

Operating Environment

Connecting with Stakeholders

In a rapidly changing environment, maintaining a constant dialogue with all our stakeholders is pivotal to shape our strategy to be fit for the time and for the future. The emerging trends, some of which are unprecedented in terms of magnitude and impact, affect our ability to sustainably deliver value to our stakeholders and in turn derive value from them.

When an individual or a group is significantly impacted by our actions, products, or services, we consider that party a stakeholder. At the same time, we are keenly aware that the stakeholders' perceptions and behaviour can powerfully impact our ability to carry on our activities and meet strategic goals.

Accordingly, we consider the following to be our stakeholders –

- Investors
- Customers
- Employees
- Society and environment
- Business partners
- Government institutions and regulators

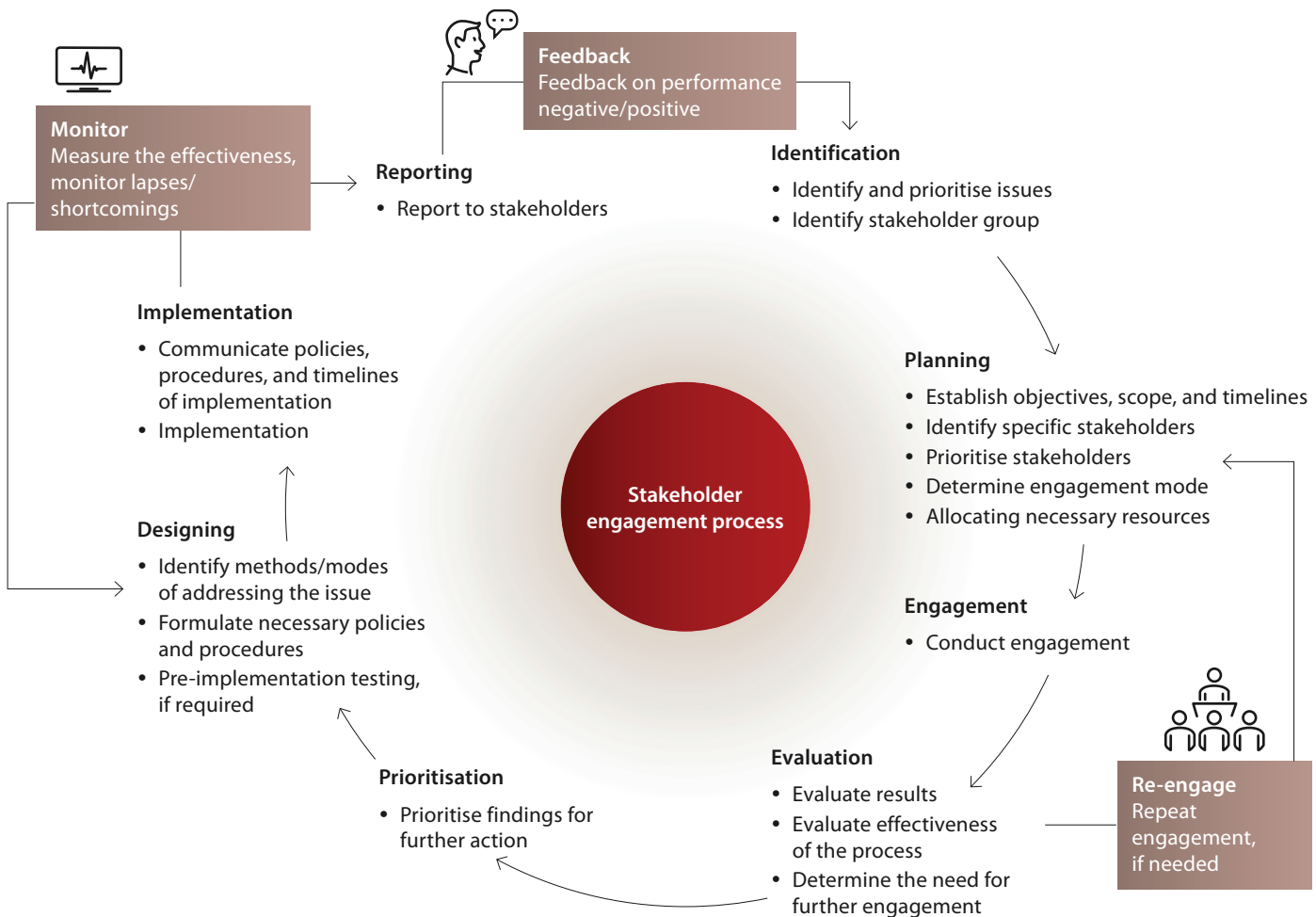
Though the range of stakeholders that may directly or indirectly impact our performance are vast, above grouping helps the Bank to effectively manage the interactions with the stakeholders that matter most in our operations.

While formal mechanisms are in place to connect with our stakeholder groups (Figure 04), responsibility for such engagement is shared across the Bank at every stakeholder point of contact.


We strongly believe that by engaging with our stakeholders we are able to better gear ourselves for the future, adapt our business model, drive innovation, and garner invaluable insights for our strategic planning process for long-term value creation.

The mechanisms through which we engage with our stakeholders and our understanding on their aspirations are given in Figure 05 on page 29.

Our stakeholder engagement process Figure – 04



How we connect with our stakeholders Figure – 05

																																																													
	Investors	Customers	Employees																																																										
Stakeholder aspirations	<ul style="list-style-type: none">Financial performanceGovernanceTransparency and disclosureBusiness expansion plansRisk managementSustainable growth	<ul style="list-style-type: none">Swift serviceCustomer security and privacyService qualityFinancial inclusionAffordability of services and convenienceGrievance handling mechanismFinancial education and literacyFinancial support for revival of business	<ul style="list-style-type: none">Performance and reward managementTraining and developmentCareer advancement opportunitiesWork-life balanceRetirement benefit plansValue driven corporate cultureDiversity and inclusionPerception of a prosperous future for the Bank																																																										
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