UJJIVAN SMALL FINANCE BANK

Build a Better Life

ESG Databook

July 2026

This is Public document.

Introduction

Welcome to the ESG Databook of Ujjivan Small Finance Bank (Ujjivan SFB) for FY 2025–26. This document reflects Ujjivan's continued commitment to embedding Environmental, Social, and Governance (ESG) principles into its core operations and strategic decision-making processes. As a small finance bank, Ujjivan recognizes the critical role of sustainable practices and responsible banking in creating long-term value for its stakeholders and the communities it serves.

This Databook presents a concise overview of Ujjivan's key sustainability indicators which helps stakeholders to gain a holistic view of Ujjivan SFB ESG Journey.

ESG Credentials (FY 2025-26)

'Outstanding' Rating by **ICRA** ESG Ratings Pvt. Ltd (Moody's) **(80/100)**

'Aspiring' Grade by **NSE Sustainability Ratings & Analytics (69/100)**

'Excellent' rating by **ESG Risk Assessments & Insights Ltd (73/100)**

Scored **'B+'** ESG Grade by **Stakeholders Empowerment Services (77.3/100)**

'Strong' Rating from **CRISIL** on ESG performance **(66/100)**

Environmental Data Disclosure

The Bank has optimized resource management to minimize waste and enhance efficiency. A significant aspect of its sustainability efforts includes the transition towards a paperless environment, achieved by leveraging advanced digital banking services. Furthermore, the Bank actively promotes sustainable practices among its employees, fostering a culture of environmental awareness and responsibility within the organization.

i. Energy and GHG Emissions

Ujjivan SFB has launched a series of impactful energy and emission management initiatives aimed at enhancing sustainability and reducing its carbon footprint. The installation of rooftop solar panels at five branches i.e., Krishnapura (3 KW), Adanur (5 KW), Shyagale (5 KW), Sudarshan More (11 KW) and Shyampura (10 KW – inaugurated in Nov' 25), brings the total installed capacity to 34 KW. In FY 2025-26, a total 32,415 kWh was generated from solar panels representing 0.188% of total electricity consumption.

The Bank had been disclosing its Scope 1 and Scope 2 greenhouse gas (GHG) emissions for past four years and Scope 3 emissions from FY 2024-25 in accordance with the GHG protocol, reinforcing its commitment to environmental accountability. The Bank's Scope 3 currently covers key categories such as: Category 1 (Purchased goods and services), Category 2 (Capital goods), Category 3 (Fuel- and energy-related activities), Category 5 (Waste generated in operations), Category 6 (Business Travel – limited to air travel), and Category 15 (Investments – Motor Vehicle and Housing Finance categories). Looking ahead, the Bank plans to progressively expand its Scope 3 coverage to all applicable categories, to ensure a more complete representation of its value chain emissions.

Table 1: Energy and Emissions

Description	UOM	FY 2025-26	FY 2024-25	FY 2023-24
Capital Expenditure				
Capital expenditure towards energy and water conservation initiatives	INR	1,02,34,787	2,42,60,795	-
Energy Consumption				
Purchased Grid Electricity	KWh	1,72,40,219.4	1,82,53,424.88	1,69,23,506.88
Renewable Electricity	KWh	32,415.0	14,192.00	2,660.00
Total Electricity consumed	KWh	1,72,72,634.33	1,82,67,616.88	1,69,26,166.88
% Renewable Electricity	%	0.188%	0.078%	0.016%
Diesel Consumption	Litres	2,30,513.03	2,25,626.00	3,33,733.89
LPG Consumption	Kg	3126	-	-
Fuel Consumption	GJ	8381.51	8,063.25	12,181.29
Renewable Energy	GJ	116.69	51.09	9.58
Non-Renewable purchase energy	GJ	62064.79	65,712.33	60,924.62
Total Energy	GJ	70562.99	73,826.67	73,105.91
Energy Intensity/Crore of Turnover	GJ/ INR Crore Turnover	8.78	10.25	11.31
Energy Intensity/ Sq. ft	GJ/ Sq. ft	0.05	0.054	0.056
GHG Emission (Scope 1 & 2)				
Scope 1	MTCO2e	601.80	600.52	887.73
Scope 2	MTCO2e	12,240.56	13,270.24	13,995.74
Total GHG Emissions (Scope 1 & 2)	MTCO2e	12,842.35	13,870.76	14,883.47
Emission Intensity / Cr. of turnover	MT CO_2e /	1.60	1.93	2.3

	INR Cr. Turnover			
Emission Intensity / Sq. ft	MT CO_2e / Sq. ft	0.009	0.01	0.011
GHG Emission (Scope 3)				
Total Scope 3	$MTCO_2e$	62,520.60*	17907.95	-
Emission Intensity / Crore of Turnover	MT CO_2e / INR Cr. Turnover	7.78	2.5	-
Total GHG emissions (Scope 1 + Scope 2 + Scope 3)	MT CO_2e	75,362.95	31,778.71	

**From FY 2025-26- Ujjivan SFB started disclosing financed emissions of the 'Affordable Housing' portfolio under scope 3.*

ii. Waste Management

The Bank's operations generate various types of waste, including paper, electronic waste, waste oil from diesel generators, used UPS batteries, canteen waste, and sanitary waste. These waste streams are disposed of through authorized vendors and certified recyclers. Ujjivan SFB has also implemented a Cigarette Waste Management program at its Head Office, under which cigarette waste is upcycled into artistic by-products through an authorised vendor. In addition, Ujjivan SFB conducts e-waste collection drives, through which approximately 20 kg of e-waste is collected from employees and sent to authorized recyclers for responsible disposal during the FY 2025-26.

Event Management guidelines – The Bank, through its Sustainable Banking team has been enforcing strict restrictions on the use of unsustainable materials during the events conducted at the Ujjivan Office premises. Approval from the National Manager – Sustainable Banking is mandated in exceptional cases. Furthermore, the Bank's Sustainable Banking Department conducts a thorough assessment of all marketing activities to evaluate potential environmental and social risks, and grants approval only upon satisfactory clearance.

No single-use plastic – The Bank has completely stopped using paper plates, paper cups, plastic spoons etc. at its Bank premises.

Table 2: Waste Management Metrics

Description	UOM	FY 2025-26	FY 2024-25	FY 2023-24
E-waste	MT	12.47	10.13	17.85
Battery waste	MT	37.19	-	-
Waste oil generated from DG	MT	0.128	-	-
Bio-medical waste	MT	0.14	-	-
Other waste generated (wet & dry waste)	MT	59.9	51.8	9.1
Total Waste Generated	**MT**	**109.828**	**61.93**	**26.95**

Waste Recycle	MT	82.13	10.13	16.69
% Recycled	%	74.78%	16.36%	61.93%
Waste Intensity	MT / INR Cr. Turnover	0.0137	0.0086	0.00417

iii. Water Management

Freshwater at Ujjivan SFB is utilized solely for domestic purposes, including drinking and other secondary requirements. All recently renovated Bank facilities have been equipped with water aerators and sensor-based taps to enhance water efficiency. Additionally, all taps across the Regional & Corporate offices are fitted with aerators and water flow has been reduced by almost 50%. The Bank intends to install aerators across its branches in a phased manner starting FY 2026-27.

Table 3: Water Management Metrics

Description	UOM	FY 2025-26	FY 2024-25	FY 2023-24
Fresh Water Consumption*	KL	1,67,782	1,55,682	1,66,060
Water Intensity	KL / INR Cr. Turnover	20.87	21.62	25.69

**The consumption quantity mentioned above includes water consumed for drinking and domestic purposes and calculated based on the amount spent towards purchase of drinking water and domestic consumption is calculated based on NBC norms i.e. 20 litres per employee per day.*

iv. Resource Efficiency

In addition to the existing initiative – Sanchaya, an energy conservation program, the Bank has reaffirmed its commitment to the conservation of other critical resources such as water and paper, with a focused approach to reducing overall consumption. Leveraging digitalisation, during FY 2025-26 the Bank has achieved a significant paper savings of about 23% (procurement intensity per cr. Turnover) compared to FY 2023-24.

Table 4: Responsible consumption Metrics

Description	UOM	FY 2025-26	FY 2024-25	FY 2023-24
Paper Consumption	Kg	2,87,546.2	2,71,362.78	2,65,554.90
Paper consumption Intensity	Kg / INR Cr. Turnover	35.77	37.69	41.08

Social Data Disclosure

Ujjivan Small Finance Bank demonstrates a strong commitment to social sustainability by strategically aligning its operations with broader societal objectives. The Bank has launched various initiatives focused on enhancing employee welfare, health and safety, empowering communities and promoting financial inclusion.

i. Employee Development

Ujjivan SFB has invested in workforce development through regular training programs focused on health and safety measures, skill enhancement, and awareness of human rights issues, along with various ESG-related learning initiatives across all levels of the organization.

Table 5: DEI & Employee Metrics

Description	UOM	FY 2025-26	FY 2024-25	FY 2023-24
Employee Count				
Male(Permanent & Non-permanent) (A)	Nos	25,107	22,786	21,109
Female (Permanent & Non-permanent) (B)	Nos	5,713	5,292	4,785
Total Employee (Including differently abled) (A+B)	Nos	30,820	28,078	25,894
Differently abled Employee (Male)	Nos	11	13	14
Differently abled Employee - (Female)	Nos	6	6	6
Total differently abled employees	Nos	17	19	20
Women representation in workforce (Permanent)	%	19.68%	19%	18%
Differently abled female employee out of total differently abled	%	35%	32%	30%
Board Diversity				
Female Board Members	%	44.44%	55.50%	38%
New Employee Hires (Gender-wise)				
Male (Permanent)	Nos	8,053	7,184	9,818
Female (Permanent)	Nos	1,983	1,934	2,507
Total Employees (Permanent)	**Nos**	10,041	9,118	12,325
New Employee Hires (Age-wise)				
<30	Nos	5,907	6,056	8,129
30-50	Nos	4,125	3,058	4,192
>50	Nos	9	4	4
Training				
Average Training Hours per employee - Permanent	hrs	48.2	38.91	35.27
Trained on skill upgradation (Permanent)	%	97.1	97	90
Trained on human rights(Permanent & Non-permanent)	%	85.18	86	85.5
Return to work and Retention rate (Permanent)				
Retention rates	%	80	79	68

Return to work rate	%	95	97	95
Turnover rate	%	30.87	31.15	23.14
Amount spent towards employee-wellbeing (Permanent)				
Cost on wellbeing measures towards well-being of employees	INR Cr.	109.64	86.99	71.04
Gross wages paid to female employees as % of total wages				
Wages paid to female as % of total wages	%	16.17%	16.28%	16.1%
GPTW score	Score	92	93	-

Table 6: Job creation in smaller town-wages paid to person employed as % total wage

Description	**UOM**	**FY 2025-26**
Job Creation in smaller town- wages paid to person employed as % of total wage		
Rural	%	6.5%
Semi-Urban	%	14.9%
Urban	%	27.0%
Metropolitan	%	51.6%

ii. Health and Safety

Ujjivan Small Finance Bank places a strong emphasis on the health and safety of its employees by implementing comprehensive measures to ensure a secure and supportive environment. All offices and branches across India are equipped with fire extinguishers in accordance with established safety protocols & conducts fire safety drills periodically. The Bank conducts bi-annual health check-ups for all employees, followed by free consultations to address any health concerns. A 24x7 “Doctor on Call” teleconsultation service is also available for employees and their dependents. Additionally, road safety awareness sessions are conducted every quarter for all employees. The Bank also promoted road safety awareness through employee-driven initiatives across the country, including a PAN-India Road Safety Quiz.

Table 6: Health and Safety Metrics

Description	**UOM**	**FY 2025-26**	**FY 2024-25**	**FY 2023-24**
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Lost time injuries per million man hours worked	2.35	2	0.93
***Total Recordable work-related injuries**	Nos	153	120	60
Fatality	Nos	1	4	2
****High consequences work related injury or ill-health**	Nos	80	51	10
Employee trained on health and safety measures	%	38%	44%	46%

**The total recordable work-related injuries mentioned above are related to road safety incidents that occurred during field work.*

****Represents number of incidents that required hospitalization*

iii. Community Welfare

The Bank has executed CSR projects under various thematic areas such as education, healthcare, and livelihood development, with a strong emphasis on outreach to the aspirational districts identified by NITI Aayog & other underserved geographies.

Table 7: CSR Metrics

Description	UOM	FY 2025-26	FY 2024-25	FY 2023-24
CSR Detail				
Amount Spent towards CSR	INR Crore	27.39	17.56	6.34
No. of beneficiaries through financial literacy program	Nos	1.8 Lakh +	1.69 Lakh +	1.75 Lakh +
Total no. of CSR Beneficiaries	Nos	24.88 Lakh +	12.15 Lakh +	2.4 Lakh +
Employee Volunteering Details				
Employee Volunteering	Nos	18,000+	14,560+	12,000+
Employee Volunteering Hours	Hrs	25,000+	7,200+	6000+
% Spent in aspirational districts	%	5%	7%	12%

Governance

The Bank's governance framework is anchored by a Board of Directors comprising 70% independent directors, with an average collective experience exceeding 40 years. This diverse board brings extensive expertise in banking, finance, law, risk management, and financial inclusion. The Bank has all the mandatory Board Committees as prescribed under the Companies Act, 2013, SEBI LODR, 2015, and RBI guidelines. The Board-level CSR & Sustainability Committee oversees the ESG functions of the Bank.

The Bank has implemented all necessary and mandatory policies to ensure transparent and efficient operations. Policies such as code of conduct, insider trading, human rights, anti-harassment, and occupational health and safety are in place to uphold legal and ethical standards across its operations.

The Bank has been disclosing on its ESG performance over the past four years through Business Responsibility and Sustainability Report (BRSR), Sustainability Report and Task Force on Climate-related Financial Disclosures (TCFD) report.

Table 8: Board Diversity Metrics

Description	UOM	FY 2025-26	FY 2024-25	FY 2023-24
No of Female Board members	Nos	4	5	-
Female Board Diversity	%	44.44%	55.5%	38%

i. Sustainable Supply Chain

Ujjivan SFB follows a centralized procurement process and enforces a Vendor Code of Conduct (CoC) requiring compliance with environmental, labour, and ethical standards. ESG credentials are assessed for vendors with annual business value exceeding INR 1 crore, with preference given to those demonstrating sustainable practices. All input materials are sourced locally within India, and major suppliers are vetted for sustainability.

Table 9: Spent towards MSME

Description	UOM	FY 2025-26	FY 2024-25	FY 2023-24
% Spent towards MSME	%	58.60%	12.85%	10.3%

ii. Stakeholder engagement on Sustainability:

The details about stakeholder engagement on sustainability can be referred from USFB Annual Report FY 2025-26 under section 'Sustaining Aspirations Responsibly' and BRSR Report under 'Principle 4'.

iii. Supplier Assessment on Sustainability:

While the Bank has incorporated 'Human Rights' due diligence assessment questionnaire into its quarterly vendor due-diligence form, it has formulated a comprehensive ESG assessment questionnaire to be incorporated into the core Vendor due diligence form in phases starting FY '27. Further details are available in BRSR Report

iv. Sustainable Finance

Ujjivan SFB is actively exploring sustainable finance opportunities, with a strong focus on supporting sustainable mobility through financing of electric vehicles (EVs). GRIHA-certified housing under the 'Affordable Housing' portfolio is on 'pilot run' with 50 houses proposed to GRIHA for green certification. The Bank intends to expand this to 500 houses in the FY 2027. The Bank has formulated the product program under 'Agriculture' to fund green projects like drip irrigation, solar pumps etc.

The Bank has onboarded a consultant and is formulating Sustainable Finance Framework & Green Deposits Policy for its 'Green Product Program' slated for launch by September 2026.

Table 10: Product portfolio (Motor Vehicle loan) metrics

Description	UOM	FY 2025-26	FY 2024-25
% loan provided to EV vehicles	%	1.43%	0.79%

v. Customer Centricity

The bank's commitment to delivering superior customer experiences is operationalized through a dedicated Service Quality department that oversees customer experience management, quality assurance, grievance resolution, and service compliance.

Table 11: Customer Reach Metrics

Description	UOM	FY 2025-26	FY 2024-25	FY 2023-24
Branch & Office detail				
Banks Outlet in PAN India	Nos	776	753	752

Description	FY 2025-26		FY 2024-25	
	No of Branches	Customer reach (%)	No of Branches	Customer reach (%)
Metropolitan	150	23%	147	24%
Rural	190	11%	187	10%
Semi-Urban	213	30%	202	30%
Urban	219	36%	217	36%

Description	UOM	FY 2025-26	FY 2024-25	FY 2023-24
Customer Satisfaction Survey				
C-SAT Score	%	89%	83.37%	75%
Net-Promoter Score (NPS)	Nos	73	45	42

Future Outlook

As part of its ongoing commitment to sustainable growth, digital transformation, and strong governance, Ujjivan Small Finance Bank is advancing a series of strategic initiatives across key functions, including Procurement, Legal, Administration, Sustainable Banking, Housing, Information Security, and Human Resources.

Strengthening Responsible Procurement

The Bank has developed an ESG Scorecard to assess and monitor vendor performance across environmental, social, and governance parameters. During FY 2026–27, the Bank intends to commence assessments of material vendors and gradually extend the framework to additional vendors in a phased manner, thereby strengthening sustainability considerations across its supply chain.

Advancing Digital Transformation and Legal Excellence

As part of its digitalization and legal transformation agenda, the Bank is developing a centralized knowledge management platform, Sidebar, which will serve as a single repository for banking-related policies, circulars, regulations, and legal requirements. In parallel, the Bank is evaluating the implementation of an Online Dispute Resolution (ODR) mechanism for vendors and pursuing several digital transformation initiatives, including the digitalization of legal audits, housing loans, gold loans, current account journeys, Direct Selling Agent (DSA) connectors, and litigation management processes.

Building Organisational Capability on Sustainability

Recognizing the importance of sustainability as a business imperative, the Bank continues to invest in capability building across all levels of the organization. During FY 2026–27, the Bank plans to conduct a leadership workshop on Sustainability as Strategy for senior management, complemented by ESG Level 2 training for Leads, Regional Managers, and National Managers. In addition, green finance training will be delivered to field employees to equip them with the knowledge and skills required to assess eligibility criteria for proposed green lending opportunities.

Enhancing CSR Governance and Community Impact

The Bank is further strengthening the governance and effectiveness of its Corporate Social Responsibility (CSR) initiatives. To improve efficiency, transparency, and stakeholder engagement, the Bank conducted a CSR summit for its NGO partners engaging them in panel discussions, capacity building on CSR policies, reporting, & sustainability. Furthermore, the Bank is deliberating on extending access to its existing CSR Connect platform to NGO partners, facilitating a more streamlined process for submission and evaluation of CSR proposals. The Bank has been evaluating few CSR proposals under 'biodiversity conservation' as part of its broader sustainability agenda and is exploring opportunities to enhance financial literacy initiatives for students associated with Chote Kadam schools.

Expanding Sustainable Finance Initiatives

On the sustainable finance front, the Bank is in the process of formulating a Green Deposit Policy and a Sustainable Finance Framework, aligned with applicable RBI guidelines, to support the rollout of its green product program. These frameworks are designed to establish robust governance around green deposits, ensure transparent allocation of proceeds towards eligible green assets, and align with regulatory expectations.

Strengthening Climate Resilience

The Bank continues to enhance sustainability integration within its operations through energy-efficiency measures and the expansion of solar energy adoption across applicable branches. As part of its long-term ESG roadmap, the Bank is developing an ESG-based risk assessment checklist for new branch locations, incorporating climate-related considerations such as heat stress, flooding, and other physical climate risks that may impact business operations.

ESG Data Management

To further strengthen ESG governance and reporting capabilities, the Bank is also in the process of implementing a dedicated ESG data management platform to support efficient data collection, reporting, monitoring, and assurance requirements.

Collectively, these initiatives demonstrate Ujjivan Small Finance Bank's commitment to embedding sustainability, digital innovation, and strong governance practices into its business strategy. Through these efforts, the Bank aims to create long-term value for its customers, employees, partners, communities, and other stakeholders, while contributing to a more resilient and sustainable future.

Links for reference:

A. Ujjivan Sustainability Initiatives: Sustainability Initiatives and Financial Services
B. Bank's BRSR Report FY 2025-26: USFB_BRSR_FY_2025_26_28c836397a.pdf
C. Bank's Annual report for FY 2025-26 can be accessed at: USFB_Annual_Report_FY_2025_26_80ced81881.pdf
D. Bank's Sustainability Report for FY 2024-25 that can be accessed at: ujjivan-Sustainability-Report-2024-25.pdf
E. Bank's TCFD Disclosure Report can be accessed at TCFD-FY24-25-Final.pdf

F. Ujjivan Small Finance Bank's Sustainability webpage is accessible at Sustainability Initiatives and Financial Services