI)

### Supply Chain Management

The Bank provides a large number of products and services to customers along with strong infrastructural support present across India. Due to such an extensive footprint, SBI relies on its vendors and business partners to conduct business responsibly and provide on-time services.

SBI's supply chain consists of digital service providers, human capital service providers, utility suppliers, office stationery suppliers, business partners for technology and infrastructure development and knowledge partners. With respect to vendor selection, the Bank follows government accepted processes as well as its own vendor empanelment guidelines. As on 31<sup>st</sup> March 2018, the vendor base of SBI's Corporate Centre Establishment was approximately 5,000.

### Community Development

SBI has a long tradition of being a responsible and responsive corporate. The Bank focuses on alleviating key challenges faced by the underserved sections of the society through interventions in the areas of health and sanitation, education and livelihood, and environment inter alia. The Bank has instated a CSR committee that formulates the guiding CSR policy and stipulates a framework according to which it functions. To further the Bank's CSR agenda, a special arm called the SBI Foundation was established.

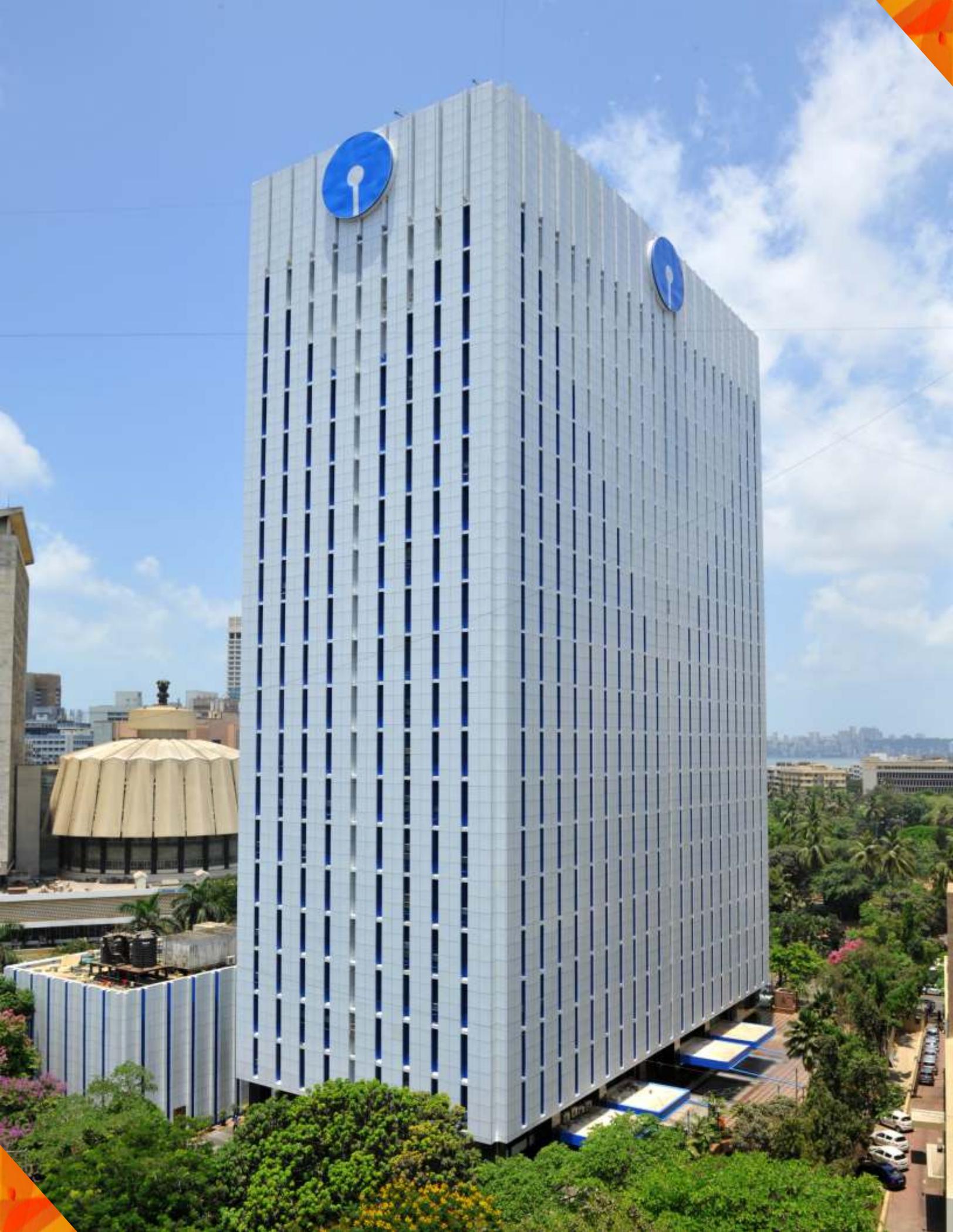
## Digital Banking @ SBI

SBI is on a mission to leverage the use of new technology and re-define user experience for all its customers. For the longest time, the Bank served its customers through the conventional route of establishing customer touch points at its branches. However, SBI is now working towards empowering customers by enabling them to conduct banking transactions through various alternate and digital channels. Developing digital platforms will also allow the Bank to enhance its outreach to the rural, unbanked regions of India and support financial inclusion. Additionally, SBI is looking into using new technology-enabled solutions to address customer queries and enhance customer satisfaction.

SBI continues to expand its digital footprint with more than 159 crore internet banking transactions worth Rs. 89,07,784 crore during FY 2017-18. Further, the internet banking user base has grown by

almost 35% over the previous year. Moreover, 3.05 crore active mobile banking users completed 27 crore transactions amounting to Rs. 6,00,502 crore. Nearly, 80% of the financial transactions of the Bank are routed through Alternate Channels. As per the latest RBI Market Share Report, SBI has retained its numero-uno position among Indian banks, both in terms of volume of transactions (21.20%) and value of transactions (19.81%) in mobile banking.

With the emergence of fintech companies, digital technology has become a key driver for effective communication with customers. Keeping up with this trend, SBI's strategy has been to promote its digital products through social networking sites and online advertising. It continues to be engaged in bringing out the best for customers to provide an all-round omni-channel experience.



# ABOUT THE REPORT

Sustainability Reporting is an important platform through which an organisation's overall performance can be communicated in a transparent manner. SBI's third Sustainability Report for FY 2017-18 titled 'Driving Sustainability – Transforming India', covers the Bank's sustainability performance, its commitments and key accomplishments. This report discloses the Bank's performance across the identified material topics and the efforts taken by the Bank to enhance its economic, environmental and social performance. The report has been prepared in accordance with GRI Standards:Core Option.

While the nature of business and the overall business operations have remained the same, the operational footprint of the Bank has changed from the previous reporting period. The merger that took place- effective as on April 1<sup>st</sup> 2017- between SBI, its five Associate Banks and the 'Bharatiya Mahila Bank contributed to a significant increase in the number of employees under the Bank's payroll, its customer base as well as its branch and ATM network. The number of SBI Circles across India also increased from 14 to 16, all of which are included in the scope of reporting from April 1<sup>st</sup> 2017 to March 31<sup>st</sup> 2018. SBI's corporate office continues to be headquartered in Mumbai. There are no restatements of information to be made from the previous year.

The Report adheres to the 10 reporting principles as outlined in the GRI Standards. The report content has been developed around the ten material topics identified and prioritised for the reporting period in consultation with SBI's internal and external stakeholders. The methodology followed for identifying and engaging with stakeholders and analysing material topics has been covered under the chapter titled 'Stakeholder Engagement and Materiality Assessment' in detail.

Furthermore, the information presented in the report has been mapped to the nine principles of the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVG-SEE). Additionally, this report has been aligned to the relevant Sustainable Development Goals (SDGs) stated in the UN SDG 2030 Agenda for Sustainable Development.

SBI's operations are distributed across **16** circles. All are included in the reporting boundary

The report has been prepared in accordance with the **10** principles of GRI Standards.

The report has been mapped to the **9** NVG-SEE principles.

**Advisory Statement:** This report contains “forward-looking statements” describing the Bank’s objectives, projections, and expectations. Important factors that could make a difference to the Bank’s operations include, among others, economic conditions in the domestic and overseas markets in which SBI operates, changes in government regulations, laws and other statutes and incidental factors.

**Precautionary Principle:** The Bank’s precautionary approach has been articulated through the information disclosed on SBI’s internal controls and practices in place for mitigating risk and managing its economic, environmental and social performance.

**Message from DMD (HR) & CDO**



On the path to sustainable development, State Bank of India is continuously endeavoring to drive long term success for the Bank and value creation for all its stakeholders and the nation at large. The Bank intends to become a 'Bank of choice' by taking steps which not only promote economic development but also help in the journey towards a low carbon economy. Pro-active steps are being taken under the 3 pillars of sustainability i.e. economic, environment and society, to help SBI become 'Future-Ready'. The Bank is committed to leverage its sustainability platform to augment transition across key focus areas- be it offering innovative financial solutions, enhancing financial inclusion or caring for employee well being. The value generated across these spheres will directly contribute to India's overall transformation, thereby fulfilling the Bank's Vision and Mission.

**Shri Prashant Kumar**  
Deputy Managing Director (HR) & Corporate Development Officer



Organised by

**IOD**  
Building  
Tomorrow's  
Boards  
Institute of Directors

Institute of Directors, India  
*presents*

In Partnership with

**TIMES  
NOW** ACTION  
BEGINS  
HERE

Presenting Partner



ANDHRA PRADESH  
India's Sunrise State

PEE  
100 BIG

17<sup>th</sup>  
**LONDON GLOBAL  
CONVENTION**

25-27 October, London



# Corporate Governance

Golden Peacock Award for Corporate Governance received by SBI for 2017



Principal Partner

Platinum Partners

in

Greenko



State Partners

Official Airline Partner

Global Trade Partner



Government of Madhya Pradesh



Chhattisgarh State Industrial Development Corp. Ltd.



Govt. of Chhattisgarh



DMCC

Gold Partners



REC

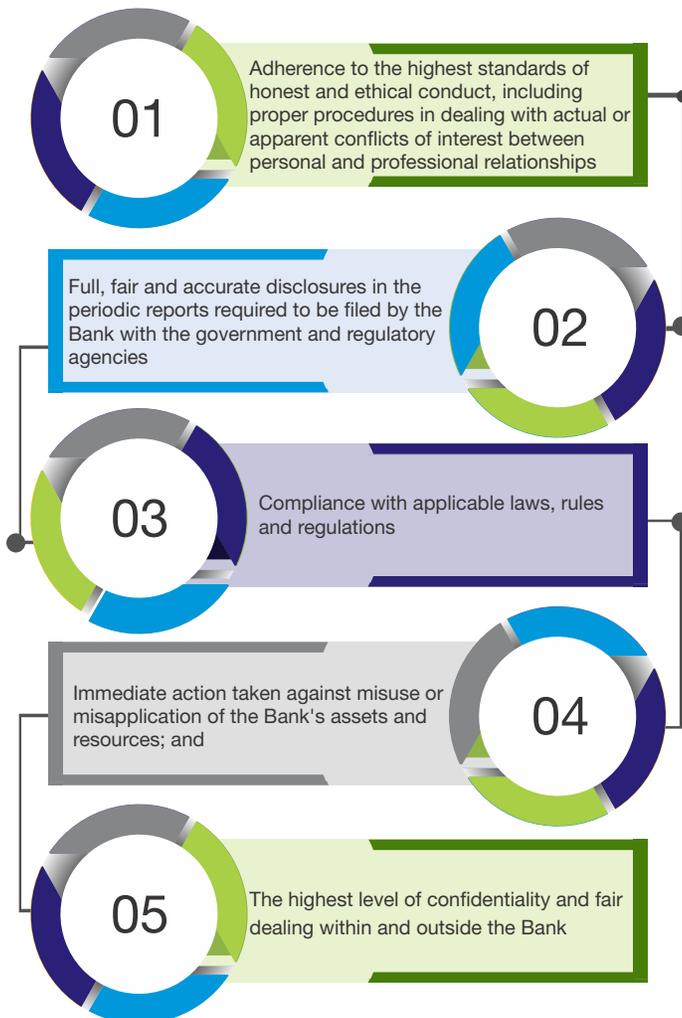


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# CORPORATE GOVERNANCE

SBI's Vision and Mission statement demonstrates its clear intent of becoming the 'Bank of Choice' for a transforming India whilst providing simple, responsive and innovative financial solutions. It guides the Bank's overall development strategy and helps communicate its central purpose to all its stakeholders. The systems and controls in place help SBI ensure that its goals, objectives and overall strategy are on track. SBI's reputation has been one of the key cornerstones for its success.

A Code of Conduct (CoC) has been established by SBI that is applicable to all of its employees. The CoC sets forth principles on which the Bank will conduct business with its stakeholders. The code envisages and expects:



## Ethical Conduct

SBI believes that ethics and sustainability have to work in cohesion for an institution to develop and prosper. To maintain the highest level of ethical conduct, SBI has incorporated an 'Ethics and Business Control Department' led by the Chief Ethics Officer. The Bank firmly believes that ethical character is shaped, reinforced and influenced by the decisions it makes every day. To propagate responsible and ethical behavior, SBI has adopted international best practices, leveraged technology, encouraged ethics as part of regular conversations at different organisational layers, and developed standardised behavior across various functions.

The Bank's strong ethical practices over the years is responsible for the credibility that it has developed amongst all its stakeholders. SBI's focus on ethics has also given the Bank competitive advantage in the market place in terms of customer loyalty and investor confidence. With the newly established independent ethics vertical, the Bank is looking to build an even stronger relationship with its customers, employees and shareholders. The combined effect of these positive outcomes will in-turn be reflected in an enhanced brand equity and long term sustainable growth for SBI.



Unveiling of SBI's new Vision, Mission and Values



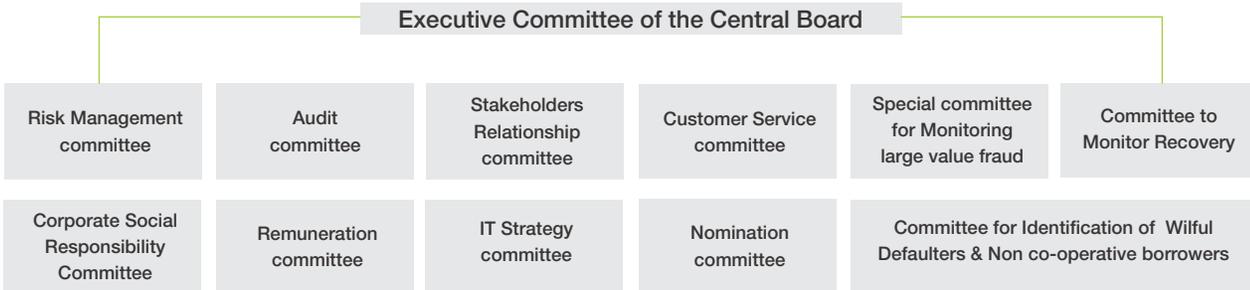
Training for internal staff on ethical conduct

## The Bank's Governing Body

SBI's overall business operations and performance are managed by the Central Board of Directors. The Board is headed by the Chairman and constitutes of the Managing Directors, Shareholder Directors and Directors nominated by the Government of India. The Shareholder Directors are esteemed leaders in their respective fields of work and the Managing Directors also play the role of functional heads of various business units within SBI.

## Board Committee Structure

The Bank has established 11 functional committees that report to the Executive Committee of the Central Board (ECCB), headed by the Chairman.



When SBI embarked on its sustainability journey, it acknowledged the need to have a separate committee to implement, manage and monitor the Bank's performance across its Circles and Corporate Office. Thus, the Corporate Centre Sustainability Committee (CCSC) was established in FY 2016. It is led by the Bank's Deputy Managing Director (HR) & Corporate Development Officer, under whose leadership all sustainability initiatives of the Bank are driven. He is also SBI's Chief Sustainability Officer who oversees the Bank's reporting on sustainability and other non-financial parameters and reports directly to the Chairman.



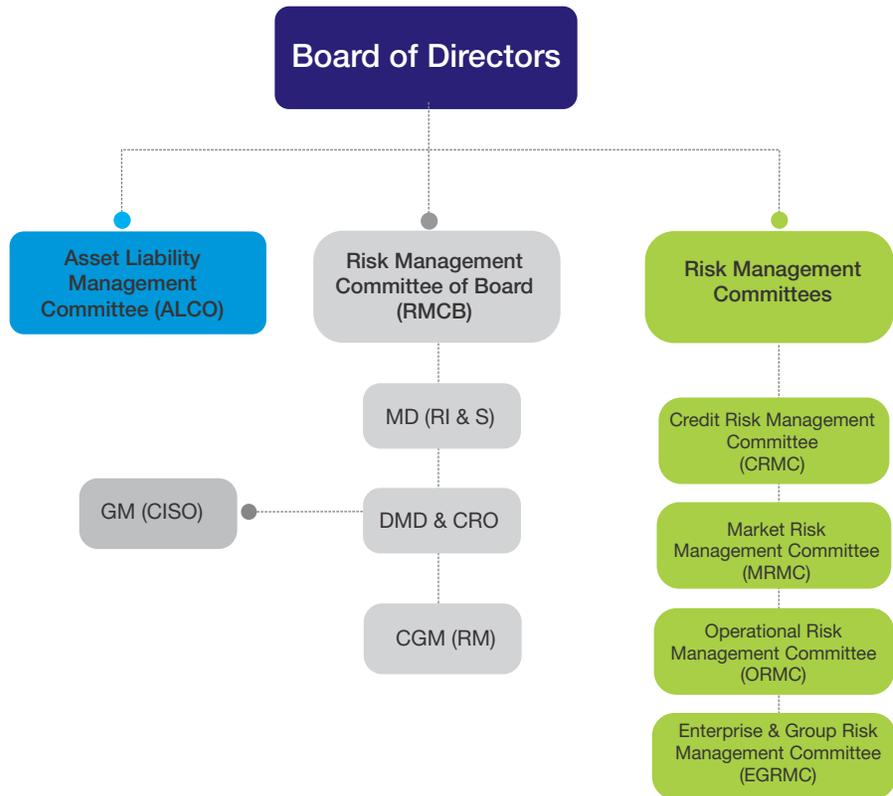
## Managing Risk at SBI

The business world is under a lot of pressure to perform responsibly as public scrutiny is becoming more widespread and the overall expectations of stakeholders are increasing. Organisations are gradually paying more attention to risks arising from environmental and social factors and assessing ways in which they can be integrated along with financial risk management. SBI is constantly working towards strengthening its risk management processes and ensuring that the Bank is safeguarded against short, medium and long term risks across all business verticals.

SBI's Risk Management Policy is the foundation on which the risk management systems and controls are developed. The policy guides the Bank towards adequately recognising, assessing and monitoring different types of risks as well as developing mitigation plans for each vertical. The Policy ensures that the Bank complies with all applicable laws.

SBI has been declared as the Winner of 'Golden Peacock Award for Risk Management' for the year 2017.

Governance Framework for Risk Management



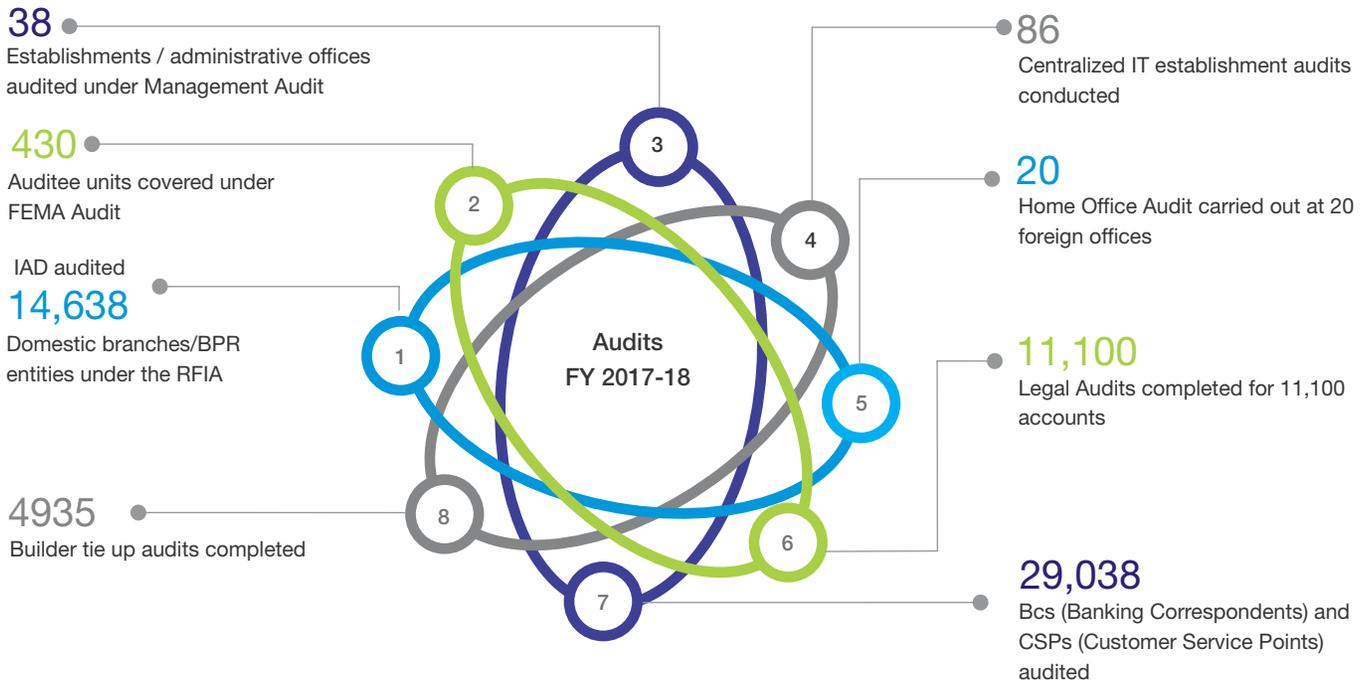
## Maintaining Business integrity

There is a robust internal 'Audit Framework' in place to certify that all of SBI's activities and transactions are carried out in a transparent manner with the overarching goal of maintaining business integrity. SBI has mainly two streams of Audit - Risk Focused Internal Audit (RFIA) and Management Audit.

Independent internal audits are conducted by the Internal Audit Department (IAD). The Audit Committee of the Board (ACB) exercises supervision and control over the functioning of IAD. The Bank's Management Audit covers administrative offices and examines policies and procedures, besides quality of execution. Further, the department conducts Credit Audit, Information Systems Audit (Centralized IT establishments & Branches), Home Office Audit (audit of foreign offices), Concurrent Audit, FEMA Audit, Audit of Outsourced Activities of the Bank and Expenditure Audit.

IT enabled features have also been incorporated into the audit framework over the last few years towards strengthening and streamlining the overall assessment process.

During FY 2017-18, IAD audited 14,638 domestic branches and BPR entities under the RFIA and 430 auditee units were covered under FEMA Audit. Additionally, 38 establishments and administrative offices were audited under Management Audit. IS (Information System) Audits of 86 centralized IT establishments were conducted. Home Office Audit was carried out at 20 foreign offices. Legal Audit has been completed in 11,100 accounts. 29,038 BCs (Banking Correspondents) and CSPs (Customer Service Points) were audited. 4935 builder tie up audits have been completed.



**Vigilance**

As part of its vigilance mechanism, which is built on the 3 pillars of 'Preventive', 'Punitive' and 'Participative' approach, a clear and strict communication is sent to all the employees of the Bank regarding the reporting of any suspicious behavior. During FY 2017-18, the Bank observed 'Vigilance Awareness Week' from 30<sup>th</sup> October 2017 to 4<sup>th</sup> November 2017, with the theme "My vision – Corruption Free India". The vigilance department has taken initiatives for spreading the messages relating to the theme of this year through alternate channels, Interactive Voice Response (IVR), social media, gram sabha by RRBs, mass pledge at RRBs, etc.

**Whistle Blower Policy**

With the guarantee of anonymity, employees are encouraged and expected to raise concerns in an open manner about any misconduct observed. The whistle blower policy guarantees the absence of any negative repercussions for standing up and making a complaint. During the reporting period, a penalty of Rs. 40 lakhs was imposed by RBI on the Bank's domestic operations with respect to the issues related to the handling of forged notes. The Bank promptly initiated corrective actions and an SOP regarding detection, impounding and reporting of counterfeit currency notes was put into place.



**Guarantee of anonymity**  
**Guarantee of absence of any negative repercussions**



**Addressing Employee Grievances**

The Bank ensures that the employees have an open line of communication with the HR department as well as senior management members. The employee engagement activities and policies in place for employee well-being assist in accommodating various employee requirements. Grievances made by employees are resolved through a structured grievance handling mechanism within a stipulated time frame. The Bank has put in place a policy for the Prevention Of Sexual Harassment (POSH) at work place. Employees have been accorded the freedom to stand up for their fundamental rights and submit any complaint to the appointed committee for further investigation.





Stakeholder  
Engagement  
& Materiality  
Assessment



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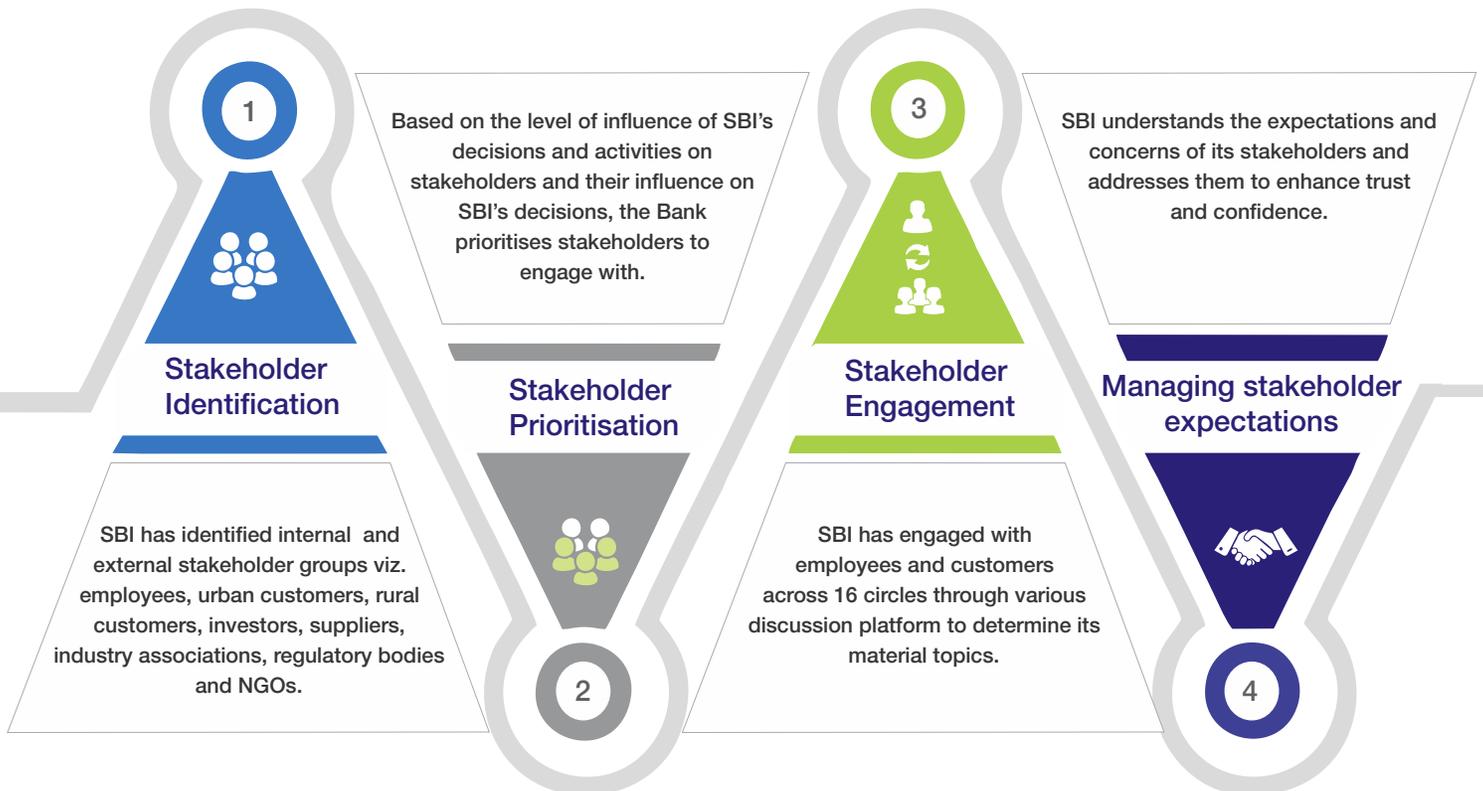
# STAKEHOLDER ENGAGEMENT & MATERIALITY ASSESSMENT

An effective process of engagement involves building open and honest lines of communication between an organisation and its key stakeholders, thereby maintaining a mutually beneficial relationship with them. For SBI, engaging with stakeholders in an effective manner is crucial for improving decision making and maintaining accountability. A structured process has been developed to ensure that the Bank interacts with both internal and external stakeholders on a periodic basis to understand and address their key expectations, interests and concerns.

As part of its sustainability journey, SBI aims to provide credible financial and non-financial information that is relevant to all its stakeholders. Therefore, taking their feedback into consideration is vital for the Bank.

For stakeholder engagement, questionnaires were prepared for each stakeholder group. The questionnaires allowed the stakeholders to give their honest feedback which was then captured, collated and presented to the CCSC members. The stakeholder engagement process was conducted across all circles.

## Stakeholder Engagement Approach



Stakeholder Group	Mode of Engagement	Frequency of Engagement	Key Feedback Points
 Employees	<ul style="list-style-type: none"> <li>Regular meetings with management</li> <li>Appraisal process</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Career progression</li> <li>Prospects for professional development</li> <li>Employee welfare schemes</li> <li>Training and workshops on new products and service</li> </ul>
 Urban Customers	<ul style="list-style-type: none"> <li>Online and offline feedback mechanisms</li> <li>Customer satisfaction Surveys</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Enhance Customer Service</li> <li>Reduce turnaround time</li> <li>Engage with customers to create product awareness</li> </ul>
Rural Customers	<ul style="list-style-type: none"> <li>Offline feedback mechanisms</li> <li>Digital inclusion initiatives</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Financial literacy camps</li> <li>Increased awareness about digital banking</li> </ul>
 Investors	<ul style="list-style-type: none"> <li>Webcast and audio calls</li> <li>Investor conferences</li> </ul>	Quarterly	<ul style="list-style-type: none"> <li>Declaration of dividend</li> <li>Claims related concerns</li> </ul>
 Suppliers	<ul style="list-style-type: none"> <li>Need based</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>On-time payment</li> <li>Standardise procurement processes</li> </ul>
 Industry Associations	<ul style="list-style-type: none"> <li>Participation and discussion during trade and industry events</li> <li>Partnership with industry associations for events</li> <li>Regular interaction with Industry and Association heads</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Continued support</li> <li>Inputs for Thought Leadership reports</li> </ul>
 Regulatory bodies	<ul style="list-style-type: none"> <li>Meetings to discuss mandates / regulations</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Consultation and feedback for public policy development</li> </ul>
 NGOs	<ul style="list-style-type: none"> <li>Project assessment reviews</li> <li>Joint execution of projects</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Increased support</li> <li>New areas of intervention</li> <li>Increased employee participation</li> </ul>

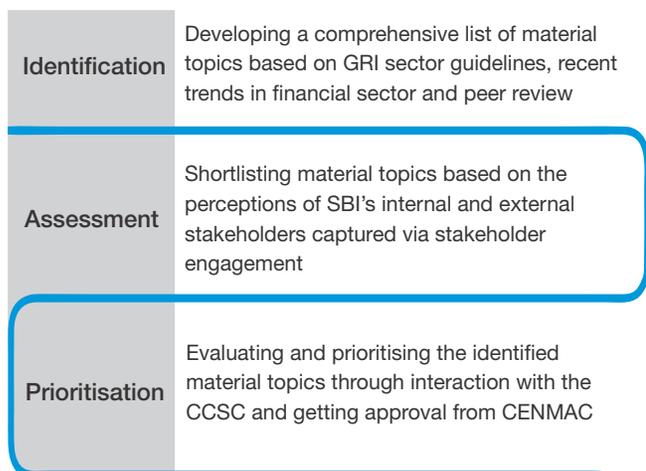
## Materiality Assessment

While conducting the stakeholder engagement process, the Bank simultaneously conducted a materiality assessment. To determine the material topics for FY 2017-18, SBI developed a scoring methodology for an exhaustive list of topics relevant to the banking sector. The identified stakeholders ranked the material topics in terms of importance (from not applicable – very high) as per their perception. The responses were collated and analysed, based on which, the material topics were prioritised. The prioritised topics were further validated and approved by the Central Management Committee (CENMAC).

The content of the Sustainability Report is centered on the 10 material topics identified by SBI. The Bank has linked the material topics to the applicable GRI standard topics. The Bank's management approach and performance on these topics has been showcased through the disclosures in this report.

102-40, 102-43, 102-44, 103-3

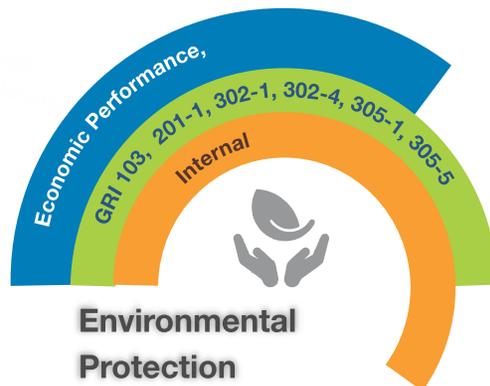
## Assessment Process



Materiality Assessment



■ LINKAGE WITH GRI STANDARD TOPICS    
 ■ GRI STANDARD DISCLOSURES    
 ■ MATERIAL TOPIC BOUNDARY (Impacts that are seen within the organisation)



**Material Topic Boundary**

The significant impact of managing most material topics identified is seen within the organisation except for 'Community Development' for which, impact is seen outside of the organisation. The impact of managing 'Customer Satisfaction' and 'Data Security Customer Privacy' is seen in both, within and outside of the organisation.

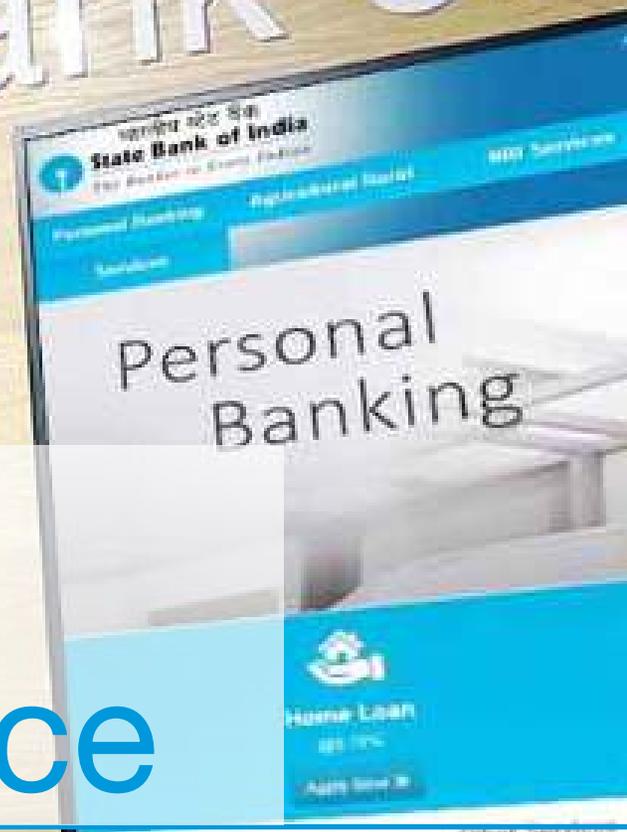
**Management of Material topics**

The appropriate management of each material topic is discussed periodically during SBI's CENMAC meetings.



Welcome to the  
State Bank of

# Economic Performance





e  
India



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# ECONOMIC PERFORMANCE

As a steward of the country's wealth, SBI has been one of the major contributors to the nation's economic growth for over two centuries. The Bank works towards enhancing the financial welfare of all its stakeholders by investing heavily in the growth and development of local economies. In addition to providing reliable financial services, the Bank has been at the forefront of adopting financial inclusion and literacy initiatives. SBI reaches out to the most vulnerable and marginalised sections of the society so as to foster a sustainable and equitable growth for all.

## SBI's Economic Performance Highlights of FY 2017-18

### Direct Economic Value Generated, Distributed and Retained (in Rs. Crore)

Year	FY 2017-18	FY 2016-17*	FY 2015-16
<b>ECONOMIC VALUE GENERATED</b>			
Total income	2,65,100	2,10,979	1,91,844
<b>ECONOMIC VALUE DISTRIBUTED</b>			
Operating cost (other than employee wages and benefits)	26,764	19,984	16,669
Employee wages & benefits	33,179	26,489	25,114
Payments to capital providers	Nil	2,109	2,018
Payments to Government (Net cash outgo on account of corporate income tax)	4,530	108	7,185
Community investments	113	110	144
<b>TOTAL ECONOMIC VALUE DISTRIBUTED</b>	<b>64,586</b>	<b>48,800</b>	<b>51,130</b>
<b>ECONOMIC VALUE RETAINED</b>	<b>2,00,514</b>	<b>1,62,179</b>	<b>1,40,714</b>

\* All FY 2016-17 financial data are SBI's standalone figures without aggregating the figures of the merged Banks.



3,883

During the year, the Bank installed 3,883 new ATMs across the country.



27,06,343

The total deposits of the Bank as on 31<sup>st</sup> March 2018 stood at Rs. 27,06,343 crore.



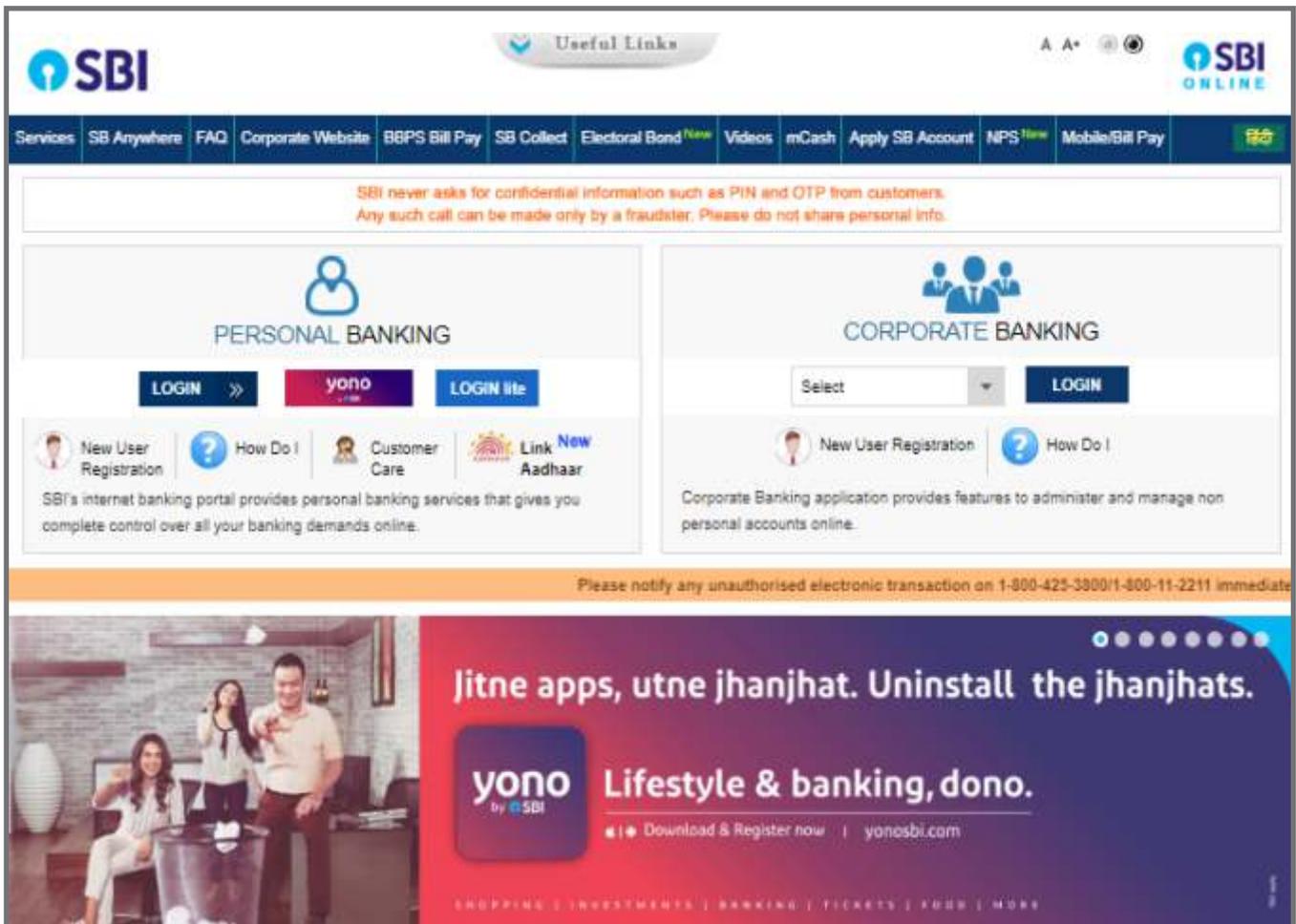
The total advances of the Bank as on 31<sup>st</sup> March 2018 stood at Rs. 20,48,387 crore

SBI offers a wide range of services in the personal banking segment from account creation to disbursement of variety of loans. An overview of banking products and services offered by SBI are as shown below:

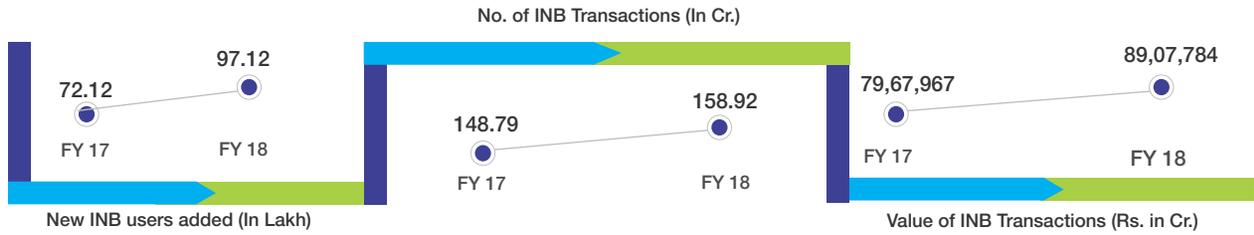
Type of Banking Products and Services:	Number of Accounts opened during FY 2017-18	% of Women Beneficiaries
NRI Accounts	5,97,975	15.15
Car Loans	4,91,526	18.96
Education Loans	56,042	35.00
Home Loan	4,83,616	25.98
Pension Loan	4,44,935	25.74

### Digital Banking Highlights

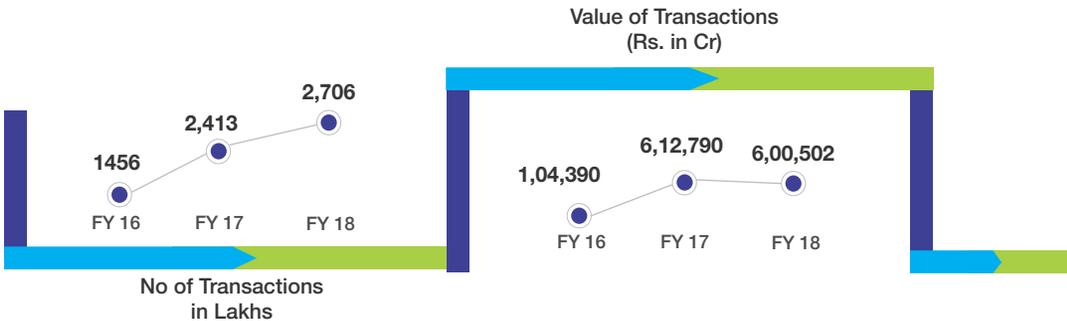
SBI's digital initiatives ensure that millions of Indians adapt to the easier, faster and safer ways of cashless banking. The Bank's net banking website 'www.onlinesbi.com' is one of the most popular online banking sites in the country and globally as well. The Bank facilitated several applications such as YONO, State Bank Anywhere, BHIM SBI Pay (UPI), State Bank MobiCash, SBlePay, etc. to enable smooth and transparent digital banking services.



### Performance of SBI's Internet Banking (INB)



### Performance of Mobile Banking



## Financial Services

In SBI's experience, the Bank's retail banking offerings are popular amongst its customer base. To ensure that the products and services are continuously aligned to the expectations of its customers, SBI has improved its retail business segment by integrating various digital platforms with different products and services offered. Some of the key services offered include:

### Personal Loans

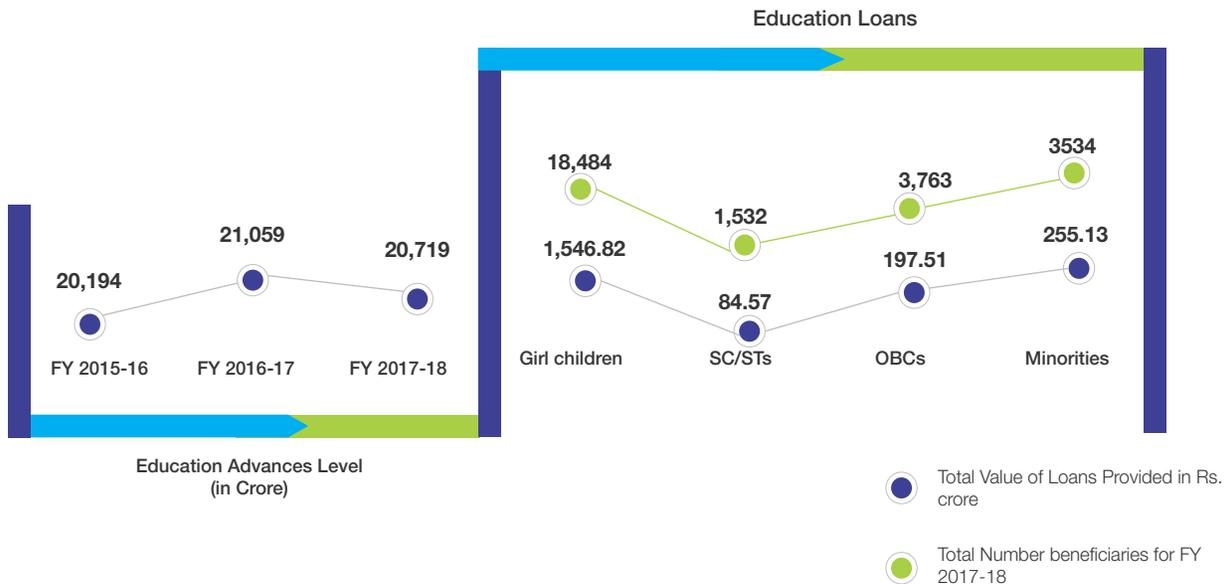
SBI continued its journey of introducing new customer friendly products and launched several digital initiatives during the year to advance personal loans. During FY 2017-18, SBI launched the 'Pre-approved Personal Loan' (PAPL) on the YONO platform, Overdraft (OD) facility for purchases through online shopping websites and 'Insta' credit top up loan on Xpress credit on the INB Platform.

During FY 2017-18, SBI provided personal loans to approximately 14 lakh customers amounting to Rs. 50,971 crore. The personal loan portfolio registered a growth of 17.55% from the previous reporting period. Additionally, SBI has started providing personal loans to non-SBI customers by evaluating the credit history of the applicants and Credit Information Reports (CIRs).



### Education Loan

SBI is the largest education loan provider in the country. During the reporting period, SBI helped 56,042 meritorious students to realise their dreams by providing financial assistance to the tune of Rs. 4,949 crore. Out of the total loans granted in FY 2017-18, 35% loans have been extended to girls who are in the process of completing their education. SBI has also introduced student friendly schemes such as the 'Education Loan Take Over' scheme and a modified version of the 'SBI Global Ed-Vantage' and 'Scholar Loan' schemes. SBI continues to be the largest dispenser of education loans in India. The Bank's market share in this segment is approximately 30%.



### Real Estate and Housing Loan

SBI has the largest home loan portfolio in the country with a market share of more than 32% as on March 2018 amongst all scheduled commercial banks and constituted of a portfolio worth 18% of the whole bank advances. The Bank's home loan portfolio has more than doubled in the last five years from Rs. 1,19,467 crore in March 2013 to Rs. 3,13,106 crore in March 2018. In FY 2017-18, the Bank undertook several initiatives to give additional thrust to this business segment.



Key highlights of some of the initiatives are:

The Bank reached out to roughly one lakh home loan customers across the country, thanking them for their continued patronage and offering any after sales services required by them.

Awareness programs are being conducted in all the merger influenced circles, to bridge the product and technology related gaps among the operating staff involved in home loan delivery. More than 90% of the staff have received training in this area.



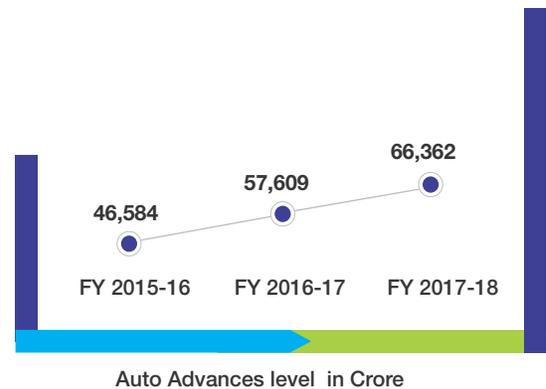
SBI Realty ([www.sbirealty.in](http://www.sbirealty.in)) showcases SBI approved pan India projects to prospective home buyers. It helps to bring together developers and buyers on a single platform giving them access to the deals on SBI approved projects.

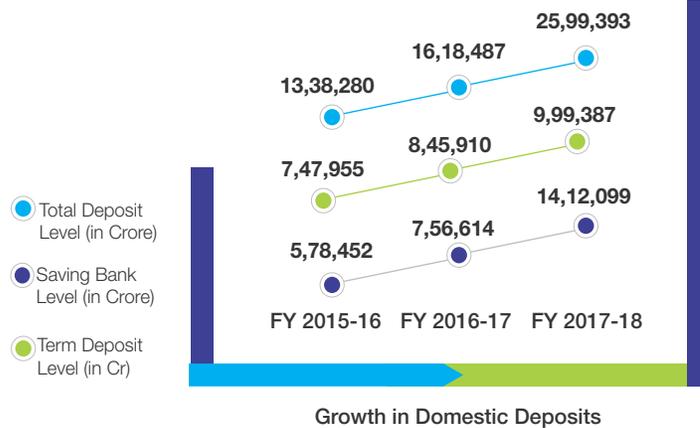
SBI provides Additional Interest Concession to residential projects under the Affordable Housing category.

**Auto Loans**

SBI's car loan product, which is also available online, offers the best to customers in terms of competitive interest rates, finance on 'On-Road price', maximum repayment period of seven years, no prepayment or foreclosure penalty, no advance EMI and an option for an overdraft facility.

As on 31<sup>st</sup> March, 2018, the auto loans portfolio achieved an annualised growth of 15.19%. Additionally, the Bank has established a digital platform called 'Online Customer Acquisition Solution' (OCAS) enabling customers to easily apply for a car loan online. SBI has introduced an "Assured Car Loan" scheme for eligible borrowers which includes senior citizens. It has also introduced a "Car Loan Lite" scheme for non-salaried customers having income but no income proof.



**Domestic Deposits****NRI Business**

As of March 2018, the Bank enjoyed a patronage of approximately 33 lakh NRI customers having over 53 lakh accounts. The NRI customers are served through 95 dedicated branches and more than 150 NRI intensive branches. The NRI deposit of the Bank stood at Rs. 1,99,011 crore as on 31<sup>st</sup> March 2018. SBI has introduced customer centric measures for them such as SBI Exclusif, Global NRI Centre (GNC), SBI Intelligent Assistant (SIA) and PO Box Facility.

**Rural Banking**

The upliftment of India's rural segment is a crucial aspect of the country's development. Accordingly, SBI has worked hard to meet the financial needs of the rural masses by providing various products and services offered via innovative channels. External influences such as structural shifts in the economy, rising non-farm incomes, changing consumption preferences and increasing awareness among the rural consumers has led to a larger number of banking activities taking place in rural areas. To this end, SBI has established 18 Regional Rural Banks (RRBs) across 219 districts and has a network of 5,678 branches.

Particulars	FY 2017-18	FY 2016-17	FY 2015-16
No. of Rural Branches	8,042	5,993	6,297
No. of BC Outlets / Total number of CSPs Deployed	58,274	52,340	64,628
Out of above, Urban Outlets	5,761	6,271	12,106
Coverage of FIP Villages (Cumulative Year End Target)	1,03,565 (1,08,224)	1,03,565 (1,08,224)	1,03,565 (1,08,230)
Small accounts (in Lakh) (Cumulative Year End Target)	1,342 (1107)	1,173 (1,035)	928 (355)
Balance in Small Accounts (Rs. Cr) (Year- end Target)	23,982 (13,411)	15,337.19 (10,610)	8,437 (1,826)
Transactions in BCs No. in Lakh (Amount in Rs. Crore)	3,121 1,24,930	2,279 73,820	2,169 58,217
Accounts opened: Small A/Cs / S/B A/Cs (in Lakh) % of Small A/Cs / S/B A/Cs (in lac)	1,342/4,186 32%	1,173/ 3,325 35%	928/2,958 31.37%

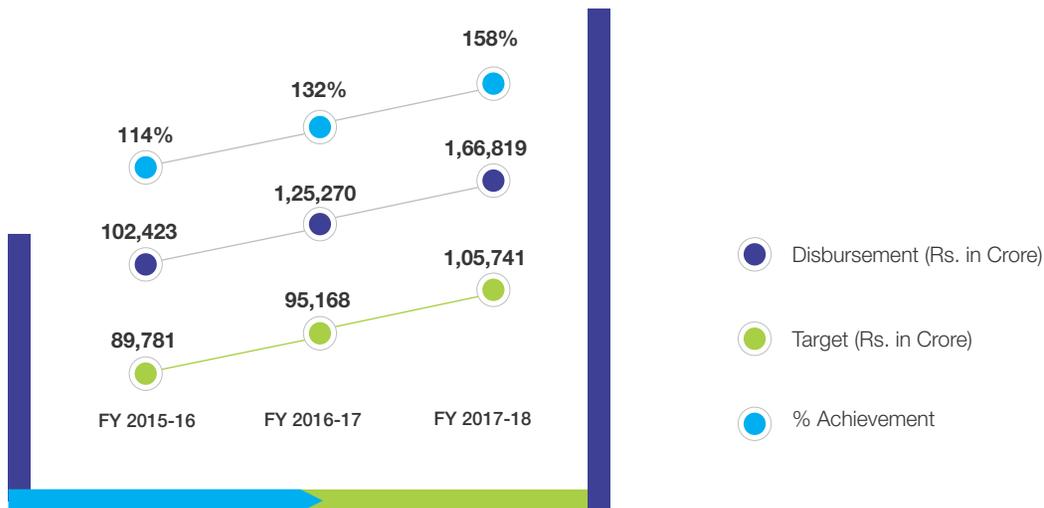


### Agriculture Finance

As part of its agriculture finance business segment, SBI serves approximately 1.35 crore families all over India. A wide range of agri services are offered- with special features such as low interest rates, zero intermediaries, zero hidden costs and quick loan sanction and disbursement. Details of some of the unique initiatives of the Bank are highlighted below.

TYPES OF LOANS AVAILABLE	NO. OF ACCOUNTS OPENED IN FY 2017-18	TOTAL NO. OF BENEFICIARIES
Crop Loans for working capital	5,64,899	78,89,376
Investment Credits (Equipment loans, tractor loans etc.)	3,8252	9,57,666
Agri Gold Loans	37,39,338	47,72,509
Loans available for the formation of SHGs	14,0271	5,46,083
Loans towards drip irrigation	4,492	1,08,035
Loans towards solar pump installation	21	67
Any other*	74,456	3,76,039
<b>TOTAL</b>	<b>45,61,729</b>	<b>1,469,775</b>

SBI continues to align its products and services to national priorities outlined by the Government. As done for the last four years, the Bank has surpassed the Agri credit flow target set by Government of India during FY 2017-18 as well.



## SBI's Smart Approach to Agri Business

SBI is leading the way in technology enablement for Rural-Semi Urban (RUSU) areas by providing core banking solutions, coupled with ATMs, Cash Deposit Machines, Point of Sale (PoS) machines and micro ATMs. During FY 2017-18, SBI took up mass contact programmes to improve its personal connect with farmers. Further, SBI has introduced various technology based solutions and products to make the farmers' lives easier, while simultaneously improving its internal operational efficiency for managing agriculture loans. Some of the key initiatives in this area include:



SBI conducts 'Farmer Connect' programmes through "Kisan Milans" regularly across its 14,624 RUSU branches. In addition to regular branch-level initiatives, SBI held four national level farmers' meets during the reporting period. As a result of these personal interactions, the number of borrowers in the farming sectors sector has crossed one crore.

To increase financial literacy amongst the farmers, SBI publishes publicity material, leverages the radio, and organizes mega farmer meets and 'Krishi' exhibitions through the year. Additionally, SBI launched several programs on good agricultural practices like observing 'World Soil Testing Day' and 'All India Dairy Day'.

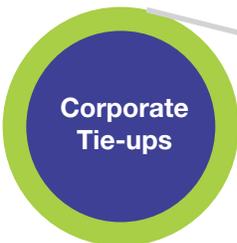
### Case Study Jaipur Circle

The Bank staff from the Jaipur Circle were finding it difficult to establish a frequent connect with the farmers as they were always working in the fields during the day. As a solution to this problem, the Circle implemented the initiative 'Ratri Chaupal' which enables the staff members to meet with the farmer at night in their village community centre. During this meeting, the farmers are given a chance to voice all their concerns regarding re-payment of their loans. The staff members counsel them and also discuss other viable loan schemes and subsidies that are available to the farmers. To ensure maximum interest and participation amongst farmers, the Circle organises light refreshments to be organised during these meetings. Sometimes, folk songs and dances are also organised. During FY 2017-18, the Jaipur Circle organised approximately 600 'Ratri Chaupal' meetings.



SBI has undertaken initiatives like launching products for 'Harvesting and Transport' loans in collaboration with Sugar Mills, financing tractors under tie-ups and supporting allied agricultural activities under the Pradhan Mantri Mudra Yojna scheme.

### New products for farmers



In order to make agricultural lending more sustainable as well as reduce risks for the business segment, SBI is focusing on supply chain finance through strategic corporate tie-ups.



## Support to Small and Medium-sized Enterprises (SMEs)

SBI is a pioneer and market leader in SME financing with over one million customers associated with this business segment. The Bank's approach in driving growth continues to rest on three pillars viz. customer convenience, risk mitigation and digital offerings. The SME portfolio of SBI stands at Rs. 260,858 crore as on 31<sup>st</sup> March 2018 which accounts for nearly 12.71% of the Bank's total advances.

SBI has created the largest number of touch points in terms of number of branches and other modes, reaching out to the public at large. This includes 886 Relationship Manager Small Enterprises (RMSEs), 775 Relationship Manager Medium Enterprises (RMMEs), 900 Customer Support Officers (CSOs), 89 Small & Medium Enterprises Centres (SMECs), 81 Retail Assets Small & Medium Enterprises City Credit Cell (RASMECCC) and 1,248 SME intensive branches. To enhance the ease of doing business for Small and Micro enterprises, SBI modified its SMEC by creating Asset Management Teams (AMT) and improving staff strength for developing end to end relationships with the customers for small value loans. Additionally, SBI participates in business conclaves and summits to reach out to the entrepreneurs and understand their requirements.

As part of knowledge dissemination, SBI conducted GST workshops in 91 centres and town hall meetings at its district headquarters, thereby helping more than 4,000 SMEs understand the facts and requirements of GST. SBI also rolled out a product called 'SME ASSIST' to finance pending input credit claims under GST and has funded 431 SME units worth Rs. 228 crore.

'Project Vivek' heralded a paradigm shift in SBI's appraisal system from traditional balance sheet based funding to a more objective appraisal system of leveraging cash flow and other sources of information. Key features of the initiative include better risk assessment of SMEs and a reduced turn-around time. As on 31<sup>st</sup> March, 2018 more than 13,000 proposals have been processed under Project Vivek.

'Digital Inspection Application', a mobile based application, records inspection of SME units- digitising the pre-sanction and post sanction loan processes. Additionally, SBI records collateral security, the location of the properties and place of business with photograph and geo-coordinates through this digital application.



**Financial inclusion****Banking for Everyone**

SBI continues to serve the nation and touch the lives of the less privileged sections of society through its financial inclusion initiatives. The Bank has brought millions of people under the ambit of formal banking systems and procedures through its vast network. SBI leverages technology to bring about a digital transformation in the financial sector.

SBI's Business Correspondent (BC) Channel provides various banking products and services to customers thereby reducing the footfall in branches. Currently, SBI has more than 58,000 operating BCs and over 24,000 branches across India to extend its banking services. In FY 2017-18, the BC channel recorded more than 31 crore transactions amounting to Rs. 124,930 crore – resulting in approximately 10 to 15 lakh transactions per day.

SBI has actively participated in Self Help Group (SHG) -Bank Credit linkage programme since its inception in 1992. As of 31<sup>st</sup> March 2018, SBI is the market leader in SHG financing with credit loans worth Rs. 10,551 crore, disbursed to more than 5.91 lakhs SHGs.

Under the Pradhan Mantri Jan Dhan Yojana (PMJDY), SBI has paved the way for country wide financial access by being a pioneer in implementing the programme. As on 31<sup>st</sup> March 2018, SBI opened more than 10 crore accounts and issued more than 7 crore Rupay cards to eligible customers.

To fulfill the needs of social security, SBI provides low cost micro insurance products (PMJJBY, PMSBY) and pension schemes (APY) to more than 2 crore customers in the unorganized sector. In line with the GoI's initiatives, SBI has laid considerable emphasis on extending credit facilities to eligible units under different variants of PMMY. During the reporting period, the Bank has disbursed Rs. 28,556 crore under PMMY against a target of Rs. 28,300 crore.

**Financial literacy**

Educating and creating awareness on aspects related to banking products and services, especially among people living in un-banked regions of India, is a key priority for the Bank. As of 31<sup>st</sup> March 2018, SBI has established 151 Rural Self Employment Training Institutes (RSETIs) across the country to help mitigate the unemployment and underemployment problem among youth. RSETIs impart comprehensive and quality trainings to rural youth thereby helping in setting up micro enterprises. Every year, each RSETI offers 25 to 30 skill development programmes in 60 avenues approved by the Ministry of Rural Development (MoRD) under agriculture, product, process and general programmes, through a uniform standardized curriculum.

During FY 2017-18, SBI RSETIs have trained more than one lakh rural youth. Of these, 63% were women, 83% belonged to non-general categories and 60% belonged to the 'Below Poverty Line' category. More than six lakh candidates have been trained by SBI-RSETIs over a period of seven years of which 67% have been gainfully settled.

**Performance of SBI-RSETIs**

Particulars	FY 2017-18	FY 2016-17	Cumulative
No. of Programmes Conducted	2,833	3,836	23,007
No. of Candidates Trained	76,971	1,00,237	6,13,020

SBI has set up 336 Financial Literacy Centres (FLCs) across the country for imparting financial literacy and facilitating effective use of financial services by the general public. During FY 2017-18, more than 23,000 financial literacy camps were conducted by these FLCs. As part of the pilot project being implemented by the RBI, SBI has set up 15 Centres for Financial Literacy (CFLs) at a block level- 5 each in the state of Maharashtra, Chhattisgarh and Telangana in association with NGOs.





# Enhancing Human Capital



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# ENHANCING HUMAN CAPITAL AT SBI

SBI has the distinction of being the largest employer in the country’s banking sector. SBI considers its employees to be central to its continued success and is proud of the performance oriented and meritocratic culture that the Bank has developed through the years. It has been strategically investing in enhancing its ‘Human Capital’ to achieve its corporate goals. The Bank’s Human Resources (HR) vision has been built around the principles of inclusiveness, empowerment and development. SBI has developed employee-friendly systems and policies to empower its workforce and help support their overall personal and professional growth.

The Bank is an equal opportunities employer and has established a diverse and ethical working culture. Best-in-class HR practices have been implemented to foster professionalism at the workplace and help employees achieve their full potential.

## Employee Diversity

The financial year began with the historic unification of SBI with its five Associates Banks and the Bharatiya Mahila Bank (BMB) as a single entity. The merger witnessed the addition of approximately 71,000 new employees to the existing workforce. The Bank introduced initiatives such as “SANGAM” to help in the smooth on-boarding of employees. Through this initiative, it reached out to all the new employees to understand their job history, role preferences. Glimpses of SBI’s people policies, its operating style and work culture, the unique opportunities offered and new activities planned were provided.

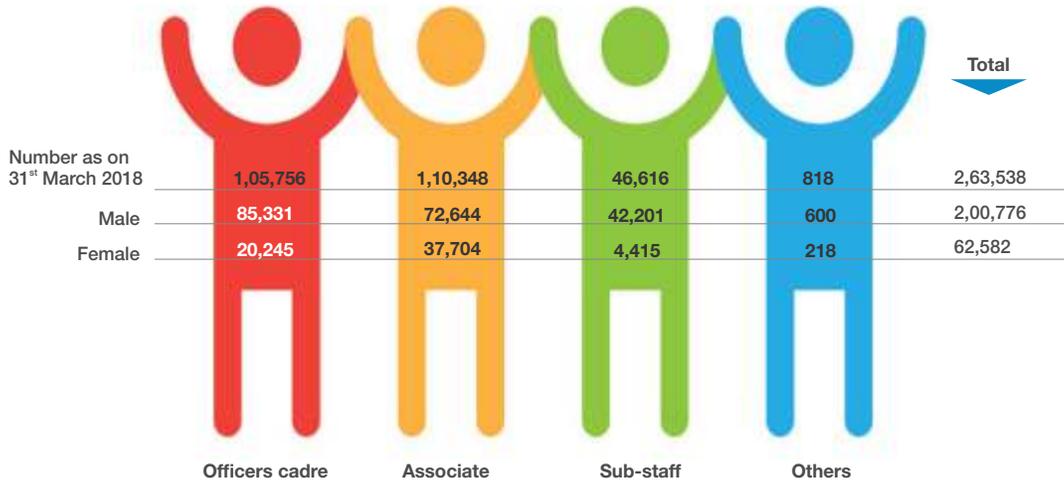


**71,000** new employees through merger of State Bank of India, 5 Associate Banks, Bhartiya Mahila bank

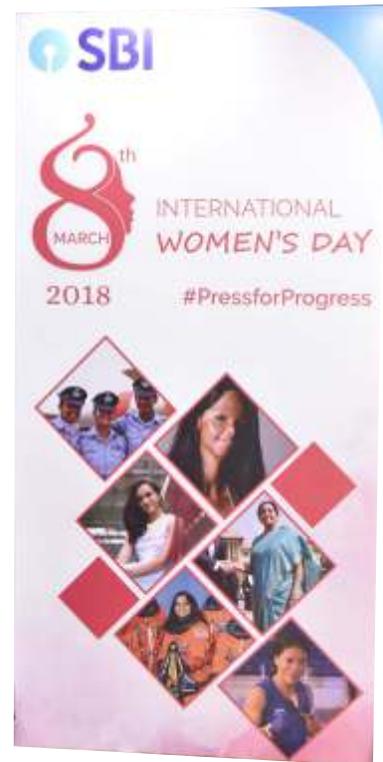
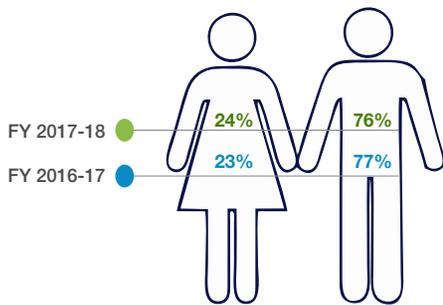
The Bank recognises and respects different cultures, nationalities, races, religions and sexual orientation. It also understands the importance of enhancing diversity and inclusion at the workplace and does not encourage discrimination of any form. As of 31<sup>st</sup> March 2018, the employee strength of SBI was 2,64,041, of which 24% were women employees. Women employees are spread across all levels of hierarchy as well as geography. Nearly 2,400 branches are being headed by women officers. During the reporting period, the Bank’s Board and specific committees saw participation from three women members. As on 31<sup>st</sup> March, 2018, 4,319 differently-abled people are part of the Bank’s workforce.



As on 31<sup>st</sup> March 2018, 47.04% of the Bank's total workforce is from the SC, ST and OBC categories. SBI has appointed Liaison Officers at its Corporate Centre and all Local Head Offices (LHOs) to redress grievances of the SC, ST and OBC employees on a real time basis. Additionally, the Bank regularly conducts pre-recruitment and pre-promotion training programmes for these candidates.



\*The workforce breakdown does not include employees posted at foreign locations



## Talent Management and Retention

SBI attracts a highly dedicated and skilled workforce through its continuous engagement activities. The Bank provides an employee-friendly working environment, imparts relevant trainings and ensures a diverse and inclusive workforce to retain its people. In addition to functional learning, the training modules comprise of soft skill trainings which help individuals in their career progression. SBI has restructured its leadership and succession development program for employees exhibiting exceptional performance at the workplace, thereby accelerating their professional growth further. The Bank anticipates the need to groom future leaders for which, project 'Saksham' was launched to groom the future leaders of the Bank in a structured and holistic manner. Project Saksham encompasses various HR initiatives pertaining to job family, talent management and retention as well as developing a dedicated recruitment portal.

SBI has adopted a scientific approach towards managing its workforce and the optimal utilisation of their capabilities. To foster expertise and deep domain knowledge, it introduced the 'Job Families' concept that helps in allocating an appropriate job profile to the right candidate. To ensure optimum exposure and delegation of responsibilities, the Bank has developed the "SUCCEED" tool for succession planning of critical positions.

In 2016, SBI introduced the Career Development System (CDS) for performance appraisal of individual employees in an objective and transparent manner. The entire system is IT-driven and has been extended to cover all the employees of the erstwhile Associate Banks post-merger. Further, the system has a provision for capturing the developmental needs of the individual employees by conducting a competency assessment.

SBI has revamped the recruitment process and developed a stronger employee value proposition to attract the best talent available. During FY 2017-18, 2,220 probationary officers were offered employment. Additionally, 600 domain experts were selected through the lateral and contractual recruitment process.

Functional Domains	No. of Recruitments
Special Management Executives	367
Wealth Management	179
Law	29
Others	25
Total	600



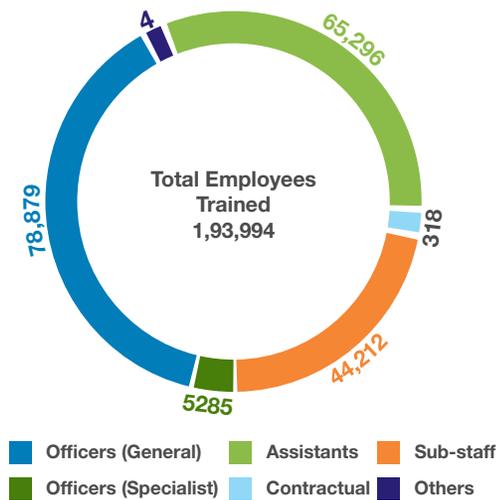
Interactive session with trainees at SBI Academy Gurugram

## Learning and Development

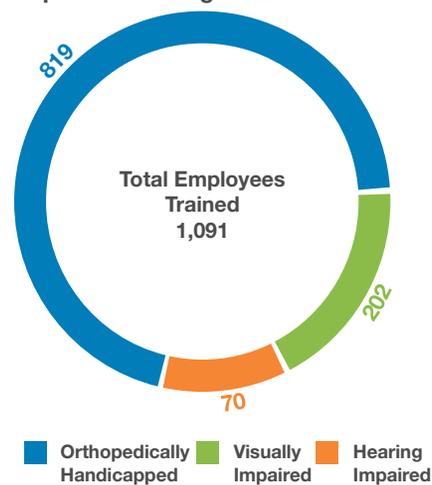
SBI emphasises the importance of providing skills and constantly upgrading its workforce through a continuous learning process. The Bank offers varied learning opportunities including mandatory, role-specific, need-based and personal development trainings to its employees. Its training infrastructure in terms of facilities, content, programmes, trainers is the largest in the Indian banking space.

SBI's Strategic Training Unit (STU) caters to all categories of employees of the Bank and keeps them ahead of the learning curve. The Bank adopts new techniques regularly to enhance the quality of trainings imparted. This is done to enable employees to carry forward the initiatives for creating customer delight. In order to stay relevant within the dynamic banking environment, SBI continuously grooms its new employees and re-skills the existing ones by adopting a pragmatic approach. In FY 2017-18, the Bank trained 1,93,994 employees through its training establishments. A total of 17,971 training programs were conducted during the reporting period. The average training man-hours per employee was 50 hours.

Number of employees trained Cadre wise



Training provided for differently abled persons during FY 2017-18



## Transition to Retirement

SBI conducts specialised training programmes for its senior executives to prepare them for a life post retirement. 'Transition to Retirement' programmes were conducted for 113 senior management members as well as their spouses. Further, 184 programmes were conducted for other retiring employees covering 3,929 participants.



## Revamping the 'Training System'

External factors such as a rapidly changing environment, increased focus on risk, technological advances, regulatory compliances and an increasing employee base comprising of millennials has propelled the Bank to revisit its existing training techniques. SBI has instead adopted innovative and effective methods of disseminating information. During FY 2017-18, the Bank incurred training expenses worth Rs.211.59 crore as compared to Rs.165.99 crore in the previous financial year.

Quality and competence of the workforce is most critical to the Bank's performance and future growth. Therefore, there is a continuous need to inculcate a culture of self-learning. Moreover, a digital platform has been developed to enhance employee outreach in a uniform manner. Mass communication programmes for building employee ownership and internal branding are also a part of the new training system. With this objective, the Bank has taken several new initiatives and modified existing initiatives as highlighted below:



### Resource Optimisation

- **Faculty selection process:** The Bank revised its faculty selection process with an aim to select officials who possess a passion and flair for teaching with the requisite knowledge in the chosen field and subject.

- **Verticalisation of Apex Training Institutes (ATIs):** In order to provide domain specific trainings, SBI has established different verticals for all its ATIs. Additionally, the Bank has instituted an Apex Advisory Council for the entire training system and Advisory Councils for respective ATIs.
- **Centralised control of learning centres:** To improve the overall effectiveness and bring uniformity in programme content and delivery, the Bank has proposed to bring State Bank Learning Centres (SBLCs) under the control of STU. SBLCs provide short duration role based capsule programs for certifications. These learning centres have been renamed as "State Bank Institute of Learning & Development" (SBILD) effective 1<sup>st</sup> April, 2018.

### Capacity Building

- **Comprehensive development plan for Probationary Officers (Pos):** With the objective of facilitating continuous learning, the Bank has revised its training policy for POs to ensure proper on-boarding of new entrants and impart comprehensive trainings.
- **Classroom to Desktop training - e-Gyanshala:** In addition to institutional trainings, SBI has developed a search engine that provides online access to various Standard Operating Procedures (SOPs). Provision of access to these documents has helped improve workplace effectiveness of its employees.
- **Developing a 'Quiz' culture:** A daily online quiz is made available on mobile phones through an e-learning app on the Bank's intranet portal. This initiative keeps the employees updated, engaged and simultaneously attracts more learners.
- **Certification Programmes for Capacity Building:** The banking industry is growing exponentially and it therefore becomes imperative that the employees keep themselves abreast with the latest guidelines for discharging their duties effectively. SBI is the first bank to roll out this initiative as per RBI directives across all its business functions. SBI has started conducting certified capacity building workshops in association with external accredited agencies such as IIBF for Forex Operations, Treasury Operations and Risk Management, Moody's for Credit Management and NIBM for Accounts & Audit.



Launch of Credit Certification Programme in association with Moody's Analytics

- **Role based graded level certifications for employees:** The Bank has introduced internal certificate programmes for which the course content is designed in consultation with respective business units. Evaluation is being done by conducting a common, pan India exam at periodic intervals.
- **Bringing master class courses – engagement of external faculty:** SBI has set up the 'State Bank Institute of Management' (SBIM) with an aim to render specially designed programmes for senior executives of the Bank as well as those from other commercial banks and institutions. To maintain high quality, the Bank has engaged external subject matter experts along with working senior executives. Engaging external faculty from reputed universities and business schools has not only made participants aware of the best practices in leadership and management across the world, but has also enriched them with contemporary managerial knowledge. SBIM has been renamed 'State Bank Institute of Leadership' (SBIL), effective 1<sup>st</sup> April 2018.
- **Research:** The training system focuses on empirically evidenced policies and research on specific issues observed in the banking sector. A dedicated research wing has been set up at SBIM for high quality research focused on banking and financial services in the areas of management and fintech. In FY 2017-18, 85 research studies were carried out by various ATIs on operational aspects related to the Bank.



One such study was carried out by State Bank Institute of Information and Communication Management (SBIICM), Hyderabad on e-Waste Management and is important for the Bank from the sustainability context.

The study incorporates information on the importance of safe disposal of discarded electrical and electronic equipment (EEEs). The role and responsibilities of the Bank as a bulk consumer of electric and electronic equipment under E-waste Management Rules-2016 is clearly outlined and the initiatives taken by the Bank are highlighted. This includes the empanelment of eight authorised re-cyclers, re-processors and re-users by the State Bank Global IT Centre (GITC). The report incorporates ideas worth deliberating towards ensuring cost effective reduction of the Bank's e-waste for all new electronic equipment purchased.

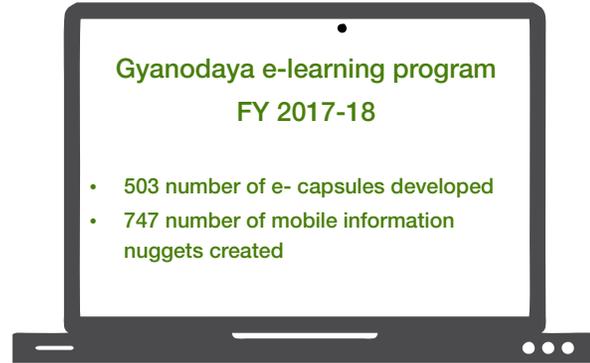
## Research on e-waste Management



### SBI's E-learning Platform

SBI has designed in house e-learning courses for different cadres according to the nature and role of the employees' function. Completion of such courses has been made mandatory by linking them with the annual appraisal system.

Through its 'Gyanodaya' e-learning program, approximately 774 e-lessons were completed during the reporting period. Further, 2,18,158 employees registered on the Gyanodaya portal of which 1,97,510 completed atleast one e-learning module during FY 2017-18.



### Employee Engagement

SBI recognises and rewards the good work done by its employees. In FY 2017-18, the Bank rolled out a scheme called 'SBI Gems' for recording the appreciation given to employees on its HR portal. The mechanism enables senior officials to convey their appreciation for a job performed well and retain organisational memory for the same. The objective of developing 'Gems' was to enhance loyalty and drive strong motivation amongst all the employees.

SBI launched the 'SANJEEVANI-SBI HR Helpline' to provide quick and meaningful resolution to the grievances lodged by its employees. The helpline is accessible to SBI's employees through phone, SMS and e-mail. SANJEEVANI provides a two-way communication channel to the employees and the HR team through an 'Interactive Voice Response System.'



The Bank has been carrying out activities at the corporate level as well at various LHOs, AOs, branches which have encouraged staff members to participate and benefit from it. Activities such as the SBI Green Marathon, pre-marathon fitness activities at residential societies, celebration of the Bank's annual day, "Power talks" by eminent personalities, etc. were organised.



## Employee Well-Being

SBI provides its employees with several benefits and offers them privileges to enhance employee satisfaction. Some of the benefits granted by SBI include medical expenses reimbursement for employees and their family members, concessionary staff loans, etc. The Bank has introduced seven days of "Bereavement Leave" to help employees cope with the loss of a near and dear one. This leave allows employees to spend time with their families during the mourning period.

SBI offers group insurance covers, tie-ups with hospitals and diagnostic centres, and dispensaries with competent professionals for the employees and their families. The larger establishments have their own medical department and dispensary, with specialists available for consultation. Doctors are also available at some of the Bank's residential complexes. Additionally, the corpus of 'Staff Welfare Fund' has been enhanced from Rs. 100 crore to Rs. 150 crore. Under the new fund, medical assistance, to retired employees in case of critical illnesses has been introduced. An amount of Rs. 20 crore has been earmarked for this purpose.

During the reporting period, the Bank accorded special attention to helping its employees maintain work-life balance. The Bank believes that employee welfare cannot be restricted to mere provision of facilities, monetary or otherwise, but needs a comprehensive approach. SBI reached out to all its offices to ensure that a good and healthy work environment is maintained and mutual respect and empathy at the work place is provided. SBI is also taking proactive measures to reduce the hardships of women officers by minimising internal transfers. SBI supports its employees in exercising the freedom of collective bargaining on issues of common interest and are thus permitted to form unions and associations.

## Enhancing Safety and Security for Employees

SBI strives to continuously improve the safety of its employees and inculcate a culture of safe working practices, which subsequently results in increased productivity. The Bank proactively organises periodic safety awareness sessions and training. Mock evacuation drills are conducted to help preparedness in case of fires, earthquakes and other disasters. In FY 2017-18, SBI conducted fire safety audits in seven buildings, electrical safety audit at GITC and railway station buildings.



### SBI's Security Awareness Program

In order to create awareness about safety and security within the Bank, amongst the staff and public, a week-long security and fire safety awareness week was organised from 22<sup>nd</sup> June to 28<sup>th</sup> June 2017. The awareness session witnessed enthusiastic participation and the results were encouraging.

During the reporting period, the following programs were organised at various levels:



Security and fire safety quiz (in three phases) for all staff members.



Security and fire safety awareness program at Corporate Centre, LHOs, AOs, RBOs and branches



Fire safety and evacuation drill in the high-rise buildings.



Award for the best security compliant branch in the region.



## Training the Bank's Security Personnel

SBI has identified sector-specific risks that can pose a threat to the Bank's reputation, employees as well as customer relations. Hence, the safety of life and safety of resources is given paramount importance across all operational locations. It is vital to ensure the safety of customers, employees and any other key stakeholders visiting any of the Bank's offices or branches. The Bank entrusts this crucial responsibility to its security personnel, and equips them with necessary tools and trainings to fulfil their duties.

In FY 2017-18, SBI trained more than 32% of its security personnel. The overarching goal of these trainings is to achieve security consciousness amongst staff members, and equip the branches with advanced security equipment and weaponry.

A dedicated Chief Officer (Security) Department at the Corporate Centre has been established.

### Circle Security Officers (CSOs) Conference – 2017

A two day CSOs Conference was organised in Panaji, Goa. The conference was attended by 46 delegates from all the Circles and various issues pertaining to security and safety in different Circles were discussed. Issues emerged during the meeting were brought to the notice of top management and appropriate solutions were provided to the Circles to overcome these identified issues.

### Refresher Training for Promotee Security Officers

With the objective of providing information about the security arrangements in the Bank, and helping junior security officers upgrade their professional skills with self-confidence, the Chief Officer (Security) conducted a three-day refresher training program.

### Training of Guards at Various SBLCs

In its effort to upgrade the skills and acumen of its security staff, the Bank deputed 1,822 guards at various SBLCs for refresher training program. This was done with the primary objective of providing a safe and secure banking environment to SBI's customers and staff.





#### Reward and Recognition Program for Security Staff

In order to motivate and honor the services of Security Officers excelling in their job, the COS department introduced a 'Rewards and Recognition' program for the security staff at SBI. In this program, the best security staff posted at branches, Module, LHO and Corporate Centre establishments are rewarded by their respective Admin Office/ Circle / Corporate.

#### Human Rights

SBI respects the human rights and dignity of all its employees and the stakeholders associated with the Bank. The guidelines on human rights cover the Bank's entire value chain which comprises of employees, suppliers, clients, communities and countries in which it operates. It is in compliance with the internationally proclaimed human rights policies and is strictly intolerant to any kind of human rights violations at workplace. The Bank has various grievance redressal channels for complaints related to human rights issues such as discrimination and sexual harassment.

SBI has a zero tolerance approach for sexual harassment at the work place and has implemented a structured mechanism to prevent any such incidents at the work place. During the reporting period, 18 complaints of sexual harassment were reported, of which 11 were addressed and resolved by 31<sup>st</sup> March 2018. The rest are in various stages of resolution.





# Customer Satisfaction



Make your savings grow

Bank of India

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# CUSTOMER SATISFACTION

SBI places emphasis on providing superior customer experience through all its products and services. The Bank's customer centricity is clearly reflected in its Vision, Mission and Values. SBI continuously engages with its customers to understand their rapidly changing needs via various media. The manner in which it meets and exceeds customer expectations evolves on a continual basis. Of late, SBI has been working to improve customer experience by driving innovation and making use of digital technology.

Digital banking is gaining momentum and SBI is one of the pioneers in enabling the same. With the dawn of the digital era, the banking industry is witnessing an overhaul in the way conventional banking has been conducted so far. Payment systems have become the most sought after medium of conducting business on account of the growing penetration of smart phones, e-commerce and mobile applications. During FY 2017-18, the Bank implemented several new initiatives and strengthened its existing initiatives to enhance customer delight.

## The Customer Experience Excellence Project (CEEP)

CEEP has been conducted across 5,364 branches in India. These branches are equipped with anytime channel machines viz. ATMs, recyclers, SWAYAM for passbook printing, electronic cheque drop boxes and internet enabled PCs. An integrated 'Queue Management' system manages the crowd and ensures that the customers are serviced promptly without having to wait in queues at the counters.

SBI's Mobile App, "State Bank No Queue", enables customers to self-generate e-tokens to avail banking services at CEEP branches. It further reduces crowding at branches as the token is generated before the customer arrives at the branch. This helps customers skip the queue and avail banking services immediately. As on 31<sup>st</sup> March 2018, the app has registered more than 23 lakhs downloads. The 'High Net-worth Individuals' (HNI) customers are tagged as Priority Customers at these branches.




State Bank of India  
 THE BANKER TO EVERY INDIAN

## TIRED OF WAITING IN THE QUEUE FOR BANKING SERVICES?

Download  
**State Bank NO Queue**  
 MOBILE APP

- 1 Download State Bank NO Queue Mobile App from Google Playstore and Apple Store
- 2 Choose the desired service/Locate the Branch & get Virtual Queue Ticket [e-Token]
- 3 Walk into the Branch & Enjoy hassle free service without waiting.

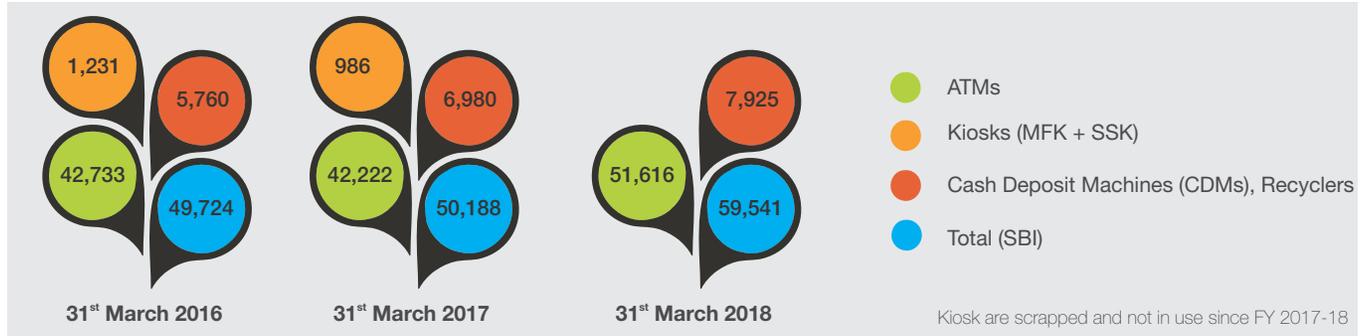
State Bank NO Queue  
 Service Without wait

Select Services at Select Branches  
 Designed to save your valuable time and avoid Queue for Banking Services

## ATMs/Recyclers

SBI has one of the largest ATM networks in the world with 59,541 ATMs including Cash Deposit Machines (CDM) and recyclers as on 31<sup>st</sup> March 2018. During the reporting period, the Bank replaced 6,793 old ATMs and installed 3,883 new ones, which were equipped with the latest technology.

SBI has installed 7,925 recyclers and CDMs so far to provide 24x7 cash deposit and withdrawal facilities. Over 2,000 e-corners, including 250 hi-tech SBI INTOUCH branches, have been set up across the country where customers can avail the entire gamut of services. To ensure and protect customers' interests, approximately 13,000 ATMs have been brought under continuous electronic surveillance.



## Launch of SBI YONO

On 24<sup>th</sup> November 2017, SBI launched India's first comprehensive digital service platform, YONO- 'You Only Need One'. YONO is an integrated omni-channel, digital platform that offers banking and other financial products along with access to India's largest Business to Customer (B2C) marketplace. YONO meets customers' lifestyle needs across 16 categories.

The Bank has partnered with more than 70 leading e-commerce players to provide customised offers and discounts.

With YONO, customers can:

Within **4** minutes, open a bank account digitally

In **3** clicks, avail pre-approved personal loans without any paperwork

Benefit from an **'intelligent'** spend analyser

Apply for online **Credit Card** link credit cards and pay credit card bills seamlessly



Launch of YONO app by the Hon'ble Finance Minister



## Internet Banking (INB)

SBI's net banking website 'www.onlinesbi.com' is one of the most popular online banking sites globally, and the most visited banking website in India. During the reporting period, approximately 159 crore transactions were recorded through this secure and cost-effective channel. The INB user base registered a growth of over 35% on YoY basis.

SBI's website is a robust and user-friendly net banking platform- serving all business segments such as retail, corporate and government customers. The platform undergoes continuous up-gradation with the addition of new features, functionalities and enhanced security. During FY 2017-18, the Bank made enhancements to its net banking services including provision of online access to CIBIL scores, Aadhaar linking with Customer Information File (CIF), enabling purchase of sovereign gold bonds, SMS alerts in Hindi and GSTN integration.

## Mobile Banking

In FY 2017-18, the mobile banking channels of SBI registered over 3.05 crore users and processed transactions amounting to Rs. 6,00,502 crore. Some noteworthy mobile banking platforms of SBI include:

### SBI Anywhere

This personal mobile banking application is an extension of SBI's highly popular INB service available on the mobile platform. The Anywhere app provides several facilities on the go. The recently added voice assisted banking and 'myFitness' features are gaining quick traction.



### State Bank MobiCash

In order to expand its outreach to the rural segment and enable benefits of digitalisation to the masses, SBI rolled out an exclusive offering - State Bank MobiCash in 'assisted' mode. MobiCash offers assistance for conducting transactions through the wallet using CSP (BSNL customers) services and has zero dependencies on the internet for completing transactions. State Bank MobiCash aims to bridge the gap between urban and rural market and fulfill aspirations across all sections of the society, thereby helping India move towards a cashless economy.



### SBI Buddy

Mobile Wallet SBI Buddy is another digital payment option provided to SBI's customer as well as non-customer base. Launched in August 2015, SBI Buddy has seen a remarkable growth in its user-base, which expanded to 1.29 crore as on 31<sup>st</sup> March, 2018.



## Metro and Transit Projects

As a leading bank in the digital space, SBI participates in various metro and transit projects with a special focus on implementing national common mobility cards. SBI has succeeded in winning bids for the implementation of an automated fare collection system based on the qSPARC technology on the RuPay platform for two metro projects namely Nagpur Metro and Noida Metro.

## Acceptance Infrastructure – Merchant Acquiring Business

In sync with Gol's vision of creating a digital economy, SBI has strengthened its card acceptance infrastructure by giving renewed impetus to the installation of Point of Sale (PoS) terminals, thereby taking the numbers to over 6.09 lakh, an increase of 20% from the previous year.

## SBIePay

In the digital world, a 'payment aggregator' is in the unique position of offering various channels on a single platform. Till date, SBI is the only bank in India to have its own aggregator. SBIePay enables merchants to receive online payments from their customers through channels of their choice. As on 31<sup>st</sup> March 2018, the Bank has digitally on-boarded more than 300 merchants. The platform has also enabled SBI to provide services to the Central and State Government departments for tax and non-tax collections. Some of the other clients include educational institutions, municipal corporations and reputed private merchants.

## Facilitating E-Governance

To facilitate easy, efficient and transparent ways of completing e-Governance activities through digitalisation, SBI undertook numerous initiatives, some of which include:

**E-MRO (Military Receivable Order):** Online receipts of Defence are being processed through SBI CMP and SBI Collect. All 31 CDAs (Controller of Defence Accounts) have been on boarded.

**GeM (Government e-Marketplace):** SBI is the pioneer for financial integration of payments to suppliers for procurement of goods and services through the GeM portal.

**E-BG (Bank Guarantee):** SBI is the first bank to integrate with Government e-Marketplace (GeM) for online confirmation of BGs for procurement.

**Direct Benefit Transfer (DBT):** SBI is the sole banker for processing entire Direct Benefit Transfer of LPG subsidy (DBTL). Total number of transactions and amount processed in FY 2017-18 are as following:

Particulars	No. of transactions (Crore)	Amount (Rs. in Crore)
DBT	28.26	1,24,881
DBTL	114.39	23,076

**Pension Payments:** SBI has been administering pension payment to more than 53 lakh pensioners through its 16 Central Pension Processing Centres (CPPCs). The total pension amount disbursed is more than Rs. 1,33,000 crore. The Bank added 2.8 lakh new pension accounts during this period. Of the total pensioners, over 92% of accounts are seeded with Aadhaar details.

## Initiatives for NRI Customers

SBI has a 33 lakh strong NRI customer base, which is being catered to by 150 NRI intensive branches and 95 dedicated branches across India. A Global NRI Center (GNC) has been setup as a centralised back office for handling the entire gamut of non-financial requests, customer support and services related to NRI customers. It is the single point of processing all NRI related services of the Bank and has led to the reduction in the turn-around time of almost all deliverables from the opening of accounts to complaint resolution. GNC provides the following services:-

- Processing of all account opening requests and applications received from overseas
- Delivering of personalised welcome kits to foreign locations in a time bound manner.
- Quick and efficient disposal of NRI complaints and service requests.

## SBI National Hackathon

In FY 2017-18, SBI's Collaborative Innovation Centre (CIC) launched 'SBI National Hackathon', a platform for startups and developers in India to create a boundary-less and collaborative development ecosystem. The objective of the Hackathon was to promote an outcome-based technology culture amongst startups and developers, with a focus on developing cutting edge solutions for the Bank.

During the reporting period, SBI conducted three end-to-end hackathons to secure solutions for YONO, wealth management and cash management products across themes such as facial recognition, voice based authentication, signature recognition, mandate registration process automation, automated real time customer identification using Internet of Things (IOT), etc.



Felicitating the winners of SBI National Hackathon

## Wealth Management: SBI Exclusif

'SBI EXCLUSIF' Wealth Management Services (WMS) for SBI's High Net Worth customers are available at 13 centres with 76 dedicated wealth hubs and 3 e-wealth centres. During the reporting period, the wealth management business witnessed an exponential growth in terms of client acquisition and net new money generation. As on 31<sup>st</sup> March 2018, the number of wealth clients were 24,168 clients registering a growth of 528% from previous year. Net new money witnessed a growth of 566% thereby amounting to Rs. 1,998 crore.



## Resolving Customer Queries

SBI focuses on understanding its customers' ever growing expectations and resolves their queries and concerns promptly. In addition to its existing 24\*7 customer helpline, the Bank has implemented the following initiatives:

### Developing Chat Bots

The Bank has developed 'Chat Bots' across different public interfaces wherein customers can interact with the system in a language of their choice and receive responses to their queries without any manual intervention. Chat Bot provides real time responses and is available 24\*7. The platform is cost effective as it reduces the cost of deploying human telecallers.

### Smart Response to Customer E-mails

The Bank has installed 'Smart Response', a solution that generates automated responses to emails received on the customer support email-id. The solution reads the incoming emails, and based on the inbuilt logic prepares automated responses to the emails without any manual intervention. Key benefits of the solution include automated processes for queries and responses, reduced turn-around time, reduced cost of manpower deployment and accuracy and uniformity in response to customers.

### SBI CARE

An innovative, dedicated customer care centre called 'SBI CARE' has been introduced to cater to customer queries and their non-financial banking requirements. SBI CARE centres handle all types of account related enquiry. SBI CARE strives to offer a delightful and interactive experience to the Bank's customers.

### SBI Intelligent Assistant (SIA)

SIA, a smart chat assistant, evolved from the cutting edge technology of artificial intelligence, efficiently resolves queries of NRI customers, similar to that of a bank representative. It provides instant solutions on everyday banking queries in the chat box on the SBI portal.

### Customer Feedback Tab at the CEEP branches

A customer feedback tab is provided to enable the customers to give their feedback on the services of the branch. Real time monitoring and branch activities are undertaken at these branches to give the customers an excellent service experience. SBI undertakes a Customer Service Feedback Survey biennially at select CEEP branches to assess the impact of the CEEP initiative on the quality of customer service. The feedback received is used to improve customer service.

### Installation of Automatic Real Time Customer Emotions Feedback (ART CEF)

SBI has installed ART CEF, a non-intrusive, automated way of conducting customer satisfaction survey across six branches. This platform aims to create a 'customer happiness index' for the Bank to identify the level of service offered by its branches and how satisfied the customers are with the services. Art CEF is an honest and un-biased feedback platform that does not involve human intervention, saving time spent in manually processing feedback.

### Complaint Management System (CMS)

A robust online CMS is in place wherein customers can lodge their complaints, feedbacks and suggestions online through the Bank's website. The scope of CMS has been made wider with the addition of more categories to capture introduction of new technological products and services including those from social media channels. The Bank is in the process of transition from CMS to CRM (Customer Relationship Management) to equip itself with an effective database to anticipate and meet customer needs. The 360 degree CRM tool comprehensively supports customer acquisition, retention and value optimisation.

## Customer Privacy and Data Protection

To safeguard the confidentiality, integrity and availability of data, SBI has implemented different monitoring controls for prevention and detection of breaches in the IT ecosystem. With the increasing frequency and sophistication of cyber-attacks and data breaches, cyber security and data protection is a key priority for the Bank. To secure its IT-driven business environment from cyber threats and risks, the Bank has established well-defined policies and procedures to address cyber security and data protection.

It has focused on the identification and protection of systems and applications by performing continuous and regular security reviews. The detection and monitoring of various security attacks and emerging threats on the Bank's IT infrastructure has been enhanced by the establishment of an in-house Security Operations Centre (SOC), which operates 24x7. Additionally, an in-house 'internal ethical hacking and red team' proactively identifies security threats to networks and applications. Access to data is restricted to authorised people on a 'need to know' basis, and critical data like Personally Identifiable Information (PII) and Sensitive Personal Data or Information (SPDI) is encrypted. SBI has a comprehensive cyber crisis management plan for cyber incident response and recovery.

The Bank also undertakes security awareness programs for employees and vendors including quizzes, secure coding practices for application developers, and continuous awareness campaigns through social media, print and radio.

The overall operations are grouped and depicted in the following illustration:





# Caring for the Environment



SAY NO TO PLASTIC  
SBI  
SBI Committed to Sustainable Development



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# CARING FOR THE ENVIRONMENT

Over the last decade, contributing to sustainable development globally has become essential. Large amounts of financial capital need to be mobilised to implement programmes which make businesses more sustainable. Countries across the world are depending on the financial sector to be the primary source of funding and thus financial institutions are gearing up towards integrating environmental and social management practices within their core business operations. Sustainable Banking can be classified into two streams, viz. managing the environmental and social impact of the Bank's own operations and helping manage the impact of the organisations and activities that it finances.

SBI is the first among the public sector banks to develop a sustainability roadmap for its operations across India. The Bank has committed to minimising the direct and indirect environmental impacts of its operations.

Key environmental responsibilities of the Bank:

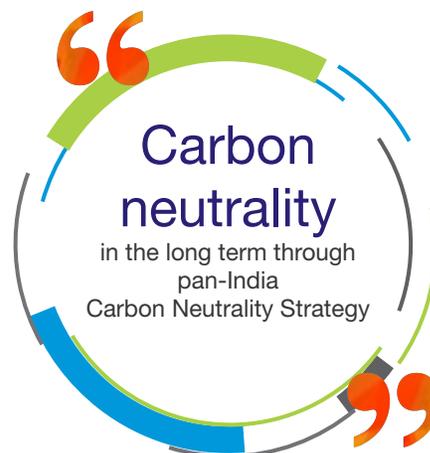
- Minimising SBI's environmental footprint
- Reducing water consumption
- Managing the quantity of waste generated, especially plastic and e-waste
- Investing in renewable energy
- Creating awareness on the importance of environmental sustainability

## Achieving Carbon Neutrality

'Carbon neutrality' is a phrase used to define the actions taken by businesses, organisations and even individuals to remove an equivalent volume of carbon dioxide from the atmosphere as they contributed to it. SBI has undertaken this ambitious goal of becoming the first carbon neutral Indian bank in the public sector. SBI is currently working towards the development of an exhaustive, pan-India Carbon Neutrality Strategy. The strategy shall be carried out over the course of three broad phases with the first phase entailing the preparation of a comprehensive Greenhouse Gas (GHG) inventory for SBI's domestic operations encompassing more than 22,000 branches across India.

The second phase will constitute the development of a GHG abatement and offset strategy which will help the Bank achieve carbon neutrality in the long term. This strategy will revolve around the formulation of a detailed renewable energy (RE) procurement and deployment plan for all of SBI's operations across the country along with an offset strategy to cover any remaining emissions that are not handled by the RE procurement strategy. Finally, the third phase shall involve the implementation of the strategy using various third-party suppliers.

During FY 2017-18, the Bank focused on those areas of environmental intervention which will contribute to SBI's goal of achieving carbon neutrality in the long run. These focus areas include reducing the Bank's own dependency on fossil fuels by investing in renewable energy, adopting the use of energy efficient technology, implementing energy saving initiatives and reducing the quantity of waste generated.



## Investments in Renewable Energy

SBI has given a commitment to the Government of India to finance viable renewable energy projects over a five year period (2015-2020). As of 31<sup>st</sup> March, 2018, 512 renewable energy projects of 10,290 MW capacity have been completed. SBI has sanctioned Rs. 24,571 crore for these projects and the present loan outstanding stands at Rs 14,180 crores. Currently, the Bank has the largest renewable energy lending portfolio in the Indian banking sector. The World Bank Group has extended a line of credit worth USD 625 Million to SBI for financing solar rooftop projects. Out of this, so far SBI has sanctioned 85 projects worth approximately Rs. 2,200 crores.

SBI has financed the installation of 10 windmills for its own captive power consumption – a first in the Indian banks. The windmills of 1.5 MW each, have been installed in Maharashtra (6), Tamil Nadu (3) and Gujarat (1) and has resulted in a cost saving of approximately Rs. 125 crores over the last eight years.

As of 31<sup>st</sup> March 2018, the Bank has also invested in a number of rooftop solar power plants. Going forward, SBI is working towards increasing the renewable energy capacity to 25 MW which will help SBI save approximately Rs. 30 crores annually. Energy generated through these renewable sources is solely for captive use by SBI's various offices and branches across the country, reducing their carbon emissions by a considerable amount. For example, the installation of a 62.5 KW solar plant for SBI's Global Information Technology Centre (GITC) building has enabled the Bank to consume 25,183 Kwh as of 31<sup>st</sup> March 2018 and save Rs. 3,52,566 in the process. As of 31<sup>st</sup> March, 2018, SBI has nearly 1200 solar ATMs across the country.

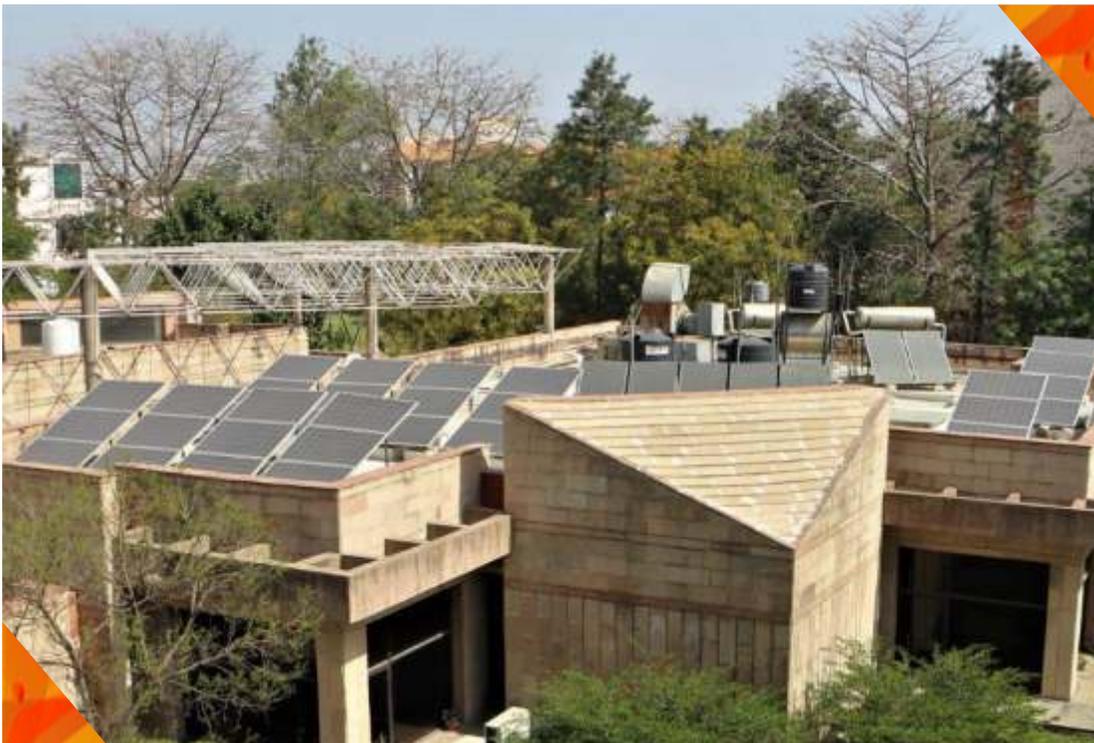
- 512 projects
- 10,290 MW capacity
- Rs. 24,571 crore sanctioned

**Largest renewable energy lending portfolio in the Indian banking sector**

- 10 windmills for captive power consumption
- Cost saving of Rs. 125 crore over 8 years



- Focus on rooftop solar power plants
- 1200 solar ATMs installed



## Energy Consumption and Management

The total volume of energy consumed by SBI is quite significant due to its large infrastructural footprint across the country. The Bank has rolled out several steps in a

phased manner in order to control its energy consumption. Some of the key initiative the installation of, thermal sensors, LED lights, energy efficient Air Conditioners (ACs), and power management tools across its large offices in India. As of 31<sup>st</sup> March



2018, the Bank has received LEED certifications for five of its office buildings across India, including its corporate office at SBI Bhavan.

In FY 2017-18, the Bank spent approximately Rs. 1,143 crore towards electricity consumption. This represented a consumption of 1,561 GWh of electricity and emissions amounting to approximately 12,80,315 tCO<sub>2</sub>e.

## Energy Savings

During the reporting period, several energy saving initiatives were implemented by the GITC department. Some of these include:

### IPM+ desktop Software Installation across India

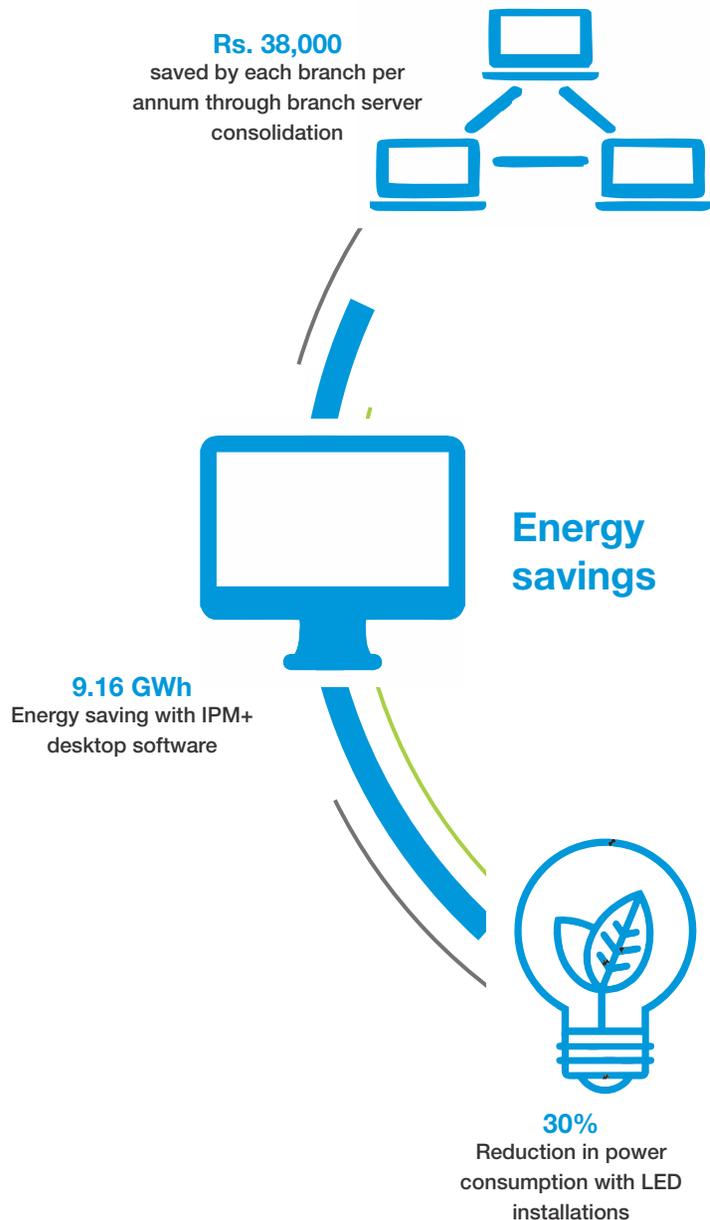
IPM+ is a power management utility installed on each desktop to reduce the overall energy consumed by the computer. Implemented as a pilot project at first across 100 desktops, the Bank quantified the energy savings to be approximately 40% of the total energy consumed. Buoyed by the success of this initiative, the Bank then sanctioned the installation of this software for all the desktops across India in a phased manner. As of 31<sup>st</sup> March 2018, The Bank has saved approximately 9.16 GWh of energy, corresponding to a reduction of 9,157 tCO<sub>2</sub>e emissions.

### Branch Server Consolidation (BSC)

The objective of the BSC project is to consolidate all physical servers located at SBI's branches to a centralised location in a secured and virtual environment. Currently this consolidation has been completed for 2,798 branches in India. The migration of the physical branch servers to a virtual set has resulted into a reduction of 540 kWh energy consumption per branch per month. Consequently, on an average, each branch will be saving Rs. 38,880 per annum on account of the energy saved.

### Replacing CFL lights with LED and Replacement of Split AC's to Variable Refrigerant Volume (VRV)

The Bank has initiated replacement of CFL fixtures with LED lights which is helping it reduce its power consumption. At select offices, replacement of split AC's with a VRV HVAC systems has also been done.



## Waste Management

The Bank increased its focus on waste management during the reporting period. A key initiative that was driven across the corporate centre and all the LHOs in India was the minimisation of plastic water bottles in office use. The Bank took a concerted decision to curtail the procurement of these plastic bottles for internal consumption in order to reduce the quantity of plastic waste generated. Further, this has also helped reduce the quantity of waste water generated. This initiative was rolled out at the beginning of FY 2017-18. As per a sample study, the Bank's Corporate centre office will be curtailing on usage of approximately 3,00,000 plastic water bottles per year costing Rs.15 lakhs approximately.

The other types of waste generated by SBI is classified into wet, dry and e-waste. Canteens are the major source of wet waste, and awareness drives are conducted to reduce wastage of food in canteens. The wet waste is transferred into bio-digesters for decomposition and the resulting compost is used at the headquarters and the residential quarters of the Bank. The canteens also display the amount of food waste being generated on a daily basis to sensitise employees. The dry waste generated is given to vendors who recycle the waste paper and the e-waste generated is disposed through authorised vendors only.



Donation of waste bins to Greater Chennai Corporation

### Case Study Kolkata Circle

The Kolkata Circle has taken the initiative of Dry Waste Management by engaging a recycling and waste management company to carry out recycling of dry waste generated from the office. Through this initiative, all the staff members were sensitized on the importance of segregating the dry and wet waste at the work place. The drive was launched at the Kolkata LHO office on a pilot basis, effective from 1<sup>st</sup> November 2017. In the first month itself, approximately, 2029 Kgs of dry waste was collected for recycling. As part of the next phase, the Circle is planning to cover all the other administrative offices in Kolkata.



## Creating Environmental Consciousness: SBI's Green Marathon

SBI understands the importance of awareness building on environmental issues. Creating awareness gives rise to a sense of responsibility which in turn can contribute to long term behavioural change within and outside of the organisation. SBI's 'Green Marathon' – was rolled out to educate the society on the negative impacts of climate change and to encourage the citizens of India to participate actively in protecting the environment.

The Marathon was organised in six cities across India starting from the 4<sup>th</sup> of February in Mumbai followed by Bangalore, Chennai, Ahmedabad Chandigarh and Delhi. The Bank is looking forward to taking SBI Green Marathon to 15 cities in India from the next financial year i.e. FY 2018-19 onwards.

SBI worked with all its knowledge partners to ensure that environmental consciousness would be incorporated in every aspect of the Marathon. Each runner's bib was made of plant seeds which could then be planted. Once disintegrated, the plants seeds would then give rise to saplings. For all the posters, banners and marketing flyers, bio-degradable and recyclable materials were used as far as possible. Instead of handing out plastic water bottles to all the participants, water stations were placed at frequent intervals and water was given to the runners in compostable paper cups. Even the medals given to all those who completed the marathon were made out of recycled material.

A reputed NGO was appointed to collect, measure and dispose of the waste generated at the end of the marathon in each city. Approximately, 94 percent of the waste generated was recycled and reused. Highlights of the green marathon are illustrated below:



Snapshot of waste handling at SBI Green Marathon

CITIES	% OF WASTE RECYCLES AND RE-USED
Mumbai	94
Delhi	92
Ahmedabad	94
Chennai	94
Bangalore	97
Chandigarh	91

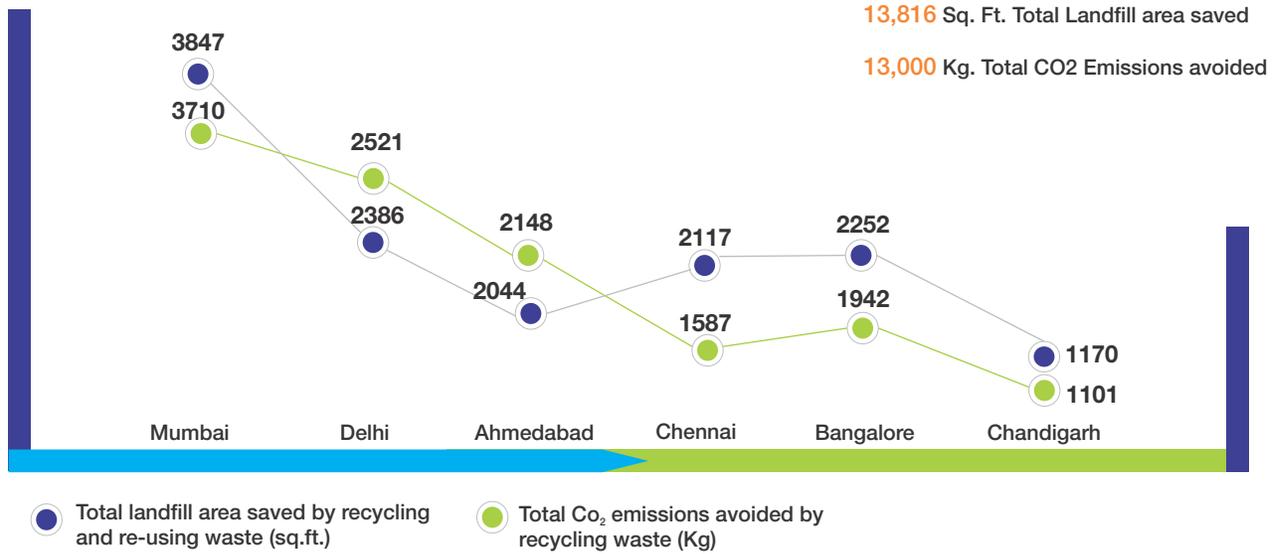
<b>Recyclable Waste</b>	Cardboard, Paper cups, Tetrapacks, Plastic
-------------------------	--

<b>Biodegradable waste</b>	Compostable cutleries, Food Scraps, Leftover food, Coconut shells
----------------------------	---

<b>Re-used Items</b>	Flex banners, Oil cans, Leftover cups and bags, Carpet scraps
----------------------	---

<b>Landfill Waste</b>	Sunboard signages, Thermocol pieces, Cloth scraps, Mixed waste
-----------------------	--





## Digital innovation and Resource Consumption

The GoI has been increasing its allocated budget for a 'Digital India' on an annual basis. Working towards enhancing the number of digital platforms accessible to its citizens, the country is well on its way to becoming a 'Tech-First' economy. SBI's investment in its digital transformation has been significant. During the reporting period, the Bank enhanced the already existing digital platforms and rolled out several new products for its customers. The advantages of digital banking are multi-fold; increasing financial inclusion, enhancing customer satisfaction, and reducing paper consumption. Some of the Bank's digital services that have contributed to reduced paper consumption have been highlighted below:

### Digital On-boarding of Merchants

SBI has been aggressively promoting e-Commerce and m-Commerce by on-boarding different kinds of merchants. This will enable them to receive payments from their customers and vendors through channels of their choice. Whether a large corporate or a government body, a standalone entity or an SME client, SBI has an online banking platform for all. SBI's State Bank Collect, SB-MOPS (Multi-Option Payment Solution), Buddy-Merchant App and UPI payment option are particularly popular with the collecting entities.

In order to further strengthen the e-Commerce ecosystem through strategic partnerships, SBI's digital offerings are upgraded continuously to additionally cover collections relating to e-Tendering, e-Auction, e-Freight and bulk payments related requirements of its partners.

### SBI INTOUCH

SBI has always been a pioneer in developing innovative banking products and services. The Bank predicted the ushering in of 'digitisation' of the banking sector and in July 2014, unveiled the brand 'sbiINTOUCH'. The setting up of sbiINTOUCH branches has brought a new, digital and futuristic paradigm to banking. At present, SBI has established 262 sbiINTOUCH branches equipped with state-of-the-art digital technology, covering more than 148 districts in India.



### Green Channel Counters (GCC)

GCC aims to promote paperless or 'Green Banking' for deposit, withdrawal and fund transfers within the Bank. A Point of Sale (POS) terminal has been installed across all retail branches. The services extended through GCCs include cash withdrawal, cash deposit and funds transfer within SBI. During the reporting period, an average 8.75 lakhs transactions were routed through GCC per day.

### Green Remit Cards (GRC)

SBI Green Remit Card is a deposit card through which an individual can remit money in a specified account of SBI, especially useful for the migrant depositors. It was developed for the paperless deposit of money using GRC through GCCs and Recyclers. During the reporting period, an average of 1.56 lakhs transactions were being routed through GRC daily.

### Green Pins

This service allows customers to generate their PINs through channels such as ATM, SMS, IVR, INB and the SBI Quick mobile application. Implementing this initiative has resulted in significant reduction in paper consumption, and, thereby, costs. During FY 2017-18, more than 5.15 crore PINs were generated through this channel.





# Community Development



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Community Development-SBI Foundation.....	74

# COMMUNITY DEVELOPMENT

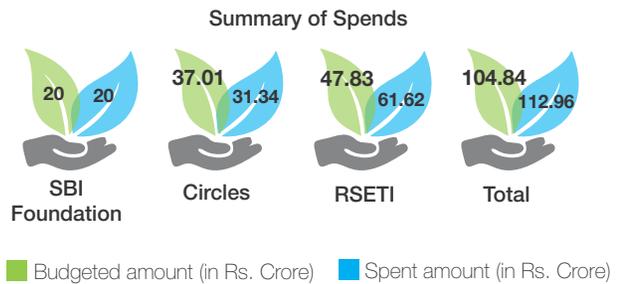
SBI as a corporate citizen is fortunate to have significant resources at its disposal, which it uses to uplift the conditions of the society it operates in. Working towards improving the lives of marginalised groups is the heart of SBI's business operations and strategy. Even the Bank's employees are encouraged to develop an inherent need to give back to society and volunteer their time to help fill the gaps present within India's social and development progress. The Bank's vision has always been to provide 'Services Beyond Banking.'

SBI's CSR activities are spread across 3 verticals of the organisation i.e. activities are implemented by the SBI Foundation, all its 16 circles across India as well as the vocational training institutes (RSETI's) established by the Bank. For maximum outreach and long term benefits created, a need-based approach has been adopted wherein SBI partners with reputed NGOs to assess the requirements of individual communities. The NGOs also assist in implementing the project at the grassroots level and executing it in an effective and timely manner. The Bank's CSR agenda focuses on the following key thematic areas:

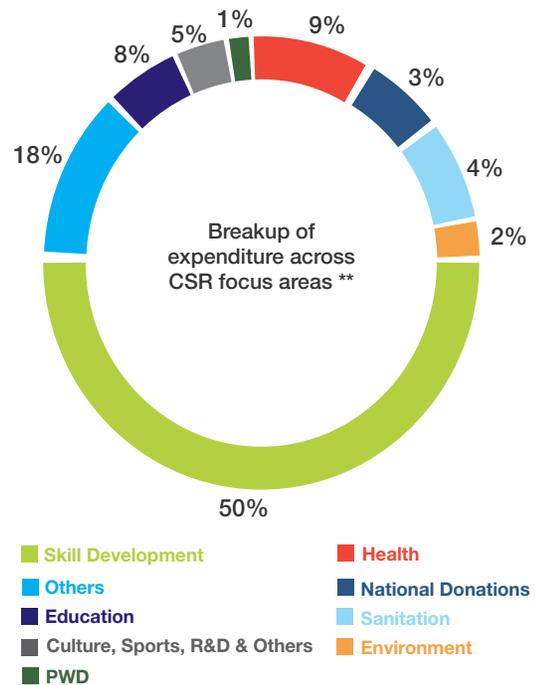


## CSR Activities implemented by SBI

SBI's CSR budget for the reporting period was Rs. 104.84 crore and the total amount spent was Rs. 112.96 crore. This is the sixth successive year, where the CSR spend has crossed the Rs. 100 crore milestone.

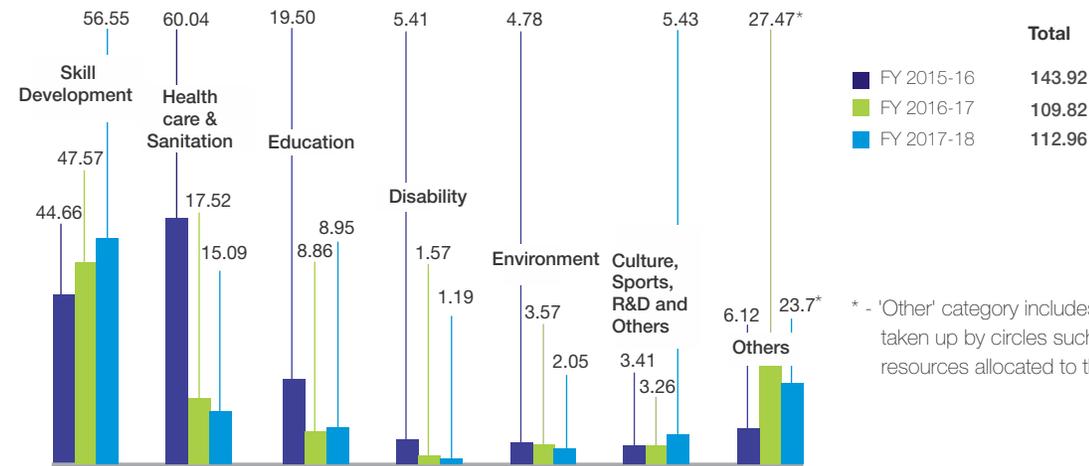


The sector wise CSR spend is as illustrated below:



\*\* - Figures have been rounded off to the nearest integer

**Focus Area wise spend Amount (Rs. in Crore)**



\* - 'Other' category includes various direct activities taken up by circles such as national donations and resources allocated to the SBI Foundation

**Supporting Healthcare**

The Bank provides basic infrastructure to improve and deliver quality preventative and primary healthcare to those belonging to underprivileged and economically weaker sections of the society. It has supported a large number of hospitals and complements the National Health Policy 2017, which was approved by the Government in March 2017. The policy seeks to provide universal access to quality health care across the country. Key Initiatives undertaken by SBI in the healthcare sector are as highlighted:

- **Ambulances and Medical Vans:** The Bank has donated more than Rs. 2 crore to over 23 charitable organisations for acquiring ambulances and medical vans.
- **Health Equipment and Surgeries:** The Bank has donated more than Rs. 5 crore to more than 35 charitable organisations and hospitals to help them acquire various medical and surgical equipment like dialysis machine, BIPAP Ventilators, digital X-Ray machines, artificial limbs, automated bio-chemistry analyzers, surgical microscopes, retinal equipment, etc. This has enabled hospitals to serve a larger number of disadvantaged patients.
- **Community Outreach Programmes:** Health camps organised by the Bank focus on preventive and curative healthcare for the under-privileged rural population. The Health camps provide diagnostic services in the following areas:



- Eye check-ups
- Reproductive healthcare
- Diabetes
- Cancer detection
- Basic health check-up (Blood Pressure, HB etc.)
- Mammography for women
- Cataract operations

Through its donations, the Bangalore Circle is building the capacity of a charitable cancer society to detect early stages of cancer, and provide palliative care.

A 'Pink Ribbon Walk' was conducted for creating awareness on breast cancer by Usha Lakshmi Breast Cancer Foundation supported by the Hyderabad Circle.

50 heart surgeries were conducted for economically weaker patients with the funding provided by the Bangalore Circle.



## Case Study Delhi Circle



Uncorrected refractive error is one of the major causes of blindness in India. However, if detected in a timely manner, it can be corrected and the blindness can be prevented. The Delhi Circle works with an NGO to organise eye camps, screenings and surgeries. It also bears the cost of lodging, boarding and transportation for the doctors helping the patients. The Circle donated a fully-equipped 'Mobile Refraction Van' to the NGO for conducting eye camps and providing eye treatment facilities to people living in rural areas. The van is used to provide services to approximately 30,000 individuals every year.

## Case Study Bhopal Circle



MPCON-FINeSTAR, a Foundation for Innovation, Education, Social transformation and Research, requested the Bhopal Circle to sponsor a project to help maintain menstrual hygiene among girl students. This was done through the installation of sanitary napkin vending machines and incinerators in identified schools and colleges for girls across Bhopal. The Circle provided funding to help purchase 26 sanitary vending machines and incinerators that were subsequently installed across 26 government schools. More than 1300 girls benefitted from the program.

## Education

SBI has always believed that quality education is a necessity for social development. The main challenges faced while disseminating education in India are the large number of people living below the poverty line as well as the lack of resources. Lack of proper infrastructure, quality teachers and limited access to schools are also obstacles inherent in the education sector. Therefore, to help overcome some of these issues, the Bank has specific areas of intervention as highlighted below:

- Donation of computers and printers to several schools
- Provision of water filters for increased access to clean drinking water
- Construction of toilets in government schools
- Provision of vocational training to students with disabilities
- Provision of school transportation facilities for underprivileged students

## Case Study North East Circle



The Circle has provided support to the tribal communities living inhabiting the north-east region through its 'Shiksha Samhiti' and 'Purvottor Janajati Shiksha Samiti'. The Circle helps the tribal communities procure furniture and other fixtures, water purifiers, computers and other learning tools etc. Funding has also been provide for the renovation and construction of toilets for girls. These initiatives have helped in improving the quality of education received by the tribal children and has also assisted in reducing the school dropout rates for girls.

## Drinking Water and Sanitation

SBI is committed to Gol's mission of "Swachh Bharat" and has implemented several initiatives across the country that helps improve sanitation facilities. This includes constructing toilets in schools, providing reverse osmosis (RO) filters for clean drinking water, providing proper waste disposal facilities and setting up of sanitary napkin vending machines and incinerators for disposal.

# Case Study

## Thiruvananthapuram Circle

The Thiruvananthapuram Circle provided funding for the construction of girl-friendly toilets and amenity centres at St. Xavier's College in Thumba, Thiruvananthapuram where 70% of the girl students belong to the fishermen community. This project will positively impact the health and hygiene of more than 1,500 adolescent girls belonging to the economically weaker sections of society.



## Skill Development and Livelihood Creation

With roughly 54% of its population below 25 years of age, India is one of the youngest nations in the world. Employability of this growing demographic is one of the most important performance indicators of India's economic development. SBI's skill development and livelihood creation initiatives strive to remove the disconnect between demand and supply of skilled manpower, build relevant vocational and technical training frameworks, upgrade existing skills and help develop new skills. This is being done not only for existing jobs, but also for potential employment opportunities. SBI has contributed more than Rs. 9 crore towards the construction of 151 RSETI buildings.



Exhibition held by candidates trained through the RSETIs

## Environment protection

SBI has made dedicated efforts to protect the environment. As part of its CSR program, the Bank has:

- Installed solar power plants, solar water heaters and solar street lamps
- Conducted tree plantations across various Circles
- Maintained parks and gardens within city limits
- Donated battery operated vehicles

## Case Study Bhopal Circle



SBI's Bhopal Circle supports a unique philanthropic activity called the 'Sparrow Conservation Awareness Programme'. The Bank collaborated with community members for designing 1000 artificial nest boxes to be given to schools, educational institutions and other organisations. These boxes have also been provided to select SBI branches and offices and to Retail Assets Central Processing Centres (RACPCs) for subsequent distribution to SBI's home loan customers, local people and institutions with a request to place them in open and secure locations for sparrows.

This initiative has been widely appreciated by members of the society. It has also helped create public awareness about the artificial nesting options available to help in the conservation of the species- thus, increasing its population within the city.

### Supporting India's Defence Services

SBI prides itself on the personalised banking services it offers to the Indian Armed Forces, and strives make these services accessible to them and their families even in the most remote corners of the country. The Bank operates branches in Tangtse, Kargil and Leh-Ladakh region and Tawang and Tenga in Arunachal Pradesh to financially assist the military establishments stationed there.

SBI has also installed ATMs in Dras (10,990 ft) on the Srinagar-Leh highway and Nathu La (14,140 ft) in North East Sikkim to cater to the requirements of armed forces. These locations are situated in some of the most inhospitable terrains.

**In FY 2017-18, more than Rs. 10 lakhs was donated by the Hyderabad Circle staff members for the 'Armed Forces Flag Day' Fund. SBI extends its gratitude to armed forces veterans and offers employment opportunities to ex-servicemen**



Flagging ceremony of e-Bus under the BSI Green Mission at the Bhatinda military station by Lt. General SH. P.C. Thimmaya on 19<sup>th</sup> March, 2018.

SBI has associated itself with the Bharat ke Veer (BKV) portal launched by the Ministry of Home Affairs by providing a payment gateway for collections of donations for families of Martyrs of all para military forces.



Donation of a 'Roti Maker' machine to an army unit in Udhampur, J&K.

## Community Development Initiatives implemented by the SBI Foundation

Founded in 2015, the SBI Foundation (SBIF) aims to be the premier Indian institution for promoting growth and equality as well as responding to the needs of communities around which it has an operating presence. The ultimate objective of the Foundation's CSR activities is to help contribute to nation building.

### 01

#### Healthcare and Sanitation

- Maternal and Natal Healthcare
- Ailment Specific Healthcare

### 02

#### Education

- Project Gyanshala
- Project Beti Padhao Kendras

### 03

#### Skill and Livelihood Development

- SBI youth for India fellowship program
- Centre of excellence for persons with disabilities

### 04

#### Women Empowerment & Care for Senior Citizens

- Project Samridhhi

### 05

#### Sustainability & Environment

- Project SBI Corbett
- Success Story: Waste to Gold

### 06

#### Rural Development

- SBI Gram Seva Program

### 07

#### Arts, Culture & Heritage

- SBI- Project Swachh Iconic CSMT



## Healthcare and Sanitation

Ensuring health and promoting holistic well-being for all is one of the Bank's fundamental goals. Two issues rampant in the Indian rural landscape are poor sanitation facilities and lack of primary healthcare facilities. These problems increase inter alia mortality rates, susceptibility to diseases, and school dropout rates among students, especially adolescent girls. Making basic healthcare facilities and promoting sanitation has been an important areas of intervention during the year. The Foundation focuses on improving the present preventative and primary healthcare system in the country. SBIF has aligned its healthcare and sanitation initiatives to the United Nation's (UN's) Sustainable Development Goals (SDGs) Goal 3: Good Health and Well Being by bringing about positive changes in the lives of underprivileged sections of society by providing free access to quality healthcare.

### Maternal and Natal Healthcare

Lack of access to information related to preventive healthcare is the underlying cause for this high child and neo natal mortality rate. To help bring these numbers down, SBI launched a number of projects for neonatal, postnatal and maternal care.

- **Project SBI Shishu Raksha** was launched by SBI to reduce mortality and morbidity rate among newborn children, promote access and awareness to natal, prenatal and infant care and identify deformities/diseases/disabilities as early as possible from the birth.
- **Project SBI Umeed** was launched in Mewat, Haryana to reduce maternal and infant mortality and morbidity rates. Allied objectives include improving knowledge regarding preventative care to be taken during pregnancy and infancy amongst the poor pregnant women and women with the children under the age of five.



### Ailment Specific Healthcare

The Foundation has launched several initiatives with a targeted focus to help those suffering from specific ailments. These concentrated efforts have yielded high efficacy. Some of SBI's initiatives are detailed below:

- **Project SBI- Anugraha** aims to provide a home-based hospice and palliative care via a rural centre.
- **Project SBI-Life** is aimed at spreading awareness and developing social and institutional processes that mitigate the damages of Thalassemia.
- **Project SBI- Darpan** is a two-year program, implemented for the purpose of 'Mitigating Damages of Sickle Cell Anemia' in the Zhirniya block, of Madhya Pradesh state since the state has recorded the highest number of identified cases of this disease.



## Education

SBI Foundation is committed to contribute positively to United Nation's (UN's) Sustainable Development Goals (SDGs) Goal 4: Quality Education. The Foundation supports the education of weaker social groups in remote, unreachable & underdeveloped regions of India. Some noteworthy initiatives include:

**Project Gyanshala** has been implemented in the slums of Ahmedabad to support the education of slum children from 4<sup>th</sup> to 8<sup>th</sup> Grade, and to provide employment to 100-120 women.



**Project Beti Padhao Kendras** was launched with the key objective of the project is of educating rural girls within the 6 to 14 age group. These BPKs have been set up in remote rural locations of Bihar, Chhattisgarh, Madhya Pradesh, Odisha, and Uttarakhand. Less than one percent of 6,405 girls enrolled year 2016-2017, have dropped out of school so far.



## Skill and Livelihood Development

The overarching goal of the Foundation is to bridge the gap between market needs and available resources in the form of human capital. Some of the important programs undertaken by the Foundation are:

### SBI Youth for India Fellowship Program

This is the flagship program of SBI Foundation, which enables the young minds of India to work on solving pressing rural development challenges alongside experienced NGOs for 13 months. Launched on 1<sup>st</sup> March 2011, in partnership with three reputed NGOs, the pilot batch comprised of 27 fellows. After the program's first impact assessment, the fellowship was scaled up to 51 fellows in September 2014.

Currently, the fifth batch of 74 fellows has embarked on their fellowship journey in 35 rural locations across 12 states of India. The program has also created a strong network of 180 alumni working in diverse fields and approximately 60 percent of the alumni continue to be actively involved in social development.



### Centre of Excellence for Persons with Disabilities

People with disabilities (PwD) can lead a life of dignity and honor if they have equal opportunities and access to rehabilitation measures. The capabilities of a disabled person can help mainstream them into the society. With this philosophy at its core, the Centre of Excellence for PwDs (CoE) was launched. It was conceptualised with a goal to be a centralised support centre. The CoE believes that persons with disabilities are perfectly capable of making meaningful contributions at the workplace and to society. Therefore, CoE primarily works on empowering PwDs through skill enhancement, which in turn enables them to enjoy a productive and satisfying life by optimising their cognitive, physical, social and vocational functioning.



## Women Empowerment and Care for Senior Citizens

Various organisations are currently working towards empowering the women and senior citizens of India. While there are myriad movements that fight for the equal rights for women, a behavioral shift in attitude is necessary to achieve equality. By establishing a robust and effective network of peer educators and grassroots functionaries, the Foundation also aims to enhance the health, social and economic well-being of the adolescent girls. Subsequently, the project aims to educate the communities with help of these adolescent girls.

**Project "Samridhhi-** SBI Foundation and the United Nations Population Fund (UNFPA), launched Samridhhi on 6<sup>th</sup> May 2017, as part of UNFPA's 12-nation Action for Adolescent Girl initiative. The first phase of the project have benefitted 3,500- 4,500 adolescent girls across 150 villages in Bijawar and Badamalhara blocks up until Feb 2018. Samridhhi believes that women empowerment begins with a change in adolescent girls whose age group lies between 10-19 years.

Further, senior citizens are an integral part of society and deserve attention and care as much as any other marginalised group, if not more. The Foundation strives to serve and empower them to live a life of dignity. Under the 'Shravan Bal Seva Rajya Nivrutti Vetan Yojana' scheme, pension is paid to destitute senior citizens, thereby ensuring financial security for them.



## Sustainability and Environment

The Foundation considers environmental sustainability to be a key component of societal development, especially proper waste management. Assisting communities establish different sustainable waste management methods, SBIF has implemented the following initiatives:

### Project SBI Corbett

The Foundation has started a waste management project in the Corbett area of Uttarakhand. Under this project, 37 villages were provided with sustainable waste management system training. Training was also given to SHG workers along with conducting awareness programs in schools and local hotels. This project has impacted over 3000 households and has aimed to:

- Create systems of waste management for the rural community around Corbett Tiger Reserve.
- Raise awareness, educate and conduct outreach activities for the community and in general for triggering behavioral change and action with respect to sustainable solid waste management practices.
- Train and support local groups for implementation of solid waste management solutions at a local level with co-funding support of the community, government or other supporting agencies.



### Success Story: Waste to Gold

This project was designed to address two growing concerns in Dimapur city, Nagaland—unemployment among school and college drop-out youth, and mismanagement of waste generated within the city. Before the start of SBI's Project 'Waste to Gold', the residents used to indiscriminately throw their waste into open spaces or the streets. However, after the start of the project, the local residents now drop their waste at a temporary waste collection and dropping sites that have been established. Unsystematic dumping of waste has now been reduced to a large extent. Now, the area within the project has become cleaner with reduced waste scattered around and reduced clogged drainage. This change has been appreciated by the local residents as well.



## Rural Development

The Foundation's initiatives target lack of facilities and opportunities in the rural areas. The Foundation has launched several initiatives to address these concerns, details of which are given below:

### SBI Gram Seva Program

This project concentrates on the holistic development of villages by intervening through their respective Gram Panchayat. The mission is to develop the micro needs of the community with the help of SBI and empower the people to achieve macro needs in linking and mobilising various government schemes through their participation and involvement.

The NGOs motivated people through video shows, group discussions and collective interactions, which in turn motivated the community members to develop their village. They undertook a clean-up drive and planted tree saplings near school premises and public places. Additionally, the livelihood of the community was strengthened and the spirit of entrepreneurship was enhanced.



## Arts, Culture and Heritage

India has a rich and varied cultural heritage. The cultural elements bind a diverse country like India together with a sense of unity and pride and also attract a large number of tourists which help boost the country's economy. Therefore, the SBI Foundation focuses on the preservation and rejuvenation of Indian arts, culture and heritage.

### SBI- Project Swachh Iconic CSMT

Swachh Iconic CST was initiated for the conservation and restoration of the South and East façade of the heritage building at Chhatrapati Shivaji Maharaj Terminus Mumbai – A UNESCO World Heritage Site. An amount of Rs. 10 crore over a period of 3 to 5 years has been approved for this project.



# AWARDS & ACCOLADES



## Best Public Sector Award

Received 'India's Best Public Sector' award by Dalal Street Investment Journal in May 2017

## Best Transaction Bank

Awarded as "Best Transaction Bank in India" by The Asian Banker in June 2017

## Financial Technology

Awarded for Financial Technology under categories Quick Mobile Banking App, Banking Events Data accelerator and Personal Mobile Banking App by Skoch Group in June 2017

## Best Banker of the Year

Awarded as 'Best banker of the year' at Business World Magna Awards in June 2017

## Best Bank Award

Received 'Best Bank Award' under categories 'Use of Technology for Financial Inclusion Among Large Banks' and 'Electronic Payment Systems among Large Banks' at IDRBT Banking Technology Excellence Awards in September 2017

## Emerging Technologies

Received the prestigious ASSOCHAM award for implementing "Emerging Technologies (AI, Robotics)" in mainstream banking in October 2017

## Golden Peacock for Risk Management

Winner of 'Golden Peacock Award for Risk Management' for the year 2017





### Golden Peacock for Corporate Governance

Winner of 'Golden Peacock Award for Corporate Governance' for the year 2017

### Best Public Sector Bank

Awarded for categories 'Best Public Sector Bank – Overall, Rural Reach, Retail, Global Business and Technology adoption' at Dun & Bradstreet Banking Awards 2017

### Social Banking Excellence Awards

Joint runner up at the 13th Social Banking Excellence Awards 2017 by ASSOCHAM India

### Rajbhasha Kirti Awards

Received first prize at Government of India Rajbhasha Kirti Awards 2016-17 for the Bank's quarterly hindi house magazine PRAYAS

### Best Use of CSR Practices

Awarded for 'Best Use of CSR Practices' by ET Now in January 2018

### Best Technology Bank

Winner of 'Best technology bank of the year (large category Bank)', 'Most innovative project using IT' and 'Best Financial Inclusion initiatives' at IBA's 13th Banking Technology Conference and Awards in February 2018

### Highest SHG Bank linkages Award

Received the National Award for the Highest SHG bank linkages for the year 2017-18 instituted by Ministry of Rural Development, GoI

### Pradhan Mantri Awas Yojana

Felicited by "myLiveablecity" for notable contribution under Pradhan Mantri Awas Yojana (PMAY) credit linked subsidy scheme for Middle Income Group (MIG)



# GRI CONTENT INDEX



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GRI Standard	Disclosure	Page Number/ Direct Answer	Omission
<b>GRI 102: General Disclosures 2016</b>	102-43 Approach to stakeholder engagement	19, 20	
	102-44 Key topics and concerns raised	20	
<b>Reporting Practice</b>			
<b>GRI 102: General Disclosures 2016</b>	102-45 Entities included in the consolidated financial statements	5	
	102-46 Defining report content and topic boundaries	9, 21, 22	
	102-47 List of material topics	21, 22	
	102-48 Restatements of information	9	
	102-49 Changes in reporting	9	
	102-50 Reporting period	9	
	102-51 Date of most recent report	FY 2016-17	
	102-52 Reporting cycle	9	
	102-53 Contact point for questions regarding the report	Details of the point of contact have been provided at the back cover of the report	
	102-54 Claims of reporting in accordance with the GRI Standards	9	
	102-55 GRI content index	81-86	
102-56 External assurance	Has not been externally assured. The external assurance provider will be selected for the next reporting cycle		
<b>Material Topics</b>			
<b>GRI 201- Economic Performance</b>			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topics and its boundaries	21, 22, 25	
	103-2 The management approach and its components	1, 2, 3, 6, 7, 25	
	103-3 Evaluation of the management approach	20, 22	
<b>GRI 201: Economic Performance 2016</b>	201-1 Direct economic Value generated and distributed	25, 50-52, 58	
<b>GRI 203: Indirect Economic Impacts</b>			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topics and its boundaries	21, 22, 34, 49, 67	



GRI Standard	Disclosure	Page Number/ Direct Answer	Omission
	103-2 The management approach and its components	34, 49, 67	
	103-3 Evaluation of the management approach	20, 22	
<b>GRI 203: Indirect Economic Impacts 2016</b>	203-1 Infrastructure investments and services supported	30, 34, 50, 53, 58, 63-64, 67-68	
	203-2 Significant indirect economic impacts	28-29, 30, 32-33, 34, 51-52, 74-78	
<b>GRI 302: Energy</b>			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topics and its boundaries	21, 22, 57	
	103-2 The management approach and its components	57, 59-60, 63	
	103-3 Evaluation of the management approach	20, 22	
<b>GRI 302: Energy 2016</b>	302-1 Energy Consumption within the organisation	59	
	302-4 Reduction of Energy Consumption	59	
<b>GRI 305: Emissions</b>			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topics and its boundaries	21, 22, 57	
	103-2 The management approach and its components	57-59	
	103-3 Evaluation of the management approach	20, 22	
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG Emissions	59	
	305-5 Reduction in GHG Emissions	59	
<b>GRI 404: Training and Education</b>			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topics and its boundaries	21, 22, 40, 45	
	103-2 The management approach and its components	40-41, 45	
	103-3 Evaluation of the management approach	20, 22	
<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per employee	40	

GRI Standard	Disclosure	Page Number/ Direct Answer	Omission
	404-2 Programs for upgrading employee skills and transition assistance program	41-43	
<b>GRI 405: Diversity And Equal Opportunity</b>			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topics and its boundaries	21, 22, 37	
	103-2 The management approach and its components	37-38	
	103-3 Evaluation of the management approach	20, 22	
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of Governance bodies and employees	14, 37-38	
<b>GRI 406: Non-Discrimination</b>			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topics and its boundaries	21, 22, 37	
	103-2 The management approach and its components	37-38	
	103-3 Evaluation of the management approach	20, 22	
<b>GRI 406: Non Discrimination 2016</b>	406-1 Incidents of discrimination and corrective actions taken	46	
<b>GRI 413: Local Communities</b>			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topics and its boundaries	21, 22, 67	
	103-2 The management approach and its components	67	
	103-3 Evaluation of the management approach	20,22	
<b>GRI 413: Local Communities 2016</b>	413-1 Operations with local community engagement, impact assessments and development programs	68-78	
<b>GRI 418: Customer Privacy</b>			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topics and its boundaries	21, 22, 54	
	103-2 The management approach and its components	54	
	103-3 Evaluation of the management approach	20, 22	
<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Substantiated complaints concerning breaches of customer privacy and losses of customer data. The Bank's cyber incidents are reported to India's regulatory body periodically.	



GRI Standard	Disclosure	Page Number/ Direct Answer	Omission
<b>GRI 419: Compliance</b>			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topics and its boundaries	21, 22	
	103-2 The management approach and its components	16	
	103-3 Evaluation of the management approach	20, 22	
<b>GRI 419: Socioeconomic Compliance 2016</b>	419-1 Non-compliance with laws and regulations in the social and economic Area	16	
<b>Non GRI: Employee Health And Well-Being</b>			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topics and its boundaries	21, 22, 44	
	103-2 The management approach and its components	44, 46	
	103-3 Evaluation of the management approach	20, 22	
<b>Non GRI: Customer Satisfaction</b>			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topics and its boundaries	21, 22, 49	
	103-2 The management approach and its components	49, 53, 54	
	103-3 Evaluation of the management approach	20, 22	

## Mapping BRR Requirements to Sustainability Report

In conformance to the requirements of the clause (f) of sub regulation (2) of regulation 34 of Security Exchange Board of India (SEBI's) Listing Regulations, the Sustainability Report for FY 2017-18 is aligned with the nine principles of the National Voluntary Guidelines on Social, Environmental & Economic Responsibilities of Business (NVG-SEE) notified by the Ministry of Corporate Affairs, Government of India.

### Section A: General Information about SBI

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

Group	Class	Description
641	6419	Monetary Intermediation -Other Monetary intermediation

### Other Details about the Bank

CIN	Not Applicable
Address	State Bank of India, State Bank Bhavan, Corporate Centre, Madame Cama Road, Nariman Point, Mumbai - 400 021, India
Website	<a href="https://www.sbi.co.in">https://www.sbi.co.in</a> , <a href="https://bank.sbi">https://bank.sbi</a>
E-mail Id	gm.snb@sbi.co.in
Financial Year Reported:	FY 2017-18
Three services that the Company provides (as in the Balance Sheet)	Deposits, Loans and Advances, Remittances and Collections
Total number of locations where business activity is undertaken by the Company	National : 22414 branches in India as on 31.03.2018 spread across 16 Circles International: 206 branches in 35 countries
Markets served by the Company	National and International



## Section B: Financial Details of the Company

For the Bank's financial performance for FY 2017-18, please refer the section on economic performance on pages 25-34.

## Section C: Other Details

Participation of Subsidiaries and business partners in BR initiatives

The details of the Subsidiaries and Joint Ventures are provided in the Bank's Annual Report 2017-18, under the heading "Subsidiaries". SBI's BR policies are extended to all its Subsidiaries, who actively support the BR initiatives undertaken by the Corporate Centre. However, the initiatives and programs on social and environment issues are designed and executed by the independent Boards of the Subsidiaries.

With respect to its supply chain, SBI expects and encourages its suppliers, vendors and other business partners to conduct their business in a responsible manner.

## Section D: Business Responsibility Information

In accordance with the SEBI requirements, Business Responsibility (BR) report of the Bank is being published since 2012-13. This is the sixth report and has been integrated with SBI's sustainability Report for FY 2017-18. The report can be accessed on the Bank's website at <https://www.sbi.co.in> or <https://bank.sbi>

- **Details of Director/ Directors responsible for BR**

A) Details of the Director/Directors responsible for implementation of the BR policy/policies  
DIN Number: 06737041

Name: Shri. Dinesh Kumar Khara

B) Details of the BR Head

Sr. No	Particulars	Details
1	DIN number (if applicable)	06737041
2	Name	Shri. Dinesh Kumar Khara
3	Designation	Managing Director (Risk, IT and Subsidiaries)
4	Telephone Number	022-22026962
5	E-mail Id	md.risub@sbi.co.in

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

Sr. No	Questions	Principles P1-P9
1	Does the Bank have a policy/policies for each of the 9 principles prescribed by SEBI	Yes
2	Has the policy been formulated in consultation with the relevant stakeholders?	Yes
3	Does the policy conform to any national /international standards? If yes, specify? (50 words)	SBI's Business Responsibility Policy is based on National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business as released by Ministry of Corporate Affairs, Government of India, in July 2011.
4	Has the policy been approved by the Central Board? If yes, has it been signed by MD/ owner/CEO/appropriate Board Director?	Yes, the BR policy has been approved by the Board of Directors
5	Does the company have a specified Committee of the Board/ Director/Official to oversee the implementation of the policy?	Yes (CSR Committee chaired by Managing Director)
6	Indicate the link for the policy to be viewed online?	<a href="https://www.sbi.co.in">https://www.sbi.co.in</a> or under the link Corporate Governance / Sustainability and BR Policy
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes
8	Does the company have in-house structure to implement the policy/policies?	Yes
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Yes
10	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	The working of the BR policy is evaluated internally. Further, the Sustainability Report published for FY 2017-18 discloses information on the Bank's economic, environmental and social performance for the reporting period and has been reviewed and collated in a comprehensive manner



## National Voluntary Guidelines (NVG) Mapping

Principle	Description	Page Number
Principle 1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability	13-16
Principle 2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle	27-33, 49-52, 63-64
Principle 3	Businesses should promote the well-being of all employee	37-46
Principle 4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized	19-20, 30-34
Principle 5	Businesses should respect and promote human rights	46
Principle 6	Business should respect, protect, and make efforts to restore the environment	57-64
Principle 7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner	7
Principle 8	Businesses should support inclusive growth and equitable development	34, 67-78
Principle 9	Businesses should engage with and provide value to their customers and consumers in a responsible manner	49-54

# SDG MAPPING

SDG No	SDG Description	GRI Topic	GRI Standard Indicator
Goal 1	End poverty in all its forms everywhere	Local Communities	GRI 413-1
		Indirect Economic Impacts	GRI 203-1
Goal 3	Ensure healthy lives and promote well-being for all at all ages	Occupational Health and Safety	GRI 103-2, 103-3
		Local Communities	GRI 413-1
Goal 4	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	Training and Education	GRI 404-1
		Local Communities	GRI 413-1
Goal 5	Achieve gender equality and empower all women and girls	Diversity and Equal Opportunity	GRI 405-1
		Non-Discrimination	GRI 406-1
Goal 7	Ensure access to affordable, reliable, sustainable and modern energy for all	Energy	GRI 302-1
Goal 8	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	Diversity and Equal Opportunity	GRI 405-1
		Training and Education	GRI 404-1
		Non-Discrimination	GRI 406-1
		Occupational Health and Safety	GRI 103-2, 103-3
		Energy	Gr1 302-1, 302-4
Goal 9	Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation	Local Communities	GRI 413-1
Goal 12	Ensure sustainable consumption and production patterns	Energy	Gr1 302-1, 302-4
Goal 13	Take urgent action to combat climate change and its impacts	Energy	Gr1 302-1, 302-4
		Emissions	Gr1 305-1
		Economic Performance	GRI 201-1



# Glossary

Sr.No	Abbreviation	Full Form
1	ACB	Audit Committee of the Board
2	AI	Artificial Intelligence
3	ALCO	Asset Liability and Management Committee
4	AMT	Asset Management Teams
5	APY	Atal Pension Yojana
6	ART CEF	Automatic Real Time Customer Emotions Feedback
7	ASSOCHAM	Associated Chambers of Commerce and Industry of India
8	ATI	Apex Training Institute
9	B2C	Business to Customer
10	BC	Banking Correspondent
11	BG	Bank Guarantee
12	BKV	Bharat Ke Veer
13	BMB	Bhartiya Mahila Bank
14	BSC	Branch Server Consolidation
15	CCSC	Corporate Centre Sustainability Committee
16	CDA	Controller of Defence Accounts
17	CDM	Cash Deposit Machine
18	CDO	Corporate Development Officer
19	CDS	Career Development System
20	CEEP	Customer Experience Excellence Project
21	CENMAC	Central Management Committee
22	CFL	Centre for Financial Literacy
23	CIC	Collaborative Innovation Centre
24	CIF	Customer Information File
25	CIR	Credit Information Report
26	CISO	Chief Information Security Officer
27	CMS	Complaint Management System
28	CoC	Code of Conduct



Sr.No	Abbreviation	Full Form
29	CoE	Centre of Excellence
30	CPPC	Central Pension Processing Centre
31	CRM	Customer Relationship Management
32	CRMC	Credit Risk Management Committee
33	CSO	Customer Support Officer
34	CSO	Circle Security Officer
35	CSP	Customer Service Point
36	DBT	Direct Benefit Transfer
37	DBTL	Direct Benefit Transfer of LPG Subsidy
38	ECCB	Executive Committee of the Central Board
39	EEE	Electrical and Electronic Equipment
40	EGRMC	Enterprise and Group Risk Management Committee
41	EV	Electric Vehicle
42	FICCI	Federation of Indian Chambers of Commerce & Industry
43	FLC	Financial Literacy Centre
44	GCC	Green Channel Counter
45	GeM	Government E-Marketplace
46	GHG	Greenhouse Gas
47	GITC	Global IT Centre
48	GNC	Global NRI Centre
49	GRC	Green Remit Card
50	GRI	Global Reporting Initiative
51	HNI	High Net-worth Individual
52	HR	Human Resources
53	IAD	Internal Audit Department
54	IBA	Indian Bank's Association
55	INB	Internet Banking
56	IOT	Internet of Things



Sr.No	Abbreviation	Full Form
57	IS	Information System
58	IVR	Interactive Voice Response
59	LHO	Local Head Office
60	MIG	Middle Income Group
61	MOPS	Multi-Option Payment Solution
62	MoRD	Ministry of Rural Development
63	MRMC	Market Risk Management Committee
64	MRO	Military Receivable Order
65	NVG-SEE	National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business
66	OCAS	Online Customer Acquisition Solution
67	OD	Overdraft
68	ORMC	Operational Risk Management Committee
69	PAPL	Pre-approved Personal Loan
70	PII	Personally Identifiable Information
71	PMAY	Pradhan Mantri Awaz Yojana
72	PMJDY	Pradhan Mantri Jan Dhan Yojana
73	PMSBY	Pradhan Mantri Suraksha Bima Yojana
74	PO	Probationary Office
75	PoS	Point of Sale
76	POSH	Prevention of Sexual Harassment
77	PSB	Public Sector Bank
78	PwD	Persons with Disabilities
79	RACPC	Retail Assets Central Processing Centre
80	RASMECCC	Retail Assets Small & Medium Enterprises City Credit Cell
81	RE	Renewable Energy
82	RFIA	Risk Focused Internal Audit
83	RI & S	Risk, IT & Subsidiaries
84	RMCB	Risk Management Committee of the Board
85	RMME	Relationship Manager Medium Enterprises

Sr.No	Abbreviation	Full Form
86	RMSE	Relationship Manager Small Enterprises
87	RO	Reverse Osmosis
88	RPA	Robotic Process Automation
89	RRB	Regional Rural Bank
90	RSETI	Rural Self Employment Training Institutes
91	RUSU	Rural Semi-Urban
92	SBI	State Bank of India
93	SBIF	SBI Foundation
94	SBIICM	State Bank Institute of Information and Communication Management
95	SBIL	SBI Institute of Leadership
96	SBILD	State Bank Institute of Learning & Development
97	SBIM	SBI Institute of Management
98	SBLC	State Bank Learning Centre
99	SDGs	Sustainable Development Goals
100	SEBI	Security Exchange Board of India
101	SHG	Self Help Group
102	SIA	SBI Intelligent Assistant
103	SME	Small and Medium-sized Enterprise
104	SMEC	Small & Medium Enterprises Centres
105	SOC	Security Operations Centre
106	SOP	Standard Operating Procedure
107	SPDI	Sensitive Personal Data or Information
108	STEP	Service, Transparency, Ethics, Politeness, and Sustainability
109	STU	Strategic Training Unit
110	UNPFA	United Nations Population Fund
111	UPI	Unified Payment Interface
112	VRV	Variable Refrigerant Volume
113	WMS	Wealth Management Services



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## **VISION**

Be The Bank Of Choice For  
A Transforming India

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## **MISSION**

Committed To Providing  
Simple, Responsive And Innovative  
Financial Solutions

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## **VALUES**

**S**ervice | **T**ransparency | **E**thics |  
**P**oliteness | **S**ustainability





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