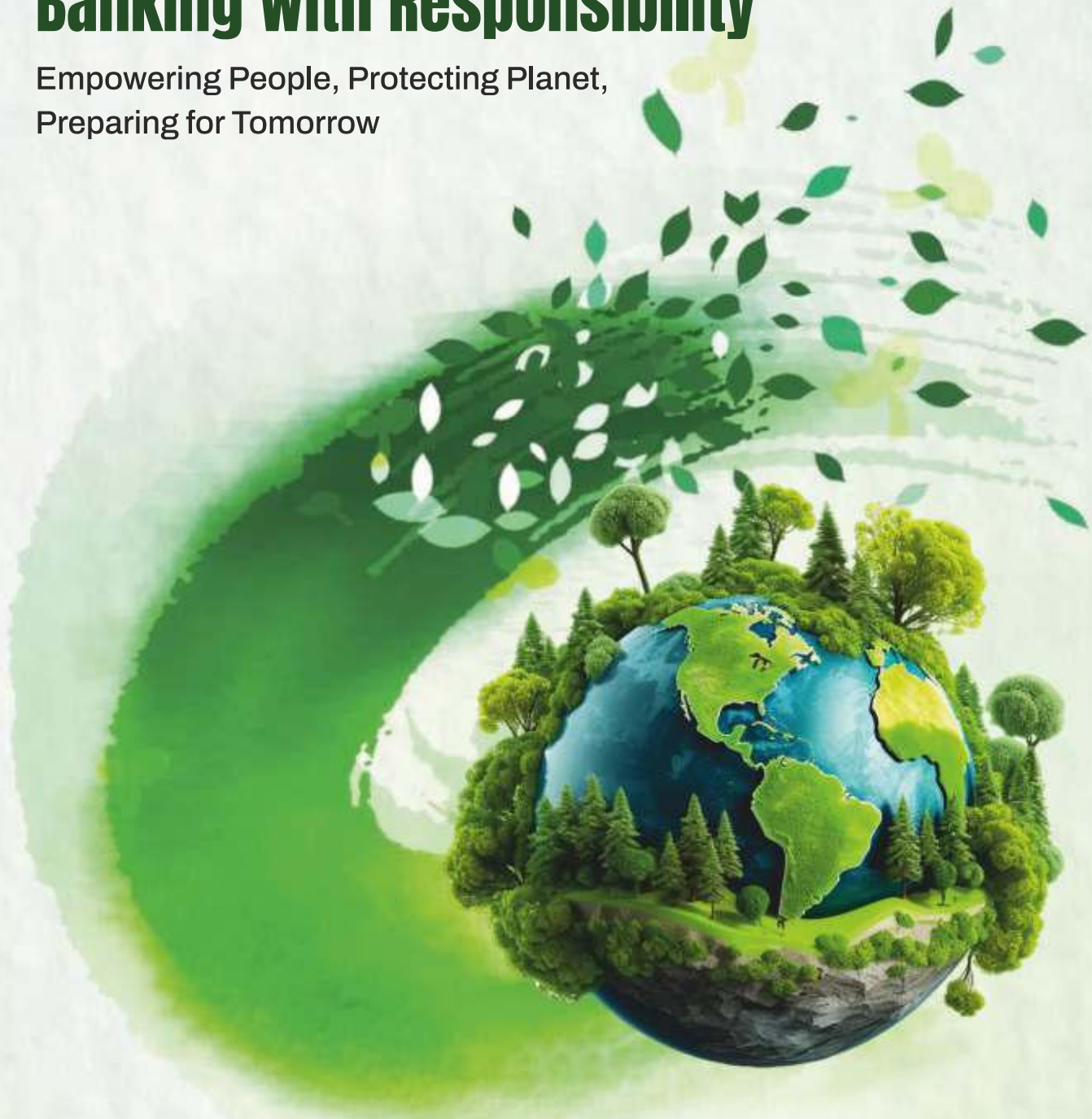




Banking with Responsibility

Empowering People, Protecting Planet,
Preparing for Tomorrow



Sustainability highlights

FY 2024-25

The 2nd edition of Canara bank's Sustainability report reaffirms its dedication to responsible banking that balances economic growth with environmental stewardship and social equity. Anchored in the theme "Empowering People, Protecting the Planet, Preparing for Tomorrow", the report showcases the Bank's strategic actions, measurable progress, and unwavering commitment to building a sustainable and inclusive future.



Environment	
Net Zero Aligned to India's NDC Commitment of Net Zero by 2070	24.15% Reduction in Scope 1 & 2 Emissions
4 Green Buildings (Aiming 240 more) IGBC Certifications	8.88% Reduction in Electricity Consumption
4,133 kWp Solar Rooftop Capacity	43% Increase in Green Wheel Loans (borrower base)



Social	
2,481 Differently abled Employees	22 Average Training Hours per employee
32% Women in Workforce	91.81 Cr. CSR Spends
96.46% Retention Rate	1 Bank Number 1800 1030 A dedicated customer centric call centre



Governance	
9% Women on Board	Zero Incidents of Anti-Competitive Behaviour
31,000+ Employees trained in cyber security	ISO 27001:2022 Information Security Management Systems Certification
Zero Data Breaches	2,75,48,481 Users of Canara ai1

Navigation Guide



About the Report

The 2nd edition of Canara Bank's Sustainability Report for FY 2024–25 (April 1, 2024 to March 31, 2025), themed “Banking with Responsibility: Empowering People, Protecting Planet, Preparing for Tomorrow,” reflects the Bank's continued commitment to creating shared value for its stakeholders. The report provides meaningful insights into the Bank's non-financial performance, responsible governance, and the integration of Environmental, Social, and Governance (ESG) principles across its operations, lending portfolio, and value chain. It also outlines the Bank's strategic approach to managing emerging risks and advancing inclusive, sustainable growth.



Designed as a transparent and informative disclosure, this report aims to engage and inform stakeholders—customers, employees, investors, regulators, partners, and communities—about the Bank's sustainability priorities, performance outcomes, and long-term vision. It reaffirms Canara Bank's dedication to ethical banking, stakeholder well-being, and a resilient future rooted in trust, responsibility, and impact.

Reporting Guidelines and Principles

Canara Bank's Sustainability Report follows the GRI 2021 Standards as a reporting reference, aligns with the ISSB's global sustainability disclosure framework and United Nations Sustainability Development Goals (UNSDG) reflecting Bank's commitment towards transparency, accountability, and integrated ESG performance.

Scope and Boundary

This 2nd edition of Canara Bank's Sustainability Report covers the Bank's activities, impacts, and ESG performance for the reporting period across its operations in India and abroad. The reporting boundary includes the Head Office located in Bengaluru, a total of 9,853 branches (including 4 overseas branches), 177 Regional Offices, and 26 Circle Offices. This report has been compiled internally using data and information provided by various departments and business verticals of the Bank.

The report theme, “Empowering People, Protecting the Planet, Preparing for Tomorrow,” reflects Canara Bank's strategic focus on inclusive growth, environmental responsibility and future readiness. It provides a transparent and holistic view of the Bank's sustainability initiatives, governance mechanisms and stakeholder engagement practices. Through this disclosure, the Bank reaffirms its commitment to responsible banking, aligning with national priorities and global sustainability frameworks while creating long-term value for all stakeholders.

Restatement

In the reporting year, there are no significant restatements of information made in this Sustainability Report.

Responsibility Statement

The Management of Canara Bank confirms that the sustainability performance in this report has been presented in a fair, transparent, and balanced manner addressing all material topics relevant to organization for FY 2024-25.



Letter from the Chairman: Sustaining Momentum: Empowering the Future



Dear Stakeholders,

It is with a deep sense of pride and purpose that I present to you the second edition of Canara Bank's Sustainability Report for the financial year 2024–25. This report reflects our continued commitment to responsible banking and long-term value creation for all stakeholders. The theme for this year, **"Banking with Responsibility: Empowering People, Protecting Planet, Preparing for Tomorrow,"** captures our vision of sustainability, not as a peripheral agenda, but as a central pillar shaping the way we operate, grow and serve.

Since our inception in 1906, Canara Bank has been a symbol of trust, resilience and inclusive growth in India's banking sector. Over the decades, we have evolved alongside the economy and society, integrating sustainability into our governance, operations and relationships. We view ESG not merely as compliance, but as a strategic imperative driving business decisions and stakeholder engagement.

During FY 2024–25, we made meaningful progress in embedding ESG principles across our core functions

strengthening climate risk governance, expanding green financing, and advancing social impact through targeted inclusion programmes. Our ESG roadmap is guided by leading global frameworks such as the Global Reporting Initiative (GRI 2021), International Sustainability Standards Board (ISSB S1 & S2), and the United Nations Sustainable Development Goals (UN SDGs), ensuring transparency and global relevance in our disclosures.

We recognise that climate change poses systemic risks to the financial sector and demands proactive action. I am pleased to share that the Bank has achieved a 24.15% reduction in Scope 1 and 2 greenhouse gas emissions during the reporting year, driven by investments in rooftop solar installations, energy-efficient infrastructure and green-certified buildings. With a total installed rooftop solar capacity of 4,133 kWp, we are well-positioned to scale these initiatives further, contributing meaningfully to India's "Net Zero by 2070" ambition.

India's sustainability journey has gained strong momentum, anchored in national targets such as achieving Net Zero by 2070, expanding renewable energy capacity to 500 GW by 2030, and

Bank has achieved a **24.15% reduction in Scope 1 and 2 greenhouse gas emissions** during the reporting year, driven by investments in rooftop solar installations, energy-efficient infrastructure, and green-certified buildings. With a total installed rooftop solar capacity of 4,133 kWp, we are well-positioned to scale these initiatives further, contributing meaningfully to India's **"Net Zero by 2070"** ambition.

accelerating the adoption of energy-efficient and low-carbon technologies. The Government of India has underscored the pivotal role of the financial sector in enabling this transformation by mobilising capital towards green infrastructure, advancing sustainable agriculture, promoting financial inclusion, and fostering innovation in climate-resilient solutions. In this context, Canara Bank is

strategically positioned to be a key enabler of change, leveraging our extensive network, deep market understanding, and strong governance framework to channel finance into projects that align with the country's climate and development priorities. Through our Banking with Responsibility ethos, we aim to not only grow the green economy by supporting renewable energy, energy efficiency and





sustainable mobility, but also to help high-emission sectors transition towards low-carbon pathways. By integrating technology driven solutions and enhancing sector-wide engagement, we seek to create long-term value for our stakeholders while contributing to a greener, more inclusive future for India.

Beyond environmental stewardship, our focus on social inclusion remains steadfast. Financial empowerment of women, support for micro and small enterprises, credit access for farmers, and digital outreach to underserved communities remain at the heart of our inclusive banking model. Through women-centric lending, we supported over **2.77 lakh women beneficiaries under government-linked schemes in FY 2025 alone.**

As part of our commitment to advancing sustainable development, we have implemented central sector

Scheme for Promotion and Investment in Circular Economy (MSE SPICE). This initiative encourages micro and small enterprises to adopt circular economy practices, with a focus on sectors governed by notified regulations such as plastics, rubber and electronic waste management. By incentivising sustainable business models, we aim to foster resource efficiency, reduce waste and contribute to the creation of a regenerative economic ecosystem.

Digitalisation plays a transformative role in reducing environmental impact and enhancing service accessibility. By leveraging technology to streamline operations, reduce paper consumption and deliver efficient, customer-centric services, we strengthen both operational resilience and sustainability outcomes.

We recognise that our sustainability ambitions cannot be achieved in isolation. Progress will require

coordinated action across the economy driven by regulatory support, technological advancements and active participation from communities. In this evolving landscape, regulators are expected to play an increasingly pivotal role in shaping ESG policies, compliance requirements, and reporting frameworks. Similarly, the role of vendors is anticipated to grow alongside rising sustainability expectations, making close collaboration essential to ensure alignment with stringent environmental, social and governance standards across procurement and service delivery.

Going forward, our aim is to further embed ESG considerations across the value chain by closely working with regulators, industry bodies, technology partners, vendors, and customers. Our focus remains on embedding robust climate risk assessment into credit appraisal and strengthening internal capacities to foster a deep-rooted culture of responsible banking across all levels of the Bank. We are deepening engagement with high-impact sectors to support their transition towards low-carbon pathways—financing

renewable energy, energy efficiency and climate-resilient infra structure, as well as enabling the transformation of carbon-intensive activities into sustainable alternatives. Strengthening governance for sustainable finance and refining eligibility criteria ensures our capital flows are directed towards activities that deliver both environmental and economic value.

We believe the next phase of our sustainability journey will be defined by collaboration -working closely with regulators, industry associations, technology innovators and communities to co-create scalable, impactful solutions for a greener and more equitable economy. At Canara Bank, we remain determined to play a leadership role in shaping this future.

This report is not merely a record of actions taken, it is a reaffirmation of our purpose, values and long-term vision. I extend my heartfelt appreciation to all our stakeholders—customers, shareholders, employees, partners and regulators for their trust, engagement and continued support.

Together, let us build a resilient, inclusive and sustainable future.

Warm regards,

Vijay Srirangan

Chairman, Canara Bank

Message from the Managing Director & CEO:

ESG Integration in Action: Purpose in Practice



Dear Stakeholders,

It is with great pride and a deep sense of responsibility that I present the second edition of Canara Bank's Sustainability Report for the financial year 2024–25. This year's theme **"Banking with Responsibility: Empowering People, Protecting Planet, Preparing for Tomorrow,"** is more than a guiding narrative; it is a reflection of the Bank's evolving identity as a responsible financial institution committed to sustainable value creation for all stakeholders.

In today's complex and interconnected world, the role of banking institutions has expanded significantly. We are no longer measured solely by our financial performance but by the broader impact we create across society and the environment. At Canara Bank, sustainability is not a separate agenda, it is embedded into the core of our operations, our decisions and our long-term strategy. This report is an articulation of that integrated approach, highlighting our journey of aligning profitability with purpose.

Over the past year, we have taken meaningful steps to operationalize our ESG commitments. From advancing climate conscious financing and enhancing resource efficiency to deepening financial inclusion and embedding ethical governance, our actions reflect our commitment to long term resilience and shared prosperity. ESG is now firmly rooted in our strategic thinking and is actively shaping our products, policies, and partnerships.

One of the most encouraging developments within the Bank has been the cultural shift toward sustainability ownership at all levels. Our teams across the country have shown remarkable engagement, curiosity and conviction in embedding ESG into daily operations. This internal transformation is critical, it is the collective mindset that drives systemic change and ensures that sustainability is not a periodic exercise, but a continuous pursuit.

Our efforts were honoured with "Excellent Practices and Adoption of ESG Initiatives" at the 2nd ICC Emerging Asia Conclave 2024, organized by the Indian Chamber of Commerce.

Our digital initiatives are aimed not only at increasing efficiency and access, but at ensuring that underserved populations are meaningfully integrated into the financial mainstream

On the environmental front, we continue to align our operational priorities with India's Net Zero aspirations. Our focus has been on enhancing energy efficiency, expanding rooftop solar capacity and phasing out high-emission infrastructure. With these focused initiatives, we have reduced our energy consumptions by 21.45% in FY 25. Beyond operational greening, we are progressively expanding our support for low carbon sectors, clean technologies and resource efficient solutions, while continuing to engage with all our borrowers to enable a responsible and inclusive transition to a greener economy. With these factors in mind, **we raised Rs.134.71 Crore of Green Deposits in**

FY 2025, utilised for financing of Electric Vehicles, which in turn led to avoidance of carbon emissions of approximately **1,038 tCO₂**.

Social equity remains central to our mission. Financial inclusion is not just a policy for us, it is a principle. Through targeted outreach, simplified digital platforms, women-centric banking models and support to MSMEs and marginalised communities, we are working to bridge socio-economic divides and democratize access to finance. Our investments in financial literacy, digital empowerment and workforce diversity are designed to foster a more inclusive and resilient economy. During the fiscal year 2024-25, the Bank's extensive network of 147





Financial Literacy Centres (FLCs) conducted approximately 30,407 financial literacy camps across diverse geographies. These initiatives collectively reached 26,61,629 individuals.

Technology has served as a key enabler in this transformation. Our digital initiatives are aimed not only at increasing efficiency and access, but at ensuring that underserved populations are meaningfully integrated into the financial

mainstream. With an emphasis on empathy, accessibility and security, we are driving digital inclusion in a manner that is responsible and future ready.

Good governance continues to be the foundation upon which our sustainability strategy rests. Strengthened governance frameworks, enhanced risk management practices and transparent reporting mechanisms ensure that our ESG commitments are translated into measurable action. We view emerging stakeholder

expectations, whether on climate-related disclosures, ethical conduct, or community accountability, not as obligations, but as opportunities to lead by example and reinforce trust.

Sustainability is an ongoing journey, marked by learning, adaptation and constant innovation. As the financial ecosystem becomes increasingly shaped by ESG imperatives, we recognize that agility, foresight and authenticity will be critical. We remain committed to proactively navigating this landscape with integrity and ambition.

Sincerely,

K. Satyanarayana Raju

Managing Director & Chief Executive Officer
Canara Bank

I would like to thank every member of the Canara Bank family for their dedication to our shared vision. I also extend my sincere gratitude to our customers, partners, regulators and communities whose continued support and trust empower us to grow responsibly. Your engagement fuels our resolve to be not just a stronger Bank, but a better institution for the future.

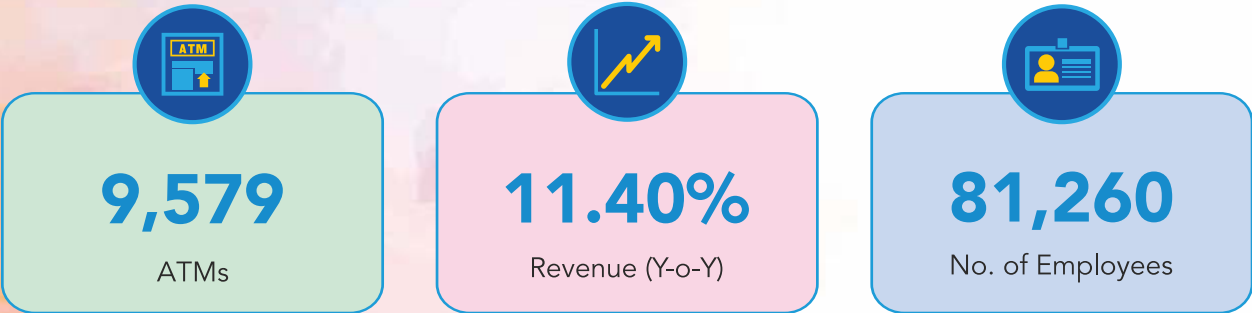
Together, let us lead with purpose, act with responsibility, and build a sustainable tomorrow for all.





Our Journey: Empowering Progress Together

Established in 1906 by **Shri Ammembal Subba Rao Pai**, Canara Bank is a leading Public Sector Bank with more than 118 years of banking and social service. It is fully committed to ensure visibility and sustainability to the nation's growth and development. This stems from Bank's commitment to applicable national laws and relevant international standards on environmental, social and governance code of conducts. Canara Bank thus stays strong in its commitment to positively impact the social governance, its customers, employees and the community at large.



Canara Bank was honoured with

“Excellent Practices and Adoption of ESG Initiatives”

at the 2nd ICC Emerging Asia Conclave 2024,
organized by the Indian Chamber of Commerce

Canara Bank, a premier public sector scheduled commercial bank, offers a comprehensive range of banking products, services, and digital solutions across Corporate, Retail, MSME and Agricultural segments. Backed by a strong legacy of trust and service excellence, the Bank has consistently demonstrated its commitment

to innovation, ethical practices and social responsibility. As the financial landscape continues to evolve, Canara Bank remains focused on adapting to emerging trends and customer expectations, while maintaining its foundational values and contributing to inclusive and sustainable growth.

Geographical Presence

Branches Network as on 31st March 2025							
	Rural	Semi-Urban	Urban	Metro	Foreign	IBU GIFT City	Total
No. of Branches	3,139	2,900	1,944	1,866	3	1	9,853



The strategic initiatives undertaken by Canara Bank to expand its outreach and enhance financial inclusion, especially in underserved geographical areas have led to a significant increase in banking the unbanked regions and underserved geographical areas. By expanding Bank's presence through innovative products and services, it has successfully reached a broader customer base across diverse regions. Services such as doorstep banking, web chatbot, Canara ai1 and the introduction of customer-centric products like Canara SB-Select for new-generation individuals have facilitated access to banking in remote and urban areas alike. Additionally, the Bank's focus on digital banking solutions has enabled it to transcend geographical barriers, reaching customers even in the most remote locations. As a result, Canara Bank has not only increased its market penetration but has also played a crucial role in promoting financial inclusion and economic development across various unbanked and banked regions.

During FY 2024-25, Canara Bank has undertaken focused strategic initiatives strengthen its presence in underserved and unbanked regions, thereby supporting the national vision of **Vikshit**

Bharat 2047 and advancing key UN Sustainable Development Goals. By leveraging innovative products and delivery channels—such as **digital banking units, business correspondents, doorstep banking, web-based chatbot, Canara ai1 super app and customer-centric offerings like UPI, AEPS and missed call banking**, the Bank improved outreach across rural and urban geographies.

Further, With the introduction of the Hybrid Business Correspondent (BC) Model, Opening of Sukanya Samriddhi Scheme Accounts, Public Provident Fund are offered at Business Correspondent Outlets. Availability of the subject services has facilitated customers of rural/unbanked areas to utilize the same at the Business Correspondent locations at their convenience, instead of visiting Branches.

Moreover, the Bank's strong emphasis on digital banking solutions has enabled it to overcome traditional geographical constraints, ensuring last-mile connectivity and improving customer access in even the most remote areas. These initiatives have not only strengthened the Bank's market presence but have also played a pivotal role in fostering financial empowerment and inclusive economic growth across the country.

Bank's Vision and Mission

Vision

To emerge as the Best Bank to bank with by pursuing industry benchmarks in profitability, operational efficiency, asset quality, risk management and digital innovation.



Mission

To provide State-of-the-Art Banking solutions, leveraging technology, aiding ease of doing business and enhancing value for all stakeholders through inclusive growth.

Landmark Achievements

1906

Establishment of Canara Hindu Permanent Fund Ltd. by philanthropist Ammembal Subba Rao Pai in Mangalore, India

1959

Foundation Stone for bank's new Administrative Office in Bengaluru laid by Dr. Rajendra Prasad, the then President of India

1969

Nationalization of Bank

1976

Milestone of inaugurating the 1000th branch, symbolizing rapid expansion and outreach

1977

Bank acquires an all—India presence with its debut in Jammu & Kashmir and Himachal Pradesh

1983

First overseas branch in London
Launch of first Credit Card: Canara Card

1987

First nationalized bank to install Mainframe Computer System

1990

First Bank to setup an exclusive Computer Learning Center (CLC) in Bengaluru

1996

Became the first bank to be conferred with ISO 9002 certification for one of its branches in Bengaluru

2002

Listed on National Stock Exchange (NSE)
Commissioning of Exclusive Mahila Banking Branch

2003-04

Launched Internet & Mobile Banking Services
Introduced Debit—cum—ATM card

2011-12

Business Responsibility Reporting
Issued credit card for farmers

2017

Launch of Digital Lending Portal

2020

Became Forth largest PSB in India - upon merger of Syndicate Bank with Canara Bank
Launch of FX4U platform

2022

Launched "Canara ai1": A Super Banking App
Total Global business of INR 20,00,000 Crores

2023

Released ESG Statement
Green Deposit Policy and Lending Framework
First bank to Launch CBDC App: "Canara Digital Rupee"

2024

Bank has been recognised for "Excellent Practices and Adoption of ESG initiatives" at the 2nd ICC Emerging Asia Conclave 2024, organised by Indian Chamber of Commerce

2025

Servicing over 11.76 crore customers through a vast network of 9,849 branches and 9,579 ATMs across all Indian states and Union Territories

Inclusive and Responsible Product Offerings

Canara Bank, recognized for its excellence in the banking sector, remains committed to offering innovative and inclusive financial solutions. The Bank caters to a broad customer base—including individuals, corporates, farmers, government bodies, start-ups, MSMEs and entrepreneurs—through a diverse portfolio of products and services such as deposits, loans, investment options, digital banking and green finance. Some of the Bank's key offerings is presented below, reflecting its commitment to addressing the varied financial needs of society and promoting sustainable economic development.

Our Deposits

Canara Bank offers a comprehensive suite of banking services with competitive features:

Savings account



Current account



Term Deposits



“ 7,99,20,576

Number of Savings accounts (operative) as on 31st March 2025 ”

“ 22,46,961

Number of Current accounts (operative) as on 31st March 2025 ”

Investments and Third-Party Products

The Bank offers a wide range of financial products and services, including insurance, Government of India backed schemes and mutual funds.

Investments

- DEPOSITORY SERVICES
- MERCHANT BANKING

Gol schemes

Atal Pension Yojana

SUKANYA SAMRIDDHI ACCOUNT

Pradhan Mantri Jeevan Jyoti Bima Yojana

PRADHAN MANTRI SURAKSHA BIMA YOJANA

Insurance

- LIFE INSURANCE
- GENERAL INSURANCE
- HEALTH INSURANCE

केनरा बँक Canara Bank
केनरा बँक लिमिटेड
Regional Office, Bengaluru West



A strong foundation for your beloved daughter's bright future

Sukanya Samriddhi Account (SSA)

Guardian to open account in name of girl child
(Below 10 years of age) (Maximum: 2 girl children in family)

Min. contribution: ₹250/-
Max. contribution: ₹1,50,000/-
(in a Financial Year)

Contribution to SSA qualifies for tax exemption under Section 80C. (Interest earned is also tax exempt)

Target group: Unorganized / Organized sector employees having girl children, for both investment and tax benefit purposes


Target area: Metro / Urban / Semi-Urban / Rural

Attractive Rate of Interest


Canara WhatsApp Banking
90760 30001

www.canarabank.com | 1800 1030


“ 232 lakh policies issued under Pradhan Mantri Suraksha Bima Yojana (PMSBY) till FY 25. ”




“ 17,18,194 Third Party Insurances enrolled in FY 25. ”




“ 72 lakh policies issued under Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) till FY 25. ”



“ Over 216 lakh bank accounts opened under Pradhan Mantri Jan Dhan Yojana (PMJDY) till FY 25. ”



“ Over 43.66 lakh subscribers enrolled in Atal Pension Yojana (APY) till FY 25. ”



Digital Products

Digital banking services at Canara Bank encompass a variety of offerings.

Online Banking



Merchant Products



Payments



Unified Payment Interface



WhatsApp banking



Cards

Credit cards



Debit cards



Prepaid cards



International Travel Prepaid cards



Canara FASTag.



“ai1 Mobile Banking Application in 11 languages and 330+ features”

“Internet Banking Application in 10 languages and 200+ features”

“INR 40,02,10,06,44,220 Total transaction amount through Canara ai1 app in FY 25”

Our Loans

Bank provides a comprehensive range of Loan products covering:

Retail Loans



Canara
HOME
LOAN



Canara
VEHICLE
LOAN



Canara
VIDYA
TURANT
LOAN SCHEME



Canara
Mortgage



Canara
HEALTHCARE
LOAN

Corporate Loans

Canara

WORKING CAPITAL FINANCE AND EXPORT FINANCE

MSME Loans



Canara
MSME
STAR

Canara

CARAVAN

Canara

Mahila Vikas

Government Schemes



Pradhan Mantri
Kisan MUDRA
Yojana



PM VISHWAKARMA
SCHEME



PM SVANIDHI



PM-VIDYALAXMI

Green Loans

Canara
GREEN WHEELS

MSE SPICE -
Scheme for Promotion
and Investment in
Circular Economy



Canara
Rooftop
Solar
PM SURYA GHAR YOJANA

MSE GIFT- MSE
Green Investment
and Financing for
Transformation

Canara
MSME Solar
Vendor

Housing-cum-
Solar Loan

Canara
Solar

Agriculture Loans



KISAN CARD
KISAN CARD
RuPay

AGRI ALLIED
ACTIVITIES

MINOR
IRRIGATION

CANARA
DRONE

PM-KUSUM

ETHANOL BLENDED PETROL

AGRICULTURE
INFRA STRUCTURE

COMPRESSED
BIO GAS

केनरा बैंक Canara Bank
भारत सरकार का उपक्रम A Government of India Undertaking
Together We Can

Don't worry about financing your house,
Canara Bank is
here for you!

Avail Canara Home Loan at Low
and Attractive interest rates.

Scan to Apply &
Get Instant Approval



*Terms & conditions apply

SMS: 91441 41441 (Toll-free)
1800 425 0018

Product under: BUL, Gold Loan, PFI, Personal Loan,
GL, Gold Loan, M/V Vehicle Loan, M/V Home Loan


Internet Banking
www.canarabank.com
1800 425 0018 | 1800 103 0018
Mobile Banking

canarabank
canarabankofficial
canarabankinsta

केनरा बैंक Canara Bank
भारत सरकार का उपक्रम A Government of India Undertaking
Together We Can

ai
NOW ENJOY YOUR LONG DRIVES
WITH A GREENER VIEW

PRESENTING
Canara Green Wheels
A new scheme to finance electric four wheeler vehicles




ZERO PROCESSING & DOCUMENTATION CHARGES
TAX BENEFITS UNDER SECTION 80EEB

*TAC 80%


www.canarabank.com
1800 425 0018 | 1800 103 0018

canarabank
canarabankofficial
canarabankinsta


“ 10,77,987
Number of Gold
loan accounts
executed digitally
in FY 25 ”




“ 7,29,761
PM Mudra
Yojana
borrowers
in FY 25 ”




“ 217
MSME, SME
and micro loan
accounts opened
through STP in FY 25 ”




“ 43%
Increase in
Green Wheel Loans
(borrower base)
in FY 25 ”



“ Y-o-Y Growth
of 65%
under TReDS
outstanding
amount ”



“ 2,77,221
Women beneficiaries
under Government
Sponsored Scheme
Loans in FY 25 ”



Awards and Accolades

Canara Bank's widespread recognition and accumulation of accolades in FY 2024-25 serves as a testament to its steadfast commitment of achieving new heights in banking excellence. These honours display the Bank's ability to consistently deliver top-notch services, to surpass the evolving expectations of its customers and to lead with forward-thinking initiatives. The collection of awards and accolades that Canara Bank has garnered speaks volumes of the various aspects of its operations, including Innovative Fin-Tech Products, Employee Development, Data privacy and Cybersecurity, amongst others.



Best Data Quality Award - PSU





at Skoch Award ceremony on 30th November 2024 at New Delhi



Silver Award for 'API Banking'



6th Global Fintech Innovation Awards



Best adoption of Emerging Technologies –
Most Innovative use of AI/ ML
in Mule Accounts Monitoring



Green Warrior Award



organized by the NeSL (National e-Governance Services Limited)
at IIM Bangalore on 19th April 2024



Initiated by World HRD Congress held
at Kualalampur, Malaysia on 08.05.2024



Received on 19th June 2024



Finnoviti Award



The Golden Globe Tigers Award



Morningstar Sustainalytics has upgraded Bank's ESG Risk Rating from "High Risk" to "Moderate Risk" reflecting an improvement in the Bank's Environmental, Social and Governance performance

Paving the way to a Greener Future



Canara Bank's journey towards sustainability is deeply rooted in its founding principles of social welfare, ethical banking, and inclusive development, as envisioned by its founder, Shri Ammembal Subba Rao Pai in 1906. Guided by its enduring values of integrity, service, and commitment to nation-building, the Bank has progressively integrated Environmental, Social, and Governance (ESG) considerations into its operations and decision-making frameworks. From promoting green finance and energy efficiency to advancing financial inclusion and community welfare, Canara Bank has continually aligned its business strategies with responsible banking practices. Its growing ESG focus underscores a long-term vision to create shared value for stakeholders while contributing meaningfully to India's sustainable development goals and global climate commitments.



Canara Bank's ESG Vision and Mission



Vision



To emerge as a 'Preferred Bank' by pursuing global benchmarks in Environmental preservation, Social empowerment, and Governance with a motto of 'Inclusive Involvement & Inclusive Growth with commitment to enhance the value of all stakeholders'.

Mission



To provide state of the art financial services blended with sustainable practices through:

- Delivery of products & customer service
- Creation of value for all stakeholders
- Adaptation to sustainable ways of operations
- Partnering with peers, policy makers & experts

Strategic Priorities

1. Customer Empowerment and Digital Engagement

Enhance customer experience by proactively engaging and educating them on the use of digital banking channels, while also creating awareness about the societal and environmental implications of their actions—direct or indirect—across the value chain, including manufacturing, marketing and supply chain.

2. Stakeholder Engagement for Sustainable Growth

Collaborate with internal and external stakeholders to build and maintain long-term partnerships rooted in the Bank's philosophy of **"Together We Can"**, promoting inclusive, sustainable, and responsible growth.

3. Environmental and Cultural Stewardship

Promote and participate in conserving India's rich natural and cultural heritage, while striving to create and maintain a positive environmental footprint across all areas of the Bank's operations.

4. Responsible Leadership Development

Foster leadership that delivers business outcomes in a socially responsible manner, with a strong focus on creating a positive impact on society and the environment.

5. Robust and Ethical Governance

Build and sustain a strong governance framework based on ethics, transparency and sustainability, ensuring long-term stakeholder trust and institutional resilience.

6. Awareness Creation and Transparent Communication

Promote awareness across the financial ecosystem, including customers and the general public, through various communication channels such as government announcements, customer workshops, industry boards and digital platforms. Ensure reporting and disclosures are aligned with all applicable regulatory guidelines.

7. Capacity Building and Knowledge Enhancement

Strengthen institutional and industry-wide sustainability capabilities through internal training, external seminars and workshops focused on ESG themes, targeted at employees, corporates, MSMEs and agribusiness entities.

Thriving Together: Engaging Stakeholders for a Sustainable future

At Canara Bank, stakeholder engagement serves as a cornerstone for building trust, transparency, and shared value. The Bank interacts with a diverse range of stakeholders across its operations, each playing a crucial role in shaping its journey towards long-term sustainability and inclusive growth. As a trusted Bank for millions across India, Canara Bank is committed to delivering meaningful value to its stakeholders through proactive engagement and responsible practices. The Bank's stakeholder engagement strategy is built around the following core priorities:



Canara Bank maintains a structured stakeholder engagement process that encompasses customers, employees, investors, regulators, suppliers, merchants, communities, and shareholders. Through regular dialogue, feedback mechanisms, and collaborative platforms, the Bank ensures stakeholder concerns are heard and addressed effectively.

The overarching objectives of this engagement framework include:

- ♦ Promoting **transparency and accountability**.
- ♦ Identifying and mitigating **economic, environmental, and social risks**.
- ♦ Strengthening alignment with the **UN Sustainable Development Goals (SDGs)**.
- ♦ Embedding **ethical banking practices** and long-term resilience in operations.

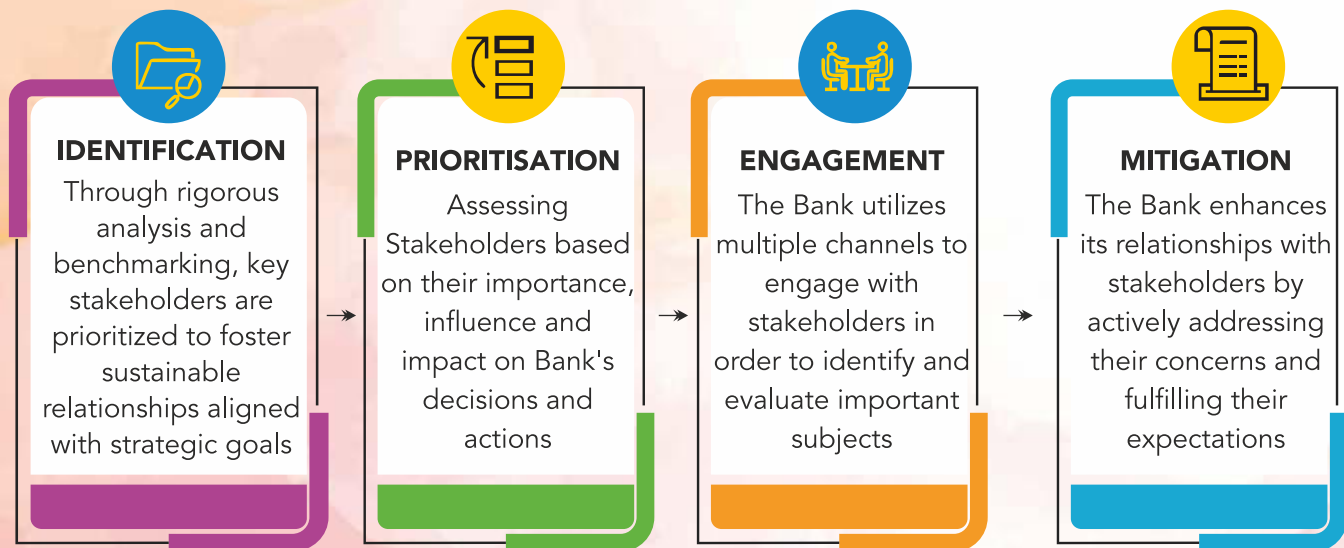
Canara Bank believes that **inclusive stakeholder engagement** is essential to its success, ensuring that all voices contribute to a sustainable, equitable and prosperous future.

Key Stakeholders

The internal and external stakeholders identified for the Bank are as given below:









Stakeholder Engagement Process



The table below outlines the Bank's engagement with key stakeholders, mode and frequency of engagement and the main topics & concerns raised.

Stakeholder Engagement: Purpose, Scope, Mode & Mitigants

Stakeholder	Purpose of Engagement	Scope of Engagement	Mode of Engagement	Key Mitigants
1. Customers 	<ul style="list-style-type: none">- Enhance customer satisfaction- Improve service delivery- Drive financial inclusion	<ul style="list-style-type: none">- Branch and digital banking services- Customer feedback, grievances- Product design & literacy programs	<ul style="list-style-type: none">- Branch visits, mobile app, website, ATMs- Customer care helpline- Feedback surveys, social media, Financial Literacy Camps	<ul style="list-style-type: none">- Grievance redressal- Cybersecurity and data privacy measures
2. Employees 	<ul style="list-style-type: none">- Foster a fair, inclusive, and safe work culture- Promote growth & learning opportunities	<ul style="list-style-type: none">- Workforce well-being and engagement- Learning & development- Performance appraisal and grievance resolution	<ul style="list-style-type: none">- Townhalls, internal portals, HRMS- Employee surveys- Training/ Workshops	<ul style="list-style-type: none">- HR policies- Occupational Health & Safety (OHS)- Defined career growth path and grievance handling mechanisms
3. Investors & Shareholders 	<ul style="list-style-type: none">- Ensure transparency and trust- Share financial and non-financial performance	<ul style="list-style-type: none">- Business performance updates- ESG disclosures- Financial resilience and risk communication	<ul style="list-style-type: none">- Annual Reports and Annual General Meetings- Quarterly investor calls & stock exchange filings- ESG/ Sustainability Reports	<ul style="list-style-type: none">- Regulatory disclosures (SEBI LODR, BRSR)- Risk and capital adequacy management
4. Vendors / Suppliers 	<ul style="list-style-type: none">- Enable Responsible Sourcing- Strengthen Operational Delivery- Encourage ESG- Aligned Supply Chain Practices	<ul style="list-style-type: none">- Procurement of Goods and Services- Vendor Performance Management	<ul style="list-style-type: none">- E-tendering portal, GeM portal- Empanelment drives- SLAs, periodic audits and review meetings	<ul style="list-style-type: none">- Procurement policy- Vendor due diligence and resolution mechanisms
5. Regulatory Bodies 	<ul style="list-style-type: none">- Ensure full compliance	<ul style="list-style-type: none">- Supervision, inspection & reporting- Regulatory submissions & advisory- Participation in consultations	<ul style="list-style-type: none">- Regulatory returns (CRILC, XBRL, BRSR)- Meetings, inspections & audits- Industry forums, working groups	<ul style="list-style-type: none">- Dedicated Compliance & Risk Management wings- Policy & process audits- Staff training on evolving regulations
6. Local Community 	<ul style="list-style-type: none">- Address local needs through CSR & outreach programmes- Promote social-economic empowerment- Support inclusive development	<ul style="list-style-type: none">- CSR projects in health, education, Skill building, environment, sports etc.- Disaster relief, rural development	<ul style="list-style-type: none">- CSR outreach via RSETIs/RUDSETIs, FLC and branch led activities- Blood donation camps, plantation drives	<ul style="list-style-type: none">- Periodical monitoring & impact assessment

Canara Bank adopts a multi-channel, stakeholder-specific engagement model, ensuring very interaction is purpose-driven, transparent and risk-mitigated. Engagements are supported by formal policies, digital infrastructure, feedback mechanisms and ESG-aligned practices to ensure alignment with the Bank's long-term sustainability goals.

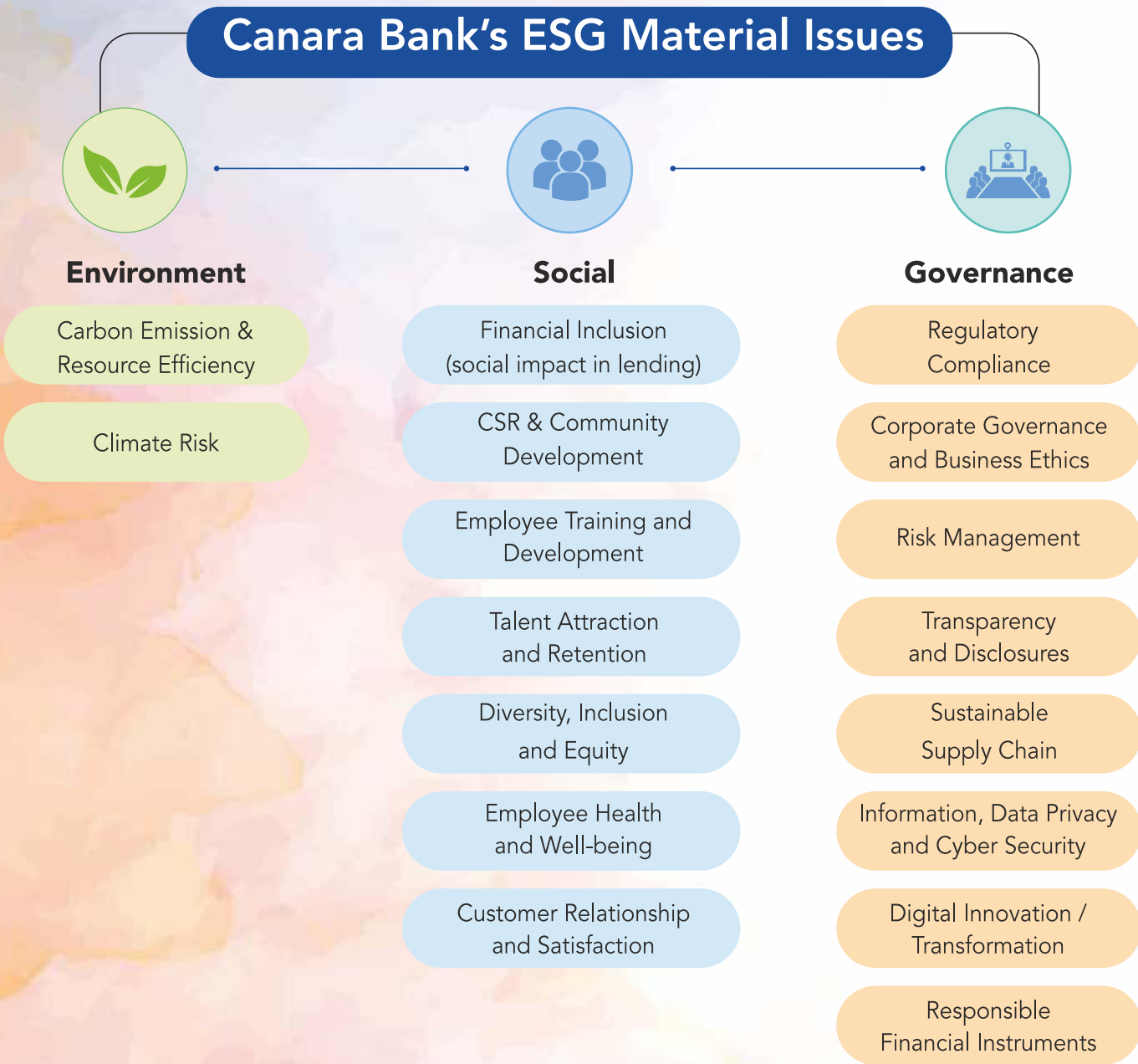
Prioritizing the Impact: Materiality Assessment

Materiality assessment is a vital strategic process that enables Canara Bank to identify and prioritize the environmental, social and governance (ESG) issues that are most relevant to both the Bank and its key stakeholders. This process ensures that the Bank focuses its sustainability efforts on areas with the greatest impact on long-term value creation, stakeholder trust and regulatory compliance. The materiality assessment serves as a decision-making tool, guiding the integration of ESG considerations into the Bank's core business strategy, risk management framework, and disclosure practices.

Stages of Materiality Assessment



Canara Bank conducted an exhaustive materiality assessment by engaging both internal and external stakeholders and identified 17 material issues aligning with ESG aspects based on their significance to both stakeholders and the company, which is listed below:



By prioritizing crucial ESG factors, efforts are made to mitigate risks, leverage opportunities, enhance transparency and deliver sustainable value to stakeholders. The accompanying table outlines objectives regarding key issues, detailing measures undertaken to address and enhance these aspects, along with performance metrics.

Material Environmental Issues:
Carbon Emission & Resource Efficiency and Climate Risk

Objectives	Performance
Bank's Objectives: Managing the environmental and climate impacts of Bank's physical operations	Material Issue Carbon Emission & Resource Efficiency: 1. Energy saving measures – Increased LED Lightning and BEE rated equipment 2. Phasing out DG sets 3. Installation of solar rooftops at Bank owned buildings 4. 8.88% Electricity Reduction and 24.15% of emission reduction 5. Installed Electric Vehicle charging station for electric vehicles owned by Bank employees 6. Installed rainwater harvesting at 122 bank owned buildings 7. 4 Bank premises IGBC – Silver certified and 240 branches under process for IGBC certification 8. Green Warrior award for Execution of Digital & Paperless documentation in Gold Loans organized by the NeSL
Stakeholder Objectives: Partnering with organizations to advance environmental conservation & reduction of carbon footprint. Sensitizing the impact of climate change directly and indirectly on bank by working together with customers, vendors and associates.	
Managing Business Risks and Opportunities: Developing financial solutions & designing products and services that drive action on climate change, reduce carbon footprint and generate other positive environmental impacts.	Material Issue Carbon Emission & Resource Efficiency: 1. Exclusive ESG Committee for Climate Risk 2. Carbon footprint measurement in lending portfolio 3. Climate Risk Management Framework

Material Social Issues: Employee Training and Development, Talent Attraction and Retention, Diversity, Inclusion and Equity and Employee Health and Well-being

Objectives	Performance
Bank's Objectives: Investing in human capital & establishing a working environment that aids in nurturing employees, including the differently abled and contributing to their overall professional development, while actively promoting a healthy work-life balance Promoting diversity, equity, and inclusion along with providing employees a workplace that is safe and secure, and reducing the occurrences of health and safety-related incidents	Material Issue – Employee Training and Development <ol style="list-style-type: none"> Bank has L&D Policy and 29 Canara Centre of excellence ISO 9001-2015 certified training institute Total 4,581 training programs were conducted 17,63,619 Total Training Hours 22 Average Training Hours Per Employee "Golden Globe Tiger awards for Excellence & Leadership" for Excellence in Training The Economic Times Future Skills Award (Gold Category) for best use of AR/VR & Metaverse in Learning
	Material Issue - Talent Attraction and Retention <ol style="list-style-type: none"> Total of 1,547 new hires in FY 2024-25 3.54% turnover rate
Stakeholder Objectives: Creating equal opportunities for all the stakeholders by adhering to ethics and transparency	Material Issue - Diversity, Inclusion and Equity <ol style="list-style-type: none"> Equal Opportunity Policy in place 3.05% differently abled and 32% women employees Championed diversity via strategic recruitment, gender diversity programs and flexible work arrangements to foster innovation and success.
Managing Business Risks and Opportunities: Ability to create a work culture that advocates equity, empathy and independence. A work environment that encourages cross-silo collaboration and leadership	Material Issue - Employee Health and Well-being <ol style="list-style-type: none"> Open communication channels and engagement initiatives to promote a supportive culture. Employee benefits include health check-ups reimbursement, school fee reimbursement, holiday homes, group term life insurance and medical policies. Return to work rate 100%

Material Social Issue: Customer Relationship and Satisfaction

Objectives	Performance
Bank's Objectives: Maintaining customer satisfaction and providing a positive customer experience	Material Issue - Customer Relationship and Satisfaction <ol style="list-style-type: none"> Bank's call centre supports 43 services in 17 languages and is open 24/7 around the year Customers have access to various channels for registering their grievances and getting the resolutions: CPGRS, INGRAMS, CMS portal, MD & CEO complaints, PMO assistance, E-mails and letters Designed innovative channels for engaging with customers: WhatsApp Banking and Web Chatbots The Bank has designated a Chief Customer Service Officer (CCSO) to serve as an internal ombudsman Enhanced service quality and regulatory compliance via incognito visits and surveys Introduced 'SPARK': an intensive training program on customer service Customer Satisfaction Score (CSAT) of 87%. Net Promoter Score (NPS) 68%
Stakeholder Objectives: Strengthening consumer financial awareness.	
Managing Business Risks and Opportunities: Achieving a balance between revenue generation and customer protection for acquiring and retaining customers.	

Material Social Issue: Financial Inclusion (Social Impact in Lending) and CSR & Community Development

Objectives	Performance
Bank's Objectives: To Bank with unbanked regions and empower people with financial tools and resources, fostering economic growth and stability	Material Issue - Financial Inclusion (social impact in lending) <ul style="list-style-type: none"> An established Canara Financial Advisory Trust (CFAT) for spreading financial literacy through Financial Literacy Centres (FLCs) 26,61,629 individuals educated and approx. 1,73,644 counselled through 147 financial literacy centres and 30,407 camps
Stakeholder Objectives: Strengthening consumer financial awareness and creating a positive impact on communities	<ul style="list-style-type: none"> 15,000 Business Correspondent Points 72,73,523 farmers availed agriculture loans
Managing Business Risks and Opportunities: Developing innovative financial solutions that improve quality of life and promote socioeconomic development	Material Issue - CSR & Community development <ul style="list-style-type: none"> Sustainable Development & Corporate Social Responsibility (SD & CSR) Policy and Committee in place INR 91.81 crores spent on CSR activities Developed Centre for Entrepreneurship development

Material Governance Issues: Sustainable Supply Chain

Objectives	Performance
Bank's Objectives: Promote Local outsourcing	Material Issue – Sustainable Supply Chain <ul style="list-style-type: none"> Robust Outsourcing policy in place 15 vendors onboarded through GeM portal during FY25
Stakeholder Objectives: Fostering a culture of integrity, transparency and ethical behaviour for suppliers/ vendors	
Managing Business Risks and Opportunities: Efficient and timely deliverable with minimum E&S risks	

Material Governance Issues: Information, Data Privacy and Cyber Security

Objectives	Performance
Bank's Objectives: Zero data breaches and data leaks	Material Issue - Information, Data privacy and Cyber Security <ul style="list-style-type: none"> Comprehensive Cyber Security Policy in place Data Centres compliant with TIA standards ISO 27001 certificated Zero data breaches Bank received runner-up award under the category "IT Risk & Cyber Security Initiatives" under IBEX Awards 2025 More than 31,000 employees have undertaken cybersecurity training
Stakeholder Objectives: Safeguarding privacy and cybersecurity	
Managing Business Risks and Opportunities: To avoid information and cyber security threat, securing access to customer data	

Material Governance Issues: Regulatory Compliance, Corporate Governance, Business Ethics and Risk Management

Objectives	Performance
Bank's Objectives: To strengthen governance framework and institutionalize integrity through robust systems and processes geared towards accountability and transparency	Material Issue - Regulatory Compliance <ul style="list-style-type: none">▪ Senior management and Directors prioritize ethics, compliance and effective decision-making, further ensuring the Bank's reputation and legal adherence▪ Compliance with FATF standards and India's PMLA ensuring effective customer identification and transaction monitoring▪ Robust compliance governance structure
Stakeholder Objectives: Fostering a culture of integrity, transparency and ethical behaviour for stakeholders, aiding capacity creation towards mitigation and adaptation of the effects of climate change and protection of the environment	Material Issue - Corporate Governance <ul style="list-style-type: none">▪ 9% female Board Members▪ >50 years Average age of board of Directors▪ ESG Governance Structure and Sub Committee on Sustainable Development & Corporate Social Responsibility in place
Managing Business Risks and Opportunities: Identifying and mitigating governance risks and tapping opportunities for sustainable growth across all aspects of banking business	Material Issue – Business Ethics <ul style="list-style-type: none">▪ Anti-Money Laundering and Know Your Customer (KYC) policy in place▪ Policy on prevention and reporting of frauds in place Material Issues – Risk Management <ul style="list-style-type: none">▪ Identified Climate Risk as an integral risk apart from credit, market, operational and liquidity risks▪ A robust Risk Management Governance Structure

Material Governance Issues: Digital Innovation / Transformation

Objectives	Performance
Bank's Objectives: To promote digital transactions and lead the path for digital transformation	Material Issue - Digital innovation/transformation <ul style="list-style-type: none">▪ Bank offers digital services like "Canara ai1" app, internet banking, API Banking, easy fee
Stakeholder Objectives: Safeguarding data	<ul style="list-style-type: none">▪ 2,75,48,481 users of Canara ai1▪ Bank received "IBSi Global Fintech Innovation Awards – Mule Detection using ML"
Managing Business Risks and Opportunities: To avoid information and cyber security threat, securing access to customer data	<ul style="list-style-type: none">▪ Canara Bank has received Finnoviti Award for 'CANARA Digital Rupee' application▪ Canara ai1: Mobile Banking App with 330+ features▪ Lending Automation Processing System (LAPS): A structured workflow driven application to simplify assessment and sanctioning of loans



Material Governance Issues:
Transparency and Disclosures

Objectives	Performance
Bank's Objectives: Publish Sustainability Reports and reporting on regulatory disclosures	Material Issue - Transparency and Disclosures <ul style="list-style-type: none">Published SEBI-mandated BRSR for FY 24 and FY 25Published maiden Sustainability Report for FY 24Continued focus on strengthening ESG-related disclosures in the Annual Report, Quarterly investor presentations
Stakeholder Objectives: Fostering a culture of transparency and reporting	
Managing Business Risks and Opportunities: Establishing a routine of open, transparent communication and proactive disclosures across stakeholder groups	




Material Governance Issues:
Responsible Financial Instruments

Objectives	Performance
Bank's Objectives: Support Green Deposits and Green Lending	Material Issue - Responsible Financial Instruments <ul style="list-style-type: none">Bank supports sustainable financing with instruments such as loan towards renewable energy projects, water conservation and for electric vehiclesIntroduced 'Green Deposit Policy & Lending Framework' aligned with regulatory guidelinesAs part of credit policy, restrictions on lending to MSMEs, SMEs involved in production/ distribution/ usage of Ozone Depleting Substances (ODS)
Stakeholder Objectives: Accessibility and Inclusivity of green products/ services	
Managing Business Risks and Opportunities: Ability to introduce green, sustainable and social financial instruments	


Navigating with Integrity: Key Canara Bank's Policies

Business Ethics




Corporate Governance Policy

The Corporate Governance Policy ensures transparent and accountable decision-making, fostering trust with stakeholders. It emphasizes compliance, risk management and defines clear roles for senior leadership to create sustainable value.




Whistle-blower Policy

The Whistle-blower Policy fosters good governance by providing a safe and confidential channel for employees to report suspected fraud, unethical practices or violations. This ensures timely action while protecting whistle-blowers from retaliation.




Related Party Transactions

The policy promotes fair competition and prevents potential conflicts by ensuring that all transfers of resources or obligations between the Bank and its subsidiaries are conducted at an arm's length.



Disclosure Policy

Demonstrating a commitment to transparency, the policy ensures stakeholders' access to timely and accurate information for informed decision-making. This includes all disclosures mandated by regulatory bodies like RBI, SEBI and ICAI's accounting standards. The Bank continuously reviews and updates the policy to align with evolving risk management and reporting practices.




Code of Conduct

The Bank empowers its employees to uphold the highest ethical standards. This includes unwavering integrity, honesty and professionalism, along with maintaining confidentiality and demonstrating respect in all interactions. Every interaction is expected to be respectful and courteous.




Fraud Risk Management Policy

The Fraud Risk Management Policy empowers proactive measures against fraud. It establishes clear guidelines for prevention, detection, mitigation and effective management of potential fraudulent activities within the organization.



Business Continuity Plan


Prioritizing preparedness, the Business Continuity Plan (BCP) Policy ensures a robust emergency management framework. This emphasizes clear accountability for maintaining business continuity and a professional response that minimizes disruption for our customers.



Anti-Bribery and Anti-Corruption


Canara Bank safeguards its integrity through a Whistle-blower Policy that encircles anti-corruption and anti-bribery policy and encourages reporting of unethical practices.

Workplace & Human Capital




Employees' Grievance (s) Redressal Policy

Ensuring a fair resolution process, the Bank's Employees' Grievance Redressal Policy outlines a well-defined structure and governance framework for addressing employee concerns.



Equal Opportunity policy


Upholding the Rights of Persons with Disabilities Act of 2016, Canara Bank champions equal opportunity. This commitment translates to a discrimination-free workplace environment, providing necessary support and amenities for persons with disabilities. Designated authorities ensure these efforts are implemented effectively.



Policy on Sexual Harassment


Canara Bank fosters a safe and respectful work environment by providing multiple channels for employees to report discrimination, harassment, or unethical behaviour. These channels include the Whistle-blower Policy and Code of Conduct. All reports are handled promptly and confidentially.

Customer Protection



Grievance Redressal Policy


Demonstrating a commitment to service excellence, Canara Bank's Grievance Redressal Policy prioritizes prompt resolution of customer complaints, upholding transparency and integrity throughout the process. This ensures that customers receive courteous and efficient service, addressing their concerns with the highest standards.



Customer Rights Policy


The Customer Rights Policy outlines basic rights and responsibilities for Bank's customers. The Policy applies to all products and services offered by the Bank or its agents, whether provided across the counter, over phone, by post, through interactive electronic devices, on internet or by any other method.

Data Protection & Information Security




Cyber Security Policy

Recognizing the ever-evolving cyber threat landscape, Canara Bank's Cyber Security Policy provides a dynamic framework. This framework provides security measures to the Bank's specific risk profile and business complexities, enabling a robust defence against cyberattacks.



Information Security Policy

The Information Security Policy provides guidance for safeguarding the Bank's Information Assets from all threats, including cyber threats, whether internal or external and against accidental or deliberate damage/destruction.

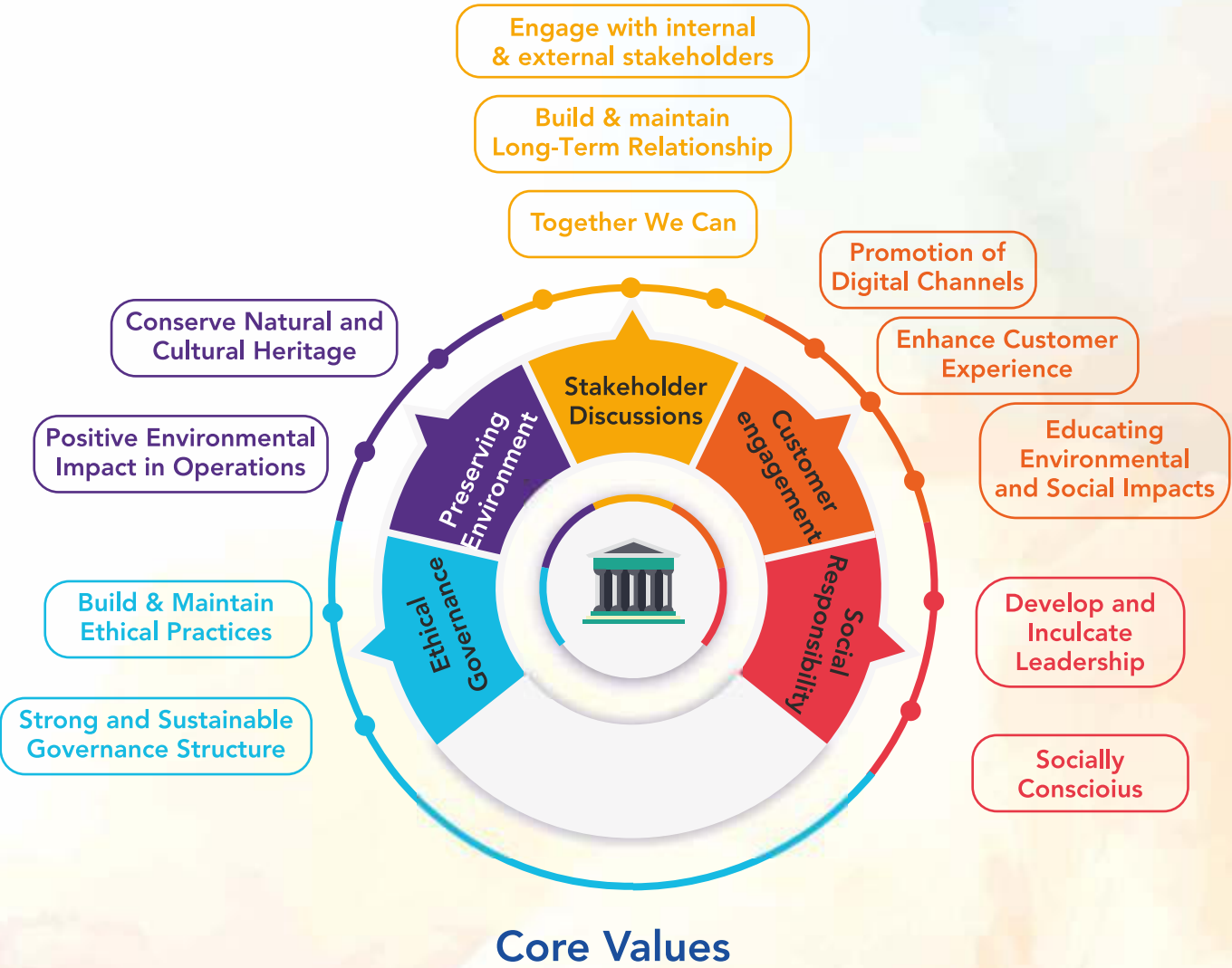


Data Management Policy

Data Management Policy outlines the principles and standards for risk data management at the Bank and ensures the availability, accuracy and security of risk-related data.

From Vision to Impact:
Our ESG Policy in Action

As the Bank strides towards the path of sustainability, it has curated an Environmental, Social and Governance (ESG) policy that highlights its dedication to an ethical and sustainable growth model. This policy serves as a roadmap for weaving considerations of environmental consciousness, social responsibility and principled governance into the fabric of the Bank's daily activities. The philosophy behind the policy is to deliver enduring value to every stakeholder, thereby reinforcing the Bank's commitment to fostering a more resilient and sustainable future.



These guiding principles and strategies underscore Canara Bank's profound commitment and instrumental role in leading the change towards a more equitable and environmentally conscious world.

Strong Governance Framework: Upholding Integrity through Responsible Leadership



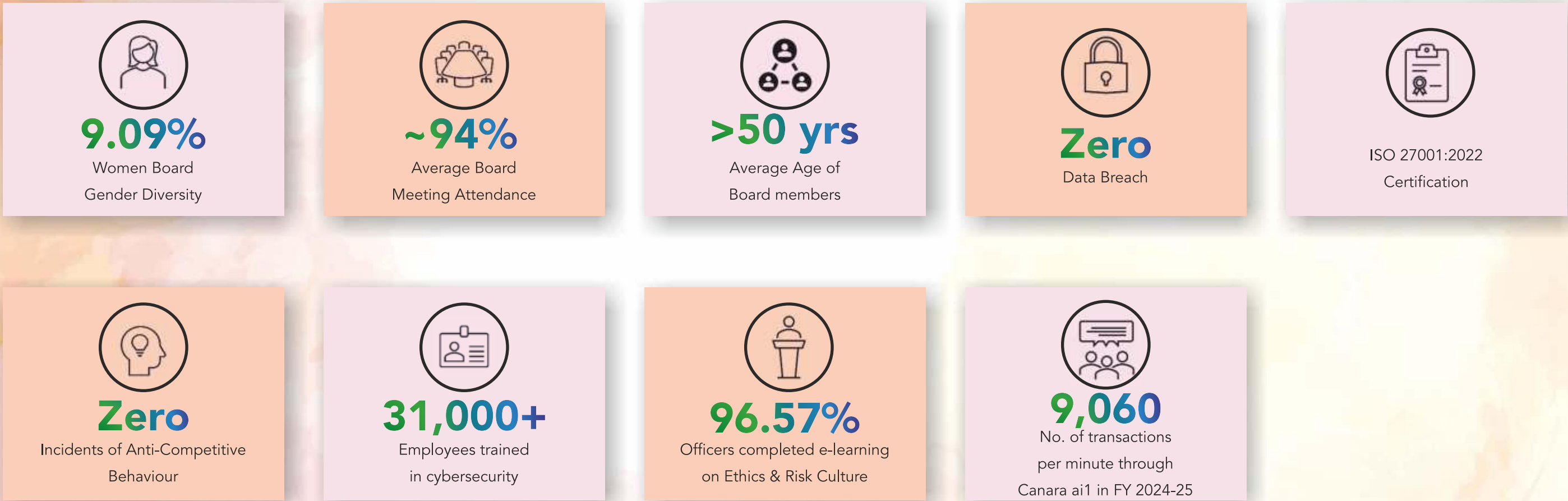
In the financial services sector, where trust, integrity and stability are fundamental, Canara Bank acknowledges the pivotal role of strong Corporate Governance in fostering sustainable growth. The Bank has instituted a robust governance framework that clearly delineates the responsibilities of the Board of Directors, senior management and executive leadership. This structured approach is designed to enhance transparency, accountability and long-term stakeholder value. The overarching objective is to create and sustain enduring value for all stakeholders—including depositors, shareholders, customers, borrowers, employees and the broader society—through steadfast adherence to the Bank's Core Values, Code of Conduct and established Standards of Ethical Behaviour.

Guided by its core philosophy of "Together We Can", Canara Bank remains committed to reinforcing a robust corporate governance framework that empowers the Board to deliver on strategic objectives while placing stakeholder interests at the forefront. The Bank consistently strengthens its governance mechanisms by implementing sound management practices, ensuring strict compliance with regulatory requirements and maintaining the highest standards of ethics and transparency. Through these efforts, the Bank seeks to uphold its social responsibilities and foster trust among stakeholders.

Aligning with UNSDGs



Key Highlights for Governance KPIs



Material Issues

- ♦ Corporate Governance, Business Ethics and Regulatory
- ♦ Compliance
- ♦ Risk Management
- ♦ Digital Innovation/transformation
- ♦ Responsible Financial Instruments
- ♦ Sustainable Supply Chain
- ♦ Information, Data privacy and Cyber Security
- ♦ Transparency and Disclosures

Corporate Governance



Strong corporate governance forms the bedrock of sustainable success at Canara Bank. It promotes ethical decision-making, transparency and accountability across all operations, reinforcing trust and confidence among stakeholders. At Canara Bank, responsible business practices go hand in hand with

financial performance, taking into consideration environmental and social factors. By upholding robust governance standards, the Bank minimizes risk, strengthens trust with investors and communities and positions itself for long-term growth while contributing to a sustainable future.

Board of Directors

The Board of Directors of Canara Bank holds the highest accountability for guiding the institution, setting the tone from the top, and nurturing the Bank's core culture. Its role goes beyond routine oversight, extending to shaping the Bank's identity and operational philosophy, embedding values, ethical standards and open communication throughout the organization.

The composition of the Board complies with Section 9(3) of the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, and the Nationalized Banks (Management and Miscellaneous

Provisions) Scheme, 1970. The Board includes a well-balanced mix of Executive Directors, Non-Executive Directors and Independent or Shareholder-nominated Directors.

During FY 25, the Board comprised of a Non-Executive Chairman, a Managing Director & Chief Executive Officer, four Executive Directors, two Government-nominated Directors and three Directors representing shareholders. The Board met 14 times during the year, achieving an average attendance rate of 93.60%, a testament to its active role and strong commitment to governance.

Functions of the Board



Composition of Board of Directors of Canara Bank*



Shri. Vijay Srirangan
Non-Executive Chairman



Shri. K Satyanarayana Raju
Managing Director &
Chief Executive Officer



Shri. Debashish Mukherjee
Executive Director



Shri. Hardeep Singh Ahluwalia
Executive Director



Shri. Bhavendra Kumar
Executive Director



Shri. S K Majumdar
Executive Director



Shri. Prashant Kumar Goyal
Director representing
Government of India



Shri. Rohit P Das
Director representing
Reserve Bank of India



Shri. Bimal Prasad Sharma
Shareholder Director



Ms. Abha Singh Yaduvanshi
Shareholder Director



Shri. Hemant Buch
Shareholder Director

Board Committees

The Board steers the Bank's strategic direction through effective oversight of management and leverages Board committees for informed decision-making.

Board Committees and Sub-Committee of Canara Bank

Committees chaired by an independent director:

Name of the committee
Audit Committee of the Board (ACB)
Board of Directors
Risk Management Committee of the Board (RMC)
Information Technology Strategy Committee (ITSC)
Board Committee on Performance Evaluation (BCPE)
Nomination and Remuneration Committee of the Board (NRC)
Stakeholders Relationship Committee of the Board (SRC)
Special Committee of the Board for Monitoring and Follow-up of cases of Frauds (SCBMF)
Sub Committee of the Board for Business Plan Strategy (SCBP)
Sub Committee of the Board on Human Resources (SCHR)
Sub Committee of the Board for Compensation Committee (SCCC)
Committee of Board (CB)
Group Governance Committee of the Board (GGC)



For detailed information on the composition, expertise, roles, responsibilities, functions and meeting frequency of the Bank's Board-level Committees, please refer to the Bank's Annual Report for FY 25.

*as on 31st March 2025

Remuneration of Directors

The Bank has a remuneration policy for directors. The remuneration details of Managing Director & CEO and Executive Directors are provided below:

As of 31st March 2025

Name	Designation	Salary (INR)	Performance Linked Incentive (PLI) (INR)
Shri K Satyanarayana Raju (2024-2025)	MD & CEO	42,41,160	21,07,440
Shri Debashish Mukherjee (2024-2025)	ED	39,12,885	19,82,880
Shri Ashok Chandra (2024-2025)	ED	30,57,596	18,96,480
Shri Hardeep Singh Ahluwalia (2024-2025)	ED	34,66,935	17,10,000
Shri Bhavendra Kumar (2024-2025)	ED	35,27,076	8,65,462
Shri Brij Mohan Sharma (2024-2025)	EX-ED (Superannuated)	-	5,22,000
Shri S K Majumdar (2024-2025)	ED	69,807	-

Canara Bank Board of Directors:
Resilient Governance Driving Sustainability



Strategic Vision for Sustainable Leadership:

The Bank envisions becoming the most trusted financial institution by setting industry benchmarks in profitability, operational efficiency, asset quality, risk management and digital innovation, while placing sustainability at the core of its long-term strategy.



Governance Oversight & Decision-Making:

The Board holds ultimate authority over strategic, financial, regulatory and reputational matters, ensuring alignment with the Bank's sustainability objectives and responsible governance practices.



Board Independence & Composition:

The Bank ensures a balanced governance structure comprising six Non-Executive Directors and five Executive Directors, reflecting a high degree of independence and diverse oversight.



Multidisciplinary Board Expertise:

The Board's 11 members bring a wide range of professional experience across accountancy, risk management, finance, economics, information technology and more providing a holistic perspective in decision-making.



Collective Wisdom for Informed Governance:

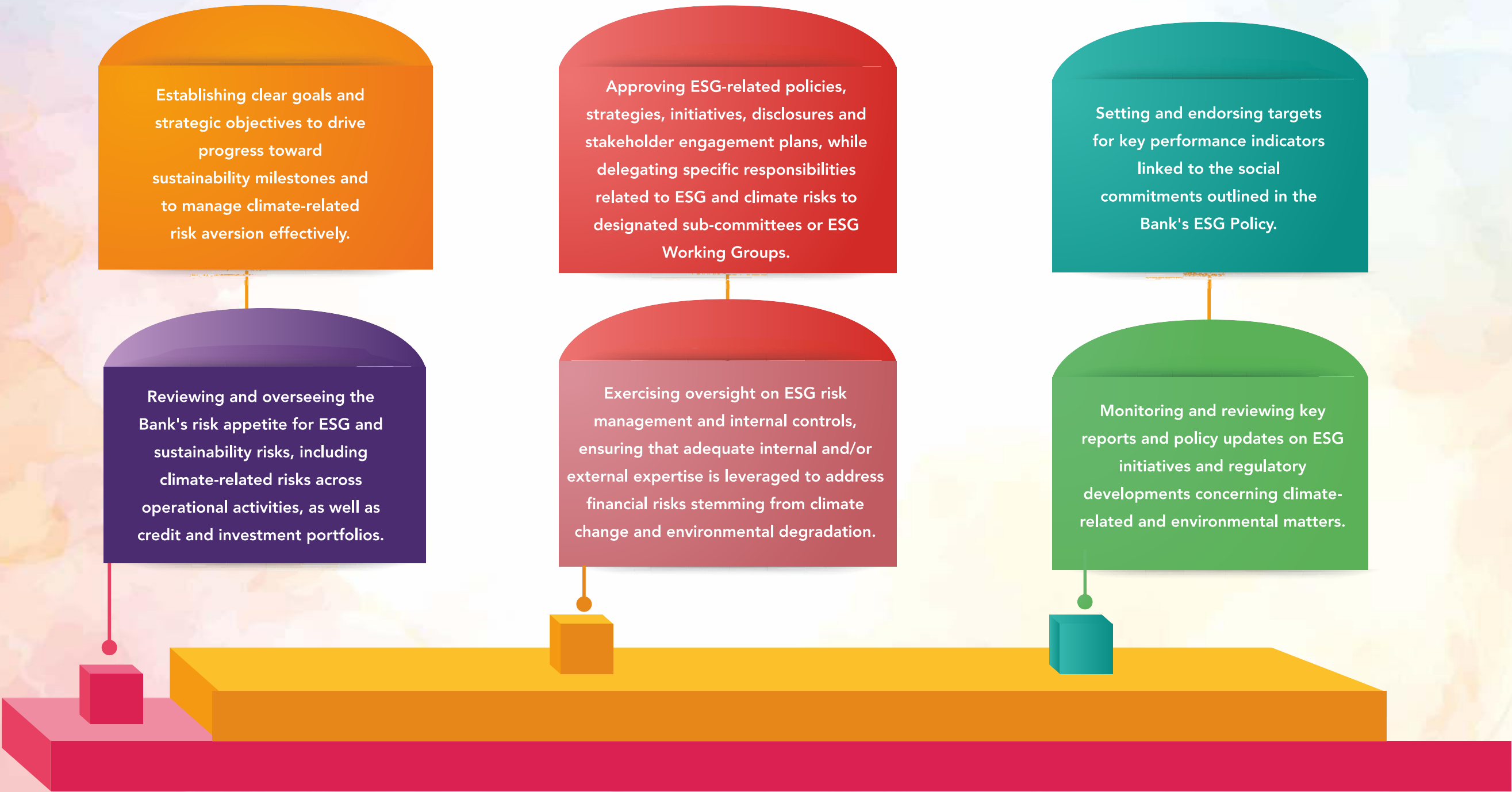
The Board is composed of experienced professionals with deep industry insights, enabling sound, multi-dimensional decision-making in support of sustainable growth.

Board's Commitment to ESG Oversight

Canara Bank demonstrates its continued commitment to strong governance and sustainable development by assigning well-defined ESG-related responsibilities to its Board of Directors. The Board plays a pivotal role in overseeing climate-related risks, ensuring alignment with the Bank's long-term strategic vision and guiding the formulation of environmentally and socially responsible policies. It also mandates the implementation of robust risk management processes to strengthen ESG integration across the organization.

Roles and Responsibilities of the Board in ESG Governance

The Board of Directors' fiduciary duties is the stewardship of the Bank's sustainability journey and the effective management of climate-related risks. This entails active leadership in endorsing the ESG agenda, establishing concrete and measurable sustainability goals and delegating specific tasks to dedicated Sustainability or ESG committees within the Board's structure. By leveraging their collective expertise, the Directors also provide essential oversight of the Bank's risk management systems, underscoring the critical importance of aligning financial strategies with environmental sustainability concerns. Its responsibilities include:



The Risk Management Committee, Operational Risk Management Committee, and the Sustainable Development & Corporate Social Responsibility (SD & CSR) Sub-Committee of the Board are entrusted with the following responsibilities with regards to ESG:

Overseeing climate-related and environmental risks and opportunities, including assessing their actual and potential impact on the Bank's strategies and operations.

Supervising the development and implementation of climate-related risk strategies, ensuring alignment with the Bank's broader vision and sustainability objectives.

Guiding the formulation of climate-related policies, strategies, goals and performance monitoring mechanisms.

Mandating processes for identification and management of climate and environmental risks and associated opportunities.

Reviewing and ensuring timely updates of internal risk reports, including tracking mitigation actions and evaluating their effectiveness.

Monitoring progress on key climate-related goals and sustainability targets.

Ensuring adherence to ESG-related ethics, compliance and transparency frameworks.

Overseeing sustainability-linked human capital matters, including employee engagement, retention, succession planning, talent development, workplace culture, diversity, inclusion, health and compensation strategies.

Guiding the formulation and management of external ESG and climate-related disclosures.

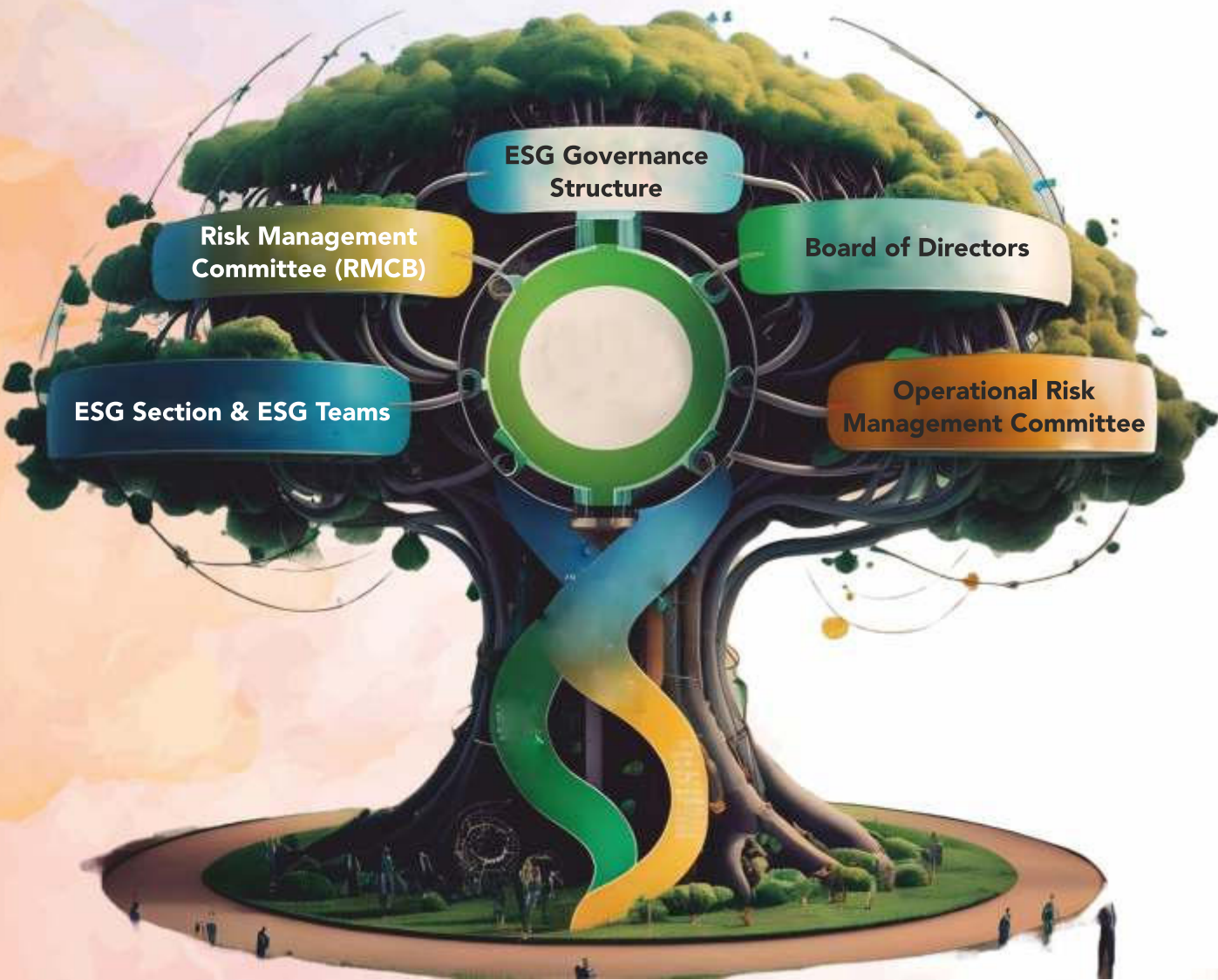
Ensuring oversight of sustainable cybersecurity practices.

Integrating ESG factors within the Enterprise Risk Management (ERM) framework, including the identification, monitoring and mitigation of material ESG risks (such as climate and sustainability risks).

Facilitating engagement on ESG issues with shareholders and relevant stakeholders.

ESG Governance Structure

Canara Bank upholds a robust ESG Governance structure, integrating Environmental, Social and Governance factors into its decision-making processes to drive sustainable growth.



ESG Governance Structure



Business Ethics and Regulatory Compliance - Leading with Principles:

Commitment to Ethical Excellence



Canara Bank prioritizes ethical behaviour at all levels. Employee conduct is guided by a comprehensive Code of Conduct and Ethical Standards and the Bank demonstrates its commitment to continuous improvement by regularly reviewing and strengthening its governance practices to align with evolving industry standards and regulatory requirements.

Canara Bank champions high ethical standards and transparency across all operations. The dedicated Ethics & Business Conduct Cell fosters an ethical work environment by integrating responsible conduct into daily practices. Through comprehensive policies, codes and frameworks, the Bank cultivates a culture of integrity, setting a strong benchmark for ethical behaviour amongst its employees. These proactive initiatives empower better decision-making, build trust with stakeholders, safeguard the Bank's reputation and ensure compliance with legal and regulatory requirements.

“

Canara Bank prioritizes ethical conduct through a comprehensive Business Ethics & Ethical Conduct Survey. Accessible on the intranet homepage, this survey gauges ethical awareness and assesses the Bank's ethical culture across all levels, from executives to clerical staff. Tailored questionnaires ensure relevant feedback, guiding continuous improvement of our ethical environment. Bank strongly encourages all its employees to participate, as their voices are crucial in building a culture of integrity that aligns with core values and fuels long-term success.

”

Canara Bank's Board sets clear directives, including a Code of Conduct specifically applicable to senior management and directors for ensuring ethical practices and regulatory compliance at all levels. These guidelines emphasize transparency, confidentiality, fairness, governance excellence, responsible resource use and conduct that minimizes conflicts of interest.



To oversee the implementation of business ethics in the organization, the Bank has appointed a Chief Ethics Officer and created an exclusive Ethics and Business Conduct Cell.



Canara Bank's **Whistle-Blower Policy** promotes strong corporate governance and transparency. It empowers individuals to report suspected corruption, misuse of office or unethical practices that could harm the Bank. This framework safeguards whistle-blowers and allows for reporting of potential fraud within operations.

The Bank prioritizes ethical conduct through a comprehensive policy framework. This includes a zero-tolerance **anti-corruption and anti-bribery policy** embedded within its Whistle-blower Policy. The Bank champions strong anti-money laundering

measures, adhering to international standards. Rigorous due diligence, transaction monitoring and prompt reporting of suspicious activities safeguard the Bank.

Canara Bank promotes a culture of openness and accountability by encouraging employees to utilize established **grievance redressal mechanisms**. This empowers staff to voice concerns without fear of retaliation, fostering integrity and reinforcing the Bank's reputation and propagates a workplace environment which is characterized by openness and accountability.

The Bank safeguards against conflicts of interest through a Board-approved policy. This policy outlines principles, structures, management approaches and disclosure procedures. It identifies potential conflict

Compliance Function

Canara Bank's strong compliance function acts as a central pillar of its governance. It works in tandem with internal controls and risk management to ensure legal and reputational integrity. The Compliance Department strictly adheres to relevant laws, regulations and internal policies. They proactively identify, evaluate and mitigate compliance risks, while also advising senior management and disseminating regulatory

updates throughout the Bank. areas, reporting protocols and conflict resolution action plans. Clear roles and responsibilities for designated executives, senior management and the Board ensure effective conflict resolution.

updates throughout the Bank.

- **Dedicated Compliance Officers:** Bank has appointed a dedicated officer both at Head Office and Circle Offices to oversee the adherence to compliance standards.
- **Proactive Monitoring:** Regular reviews, testing and assessments ensure that the Bank operates within regulatory boundaries.



Canara Bank's commitment to proactive compliance strengthens its position as a trustworthy and accountable financial institution.

Canara Bank's KYC/AML/CFT guidelines aim to fortify the Bank against exploitation by criminal elements for Money Laundering (ML) or Terrorist Financing (TF) activities while preserving the integrity and stability of the financial system. Internationally, adherence to FATF standards underscores the Bank's commitment to combatting money laundering and terrorist financing threats. In India, compliance with the Prevention of Money-Laundering Act, 2002 and

associated regulations ensures robust customer identification procedures and transaction monitoring. These measures, coupled with regular reviews and adoption of international best practices, underscore the Bank's dedication to risk management and regulatory compliance.

Group-wide policies promoting confidentiality and information sharing solidify their stance against financial crime. This framework not only surpasses legal requirements but also embodies Canara Bank's dedication to the highest ethical standards in financial operations.

Risk Management - Managing Risk, Creating Opportunity:

Proactive Risk Management



“

Canara Bank's comprehensive risk management framework proactively identifies, measures, monitors and mitigates all relevant risks. This framework empowers informed decision-making by ranking risks based on impact and aligning resource allocation with risk appetite. It guides strategic planning through a balanced consideration of both risks and potential opportunities. The framework ensures strict adherence to regulations, strives for an optimal balance between risk and return and maintains a clear separation between risk management activities and business operations.

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GOVERNANCE STRUCTURE OF RISK MANAGEMENT



MD/CEO - Managing Director/ Chief Executive Officer	GCRO - Group Chief Risk Officer	CGM Chief General Manager	GM General Manager
ESG & RIH – Environmental, Social Governance Section and Risk Innovation Hub	ALM Asset Liability Management	IMO Integrated Mid Office	IRMD Integrated Risk Management Department
CPS Credit Policy Section	CRMD Credit Risk Management Desk	CRRD Credit Risk Rating Desk	EWIRM – Enterprise-Wide Integrated Risk Management
MDS – Model Development Section	CAC Credit Analysis Section	IRD Industry Research Desk	ORMD Operational Risk Management Department
GRMS – Group Risk Management Section	MVS Model Validation Section	CBPR Canara Bank Proposal Rating	

Committees

RMCB – Risk Management Committee of the Board	ERMC Enterprise Risk Management Committee	CRMC Credit Risk Management Committee	MRMC Market Risk Management Committee
ORMC - Operational Risk Management Committee	ALCO Asset-Liability Committee	GRMC Group Risk Management Committee	CANP - Committee for Approval of New Products
BCPC – Business Continuity Planning Committee			

Canara Bank's Board-approved Risk Management Policies incorporate business strategies, capital strength and regulatory considerations. This framework facilitates efficient analysis of all relevant and emerging risks. A well-defined monitoring mechanism tracks these risks, with periodic reports to designated Risk Committees, including the Group Chief Risk Officer.

While the Bank follows a standardized approach to

measure risks, it is progressively moving towards an advanced approach to identify and measure all material risks (Credit, Market, Liquidity and Operational) under Pillar I of the Basel III framework.

The Bank has implemented specific policies and procedures for managing credit, market, operational and liquidity risks, supported by extensive internal controls, monitoring mechanisms and reporting frameworks.

Some of These Policies Include:

- Asset Liability Management Policy
- Business Continuity Plan Policy
- Conflict of Interest Policy
- Credit Policy (Domestic)
- Green Deposit Policy & Lending Framework
- Disclosure Policy
- Group Risk Management Policy
- Enterprise Risk Management Policy
- ESG Policy
- ICAAP Policy & Outcome
- Document Integrated Treasury Policy
- Operational Risk Management Policy
- Outsourcing Risk Management Policy
- Policy on Asset Categorization
- Policy on Credit Concentration Risk framework
- Policy for Market Risk Management
- Policy on Penal Charges
- Reputation Risk Management policy
- Risk Culture Policy
- Strategic Risk Management Framework
- Stress Testing Policy

Credit Risk Management:

- Collateral Management Policy & Framework
- Credit Risk Management Policy (Domestic)
- Counter party Credit Risk Management Policy
- Data Management Policy
- Model Risk Policy
- Model Validation Policy
- Portfolio Risk and Limit Setting Framework
- Risk Based Pricing Policy

The Bank maintains transparency by disclosing relevant risks and mitigation plans to stakeholders and is leveraging technology to automate its risk management systems and processes, ensuring effective and timely management action.



Credit Risk Management:

Bank has put in place a comprehensive Board approved Credit Policy and Credit Risk Management Policy which articulates Bank's approach to identify, measure, monitor & control / mitigate and actively manage Credit risk. Bank has in place a robust system for internal credit ratings, appraisal, approval and monitoring process. Bank utilizes robust internal Credit Risk assessment models and scorecards to assess credit worthiness of the borrowers. These are internally developed models and undergo multiple rounds of rigorous validation and back testing, which include both internal assessments & external reviews. The entire process of the Loan review and monitoring is duly administered by the Credit Administration & Recovery Wing. Moreover, the Bank's risk-based pricing framework ensure adequate pricing of credit risks.



Market Risk Management:

Market risk is managed through a well-defined Board approved Market Risk Management Policy and Integrated Treasury Policy, which governs the management of market risk captured through various limits / triggers. Mid Office Unit, Risk Management Wing monitors these limits on a daily basis for timely mitigation. A reporting framework has been put in place for effective and timely monitoring of market risk limits and triggers which are being reviewed periodically based on the risk appetite of Bank.



Operational Risk Management:

Operational Risk Management framework in the Bank is based on ethics, organization culture and strong operating procedures, involving corporate values, internal control culture, effective internal reporting and contingency planning. The Bank has adopted policy for management of Operational Risk, which covers aspects, such as, Operational Risk Management framework, Outsourcing Activities and Business Continuity Plan, Key Risk Indicators (KRI), Risk Control & Self-Assessment (RCSA) workshops to measure and manage Operational Risks. Further the Bank conducts various Risk Culture & Risk Awareness Assessment programs for employees to support effective risk management, which promotes sound risk-taking and ensure that emerging risks or risk-taking activities beyond the risk appetite are recognized, assessed, escalated and addressed in a timely manner.

Asset liability and Liquidity Risk Management:

The Bank endeavors to maintain adequate liquidity in the system while maintaining NIM at optimum level with given balance-sheet profile of the Bank. In the long run, the Bank aims to maximize shareholders' wealth by improving Return on Asset (RoA) and Return on Equity (RoE). Bank deploys various standard tools viz., Structural Liquidity Statement (SLS), liquidity ratios, Basel defined stress liquidity ratios viz., Liquidity Coverage Ratio (LCR) and Net Stable Funding Ratio (NSFR) to measure and manage liquidity risk. Interest Rate Sensitivity (IRS) Statements are used to measure repricing gaps of assets and liabilities and its consequent impact on Bank's earning (i.e., Earning at Risk) under different rate cycle movement. A long-term impact of change in market interest rate on shareholder's net-worth is measured through change in economic value of equity approach. Different stress test scenarios are further used to evaluate the resilience of the Bank under severe liquidity run-off and adverse interest rate movement. Based on the probable adverse movement of market variables – the Bank develops Contingency Funding Plan (CFP) with inbuilt trigger points and defined actionable across different business and admin units.



Enterprise Risk Management:

Enterprise Risk Management (ERM) is the process of managing all of Bank's risks within an integrated and centralized framework. It is an on-going, proactive and dynamic process to identify, assess, manage and communicate risks that may impact objectives to meet the overall strategic goals of the organization. In this regard, Bank has constituted an Enterprise Risk Management Committee (ERMC) comprising of senior management formed with primary objective of management and monitoring of risk at an enterprise level. Therefore, as a part of holistic approach towards managing risks, the Bank conducts a comprehensive assessment of all material risks under Internal Capital Adequacy Assessment Process, driven by the core guiding principles of proportionality, continuity, materiality, stress testing, sound governance, capital quality, etc. Recognizing that advanced risk management practices rely on seamless data flow and integrity, the Bank has leveraged technology to automate its core risk management system and processes, enabling timely and effective management actions.

Environmental, Social and Governance Risks of Canara Bank

Carbon emissions
& resource efficiency
in the Bank's
own operations.

Data Privacy
and Cyber security

Exposure of the
Bank to climate
related risks in
its loan portfolio

Customer
relations and
satisfaction

Emerging Risks:

Bank has a proactive stance on sustainability by recognizing ESG factors and climate-related financial risks as emerging challenges. This acknowledgment underscores their commitment to integrating responsible practices and sustainability into their core business strategy. By factoring these considerations, Canara Bank positions itself to navigate the evolving market landscape and contribute effectively to a more sustainable future.

Climate Risk Management:

Canara Bank has successfully navigated the evolving landscape of climate risk within the financial sector. Recognizing the multifaceted challenges posed by climate change, the Bank adopted a proactive and comprehensive approach. In alignment with the Reserve Bank of India's 2024 Draft Disclosure Framework on Climate-related Financial Risks, the Bank implemented a multi-pronged strategy that included a detailed assessment of its lending portfolio's carbon footprint and the development of a robust Climate Risk Management Framework.

This forward-looking framework incorporated climate scenario analysis and stress testing across various time horizons short, medium and long term fully aligned with the guidelines of the Task Force on Climate-related Financial Disclosures (TCFD) and the Network for Greening the Financial System (NGFS).

Furthermore, the Bank developed a nuanced sectoral heatmap to assess and rank industries based on their exposure to acute and chronic physical risks from climate change. It also categorized sectors based on transition risks, considering policy shifts, technological changes, reputational factors, market dynamics and legal implications. These comprehensive evaluations and stress tests have been integrated into the Bank's Internal Capital Adequacy Assessment Process (ICAAP).

Through this integration, Canara Bank has fortified its ability to make informed strategic decisions, design tailored risk mitigation strategies and enhance its resilience to climate-related financial risks, reinforcing its position as a responsible and forward-thinking financial institution.

Business Continuity Planning

Canara Bank prioritizes business continuity through a well-equipped Business Continuity Plan which incorporates comprehensive policies, standards and procedures designed to ensure the uninterrupted functioning of critical operations. The BCP actively reduces the risk of operational, financial, legal, regulatory and reputational disruptions by:

- Utilizing a strong risk management framework with regular evaluation tests.
- Preparing for a wide range of potential threats, including environmental disasters and security breaches.
- Effectively overcoming unforeseen challenges.

Canara Bank's commitment to business continuity is further reinforced by adhering to international benchmarks set by ISO 22301:2019, providing a strong foundation for continual refinement of their Business Continuity strategies.

Bank has Disaster Recovery site for IT environment to fulfil the requirements of Business continuity/ Disaster Recovery in case of disaster/ disruption. The Bank conducts periodical testing/ disaster Recovery drills which is a vital part of Business Continuity Plan. Further, the Bank has put in place Standard Operating Procedures (SOPs) for Business Continuity Plan which is revisited and updated from time to time covering detailed guidelines and action program in the event of any disaster. Functional Wings/verticals review/revisit SOPs pertaining to their area of operation for checking, testing, conducting drills and making necessary updates.

Canara Bank's disaster recovery plan complement the Business Continuity Plan by ensuring a quick restoration and revival of critical information technology infrastructure and systems in case of service disruptions. This rapid recovery minimizes operational downtime and safeguards uninterrupted service delivery, fostering overall resilience and stability.



Risk Culture at Canara Bank

Canara Bank recognizes the importance of a strong risk culture, where attitudes and behaviours towards risk promote operational integrity. Policies and governance structures are essential, but a well-endowed risk culture empowers the Bank to go beyond just compliance. This culture fosters open communication, knowledge sharing, continuous improvement, and ethical conduct in managing risks. With Board endorsement, the Bank established a comprehensive risk culture policy. An approved assessment framework overseen by the Risk Management Committee helps track progress. The Operational Risk Management Department conducts annual staff surveys to gauge the effective permeability of the culture. These surveys consider employee motivation, internal communication dynamics, professional relationships and risk management expertise.



Sustainable Supply Chain : Green Paths to Prosperity





In pursuit to sustainability, the Bank strives to embed sustainable practices seamlessly across all areas of its operations. This includes responsible procurement, ethical lending protocols, efficient distribution of financial products and environmentally conscious asset disposal —ensuring a comprehensive and integrated approach to sustainability throughout the organization.

Canara Bank has in place a Board-approved Outsourcing Policy and IT Outsourcing Policy, both of which lay down detailed guidelines governing outsourcing activities. These policies incorporate environmental and sustainability standards, while also mandating compliance with applicable environmental laws, pollution control norms and other statutory regulations. The outsourcing framework is designed to

promote a standardized, transparent, cost-effective and equitable process for engaging vendors.

Each outsourcing engagement is evaluated based on a defined set of stringent criteria, which include:

1. In-depth assessment of the vendor's credentials and financial stability
2. Evaluation of technical competence
3. Review of historical performance and past engagements
4. Adherence to current regulatory guidelines, including those related to ESG compliance

Demonstrating operational efficiency, all procurement activities—including Requests for Proposals (RFPs)—are conducted through the Government e-Marketplace (GeM) platform. This centralized

procurement system facilitated the successful onboarding of 15 vendors during the current financial year, highlighting the platform's effectiveness and the Bank's commitment to sustainable sourcing.

Canara Bank's Responsible Procurement and Support for MSMEs

Canara Bank remains steadfast in its commitment to empowering Micro, Small and Medium Enterprises (MSMEs), innovative startups, and indigenous manufacturers. This support is strategically aligned with the public procurement norms outlined by the Department of Expenditure (DoE), Ministry of Finance, thereby reinforcing national development priorities and advancing financial inclusion.

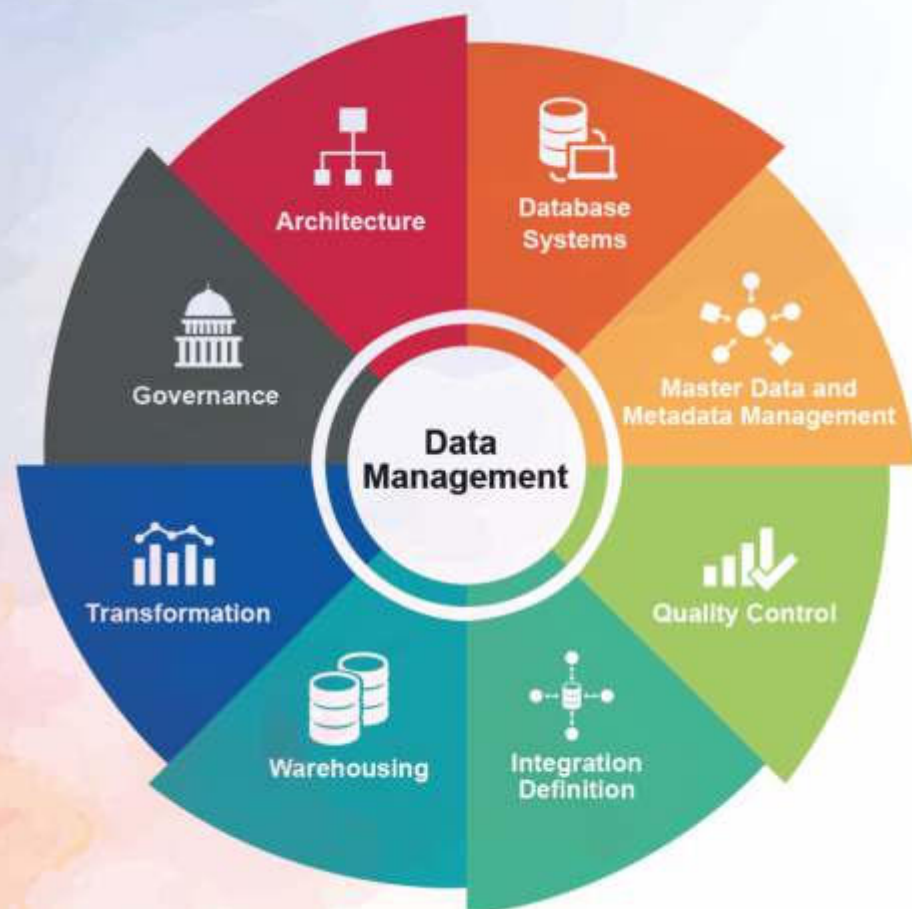
In its pursuit of transparent and lawful operations,

the Bank ensures that all procurement-related provisions undergo meticulous review by its dedicated legal department. This rigorous scrutiny guarantees adherence to applicable regulations and guidelines issued by relevant authorities, including the Ministry of Finance (MoF) and the Ministry of Electronics and Information Technology (MeitY).

By embedding robust, ethical and compliant procurement practices, Canara Bank not only fosters a resilient and sustainable supply chain but also affirms its commitment to integrity, accountability and regulatory excellence. These measures reinforce the Bank's reputation as a responsible, forward-looking financial institution dedicated to supporting India's economic and social development agenda.



Data Management, Data Privacy and Cyber Security: Protecting What Matters Most



In Banking Industry, at each operational level of business operations, availability of robust and quality data serves the growing needs for internal and external reporting.

The Bank has set up its Enterprise wide Data Warehouse and Business Intelligence Section with a vision to harness the latest technologies to build reporting needs with an enhanced dashboard, which are mobile compatible and provide reporting capabilities to Executives at ease, to guide decision making for new business opportunities.

The Bank has a board approved policy on Data Analytics and Information System which establishes a centralized solution for the entire gamut of MIS needs of the Bank including Overseas Branches. It also provides a robust MIS, which takes care of

regulatory as well as internal requirements. The centralized MIS provides analytical reports viz., predictive analytics.

Data Analytics powered by AI/ML, today, is becoming increasingly important to cater the growing needs of regulatory requirement and digital based solutions of Banking.

Zero Data Breaches

Canara Bank has a dedicated Cyber Security Wing led by Chief Information Security Officer (CISO) responsible for Information Security and cybersecurity. Under the strategic guidance of the board, the Bank has established Cybersecurity policy, which acts as the cornerstone for its digital safeguarding efforts. This policy,

Zero leaks, thefts and losses of customer data



constructed with precision, offers comprehensive protocols for shielding the Bank's digital fields from the vast array of security hazards that emerge via online channels. It elaborates on a fortified structure that encompasses systematic processes and security measures, all aimed at bolstering the digital backbone of the institution and assuring the safeguarding of sensitive information, upholding its confidentiality, integrity, and accessibility of its information assets.

Crucially, the Cybersecurity Policy derives its strength and coherence from the Board-approved Information Security Policy, underscoring a unified approach to safeguarding the Bank's sensitive data across all fronts. In parallel with its proactive policy framework, Canara Bank has ISO 27001:2013 Certification that exemplifies its commitment to excellence in information security management. The completion of the audit for ISO 27001:2022 certification represents a significant milestone in Canara Bank's journey towards upholding the

highest standards of data protection and cybersecurity. By aligning its operations with ISO 27001 principles, Canara Bank demonstrates its preparedness to alleviate cybersecurity risks efficiently and strengthening its position as a trusted custodian of financial information.


Canara Bank has impeccably integrated the RBI's Cyber Security Framework into its operational policies, conducting semi-annual Information Technology (IT) risk evaluations as part of its routine operations. The Bank abides by a detailed set of policies and plans, including its Board-approved Information Security Policy, Cyber Security Policy, Information Security Guidelines and Cyber Crisis Management Plan.

A vigilant Cyber Security Operations Centre (SOC) is operational round-the-clock, complementing the Bank's strategic approach. Information and cyber security/ Frequent updates covering aspects of information and cyber security are placed frequently before IT Steering Committee (ITSC) and Board to

ensure transparency and adaptability. With Cyber insurance and Commercial Crime Insurance in place, complemented by proactive measures like Data Leakage Prevention, Mobile Device Management, and Next-Generation SOC initiatives, Canara Bank showcases an assertive guard against virtual threats. To optimize network performance, the company leverages colocation data centres. The primary centre is in Bengaluru, with the disaster recovery centre located in Mumbai, both meeting Telecommunications Industry Association (TIA-942)


standards. Given the criticality of financial data, Banks require highly secure data centres that incorporate multiple layers of defence against both physical and digital threats, along with robust surveillance and cybersecurity protocols. Canara Bank prioritizes information security and cybersecurity awareness for both customers and staff. Through diverse initiatives like training programs and communication channels such as E-mails, SMS and posters, the Bank ensures stakeholders stay informed about threats and preventive measures.


Information Security and Cybersecurity awareness Programs



National Cyber Security Awareness Month
October of every year


Cyber Jagrookta Diwas
First Wednesday of Every month





Information Security Awareness Quiz
Conducted quarterly for staff members

Phishing simulation campaigns Conducted quarterly for staff members



Information Security and Cybersecurity awareness Programs through digital networks



Cyber Awareness contents are shared with staff via regular WhatsApp messages



Cyber Security Banners are displayed on Mobile Banking screen



Advisories and Posters are published on Bank's social media handle and website.

The Bank's commitment to enhancing cybersecurity awareness extends to organizing Online Live Hack Show events. These events engage both employees and customers, offering practical strategies and real-world insights to bolster cyber defence capabilities, thus reinforcing the Bank's resilience against cyber threats.



Online Live Hack Show Event

The online Live hack-show was presented by M/s. Human Firewall and organized by Cyber Security Wing as part of observance of National Cyber Security Awareness Month (NCSAM) in October 2024.

Our Live Hack Show during Cybersecurity Awareness Month demonstrated real-world cyber threats, showcasing how easily attackers can exploit everyday situations. The show covered three key topics: Public Wi-Fi Exploits, USB-Based Attacks and Email Spoofing in action. Through live demonstrations, we revealed how hackers can track online activity on public Wi-Fi, compromise devices via USB and send convincing spoofed emails to trick users. This initiative provided numerous benefits, including: - Raising awareness about common cyber threats and vulnerabilities - Educating viewers on the importance of taking proper precautions - Demonstrating the potential consequences of cyber-attacks - Empowering individuals to take control of their online security by showcasing real-world threats in a live setting, we aimed to educate and inform our audience, ultimately promoting a safer online environment. This initiative helped bridge the gap between theoretical knowledge and practical application, making cybersecurity more accessible and understandable.

Achieving Data Confidentiality in the digital world ~ Mobile Banking

AUTHENTICATION

Provision of Two factor authentications

ENCRYPTION

128 bit
end to end encryption

CHANGE PASSWORD

Customers can change their Mobile Personal Identification Number (MPIN) multiple times through the application

PASSWORD CONFIDENTIALITY

MPINs are randomly generated by the system and known only to the respective customers

VALIDITY OF PASSWORDS

MPINs have no expiration date. Transactions, including inquiries, require setting an MPIN during registration

LOGIN ATTEMPTS

Only three wrong attempts are allowed to login in a day. After three unsuccessful attempts in a day, the user will be disabled for a day, the system will allow the login access on next day. However, customer can go for resetting of password through "Forgot Pass Code" on the same day.

COOLING PERIOD

Implemented for providing customers certain amount of time to take necessary steps on detection of unauthorized access to their digital applications.



Achieving Data Confidentiality in the digital world ~ Internet Banking

ARCHITECTURAL SECURITY

**THREE-LAYER
ARCHITECTURE
(WEB, APPLICATION,
DATABASE) FOR
ROBUST SECURITY**

**WEB SERVER
PLACEMENT**
Place The Web Server
in The DM (Demilitarized)
Zone

**FIREWALL
SEGREGATION**
Keep the Application
and Database Servers
Beyond The Firewall

**APPLICATION
SECURITY**
Prioritize Secure
Coding Practices

**VULNERABILITY ASSESSMENT
AND PENETRATION
TESTING (VAPT)**
Regularly assess and test
for vulnerabilities

CODE AUDIT
Review Application
Code for
Security Flaws

**PASSWORD
SECURITY**
Strengthen Login and
Transaction Passwords

**BENEFICIARY
MANAGEMENT**
Securely Handle Beneficiary
Additions, Deletions
and Modifications

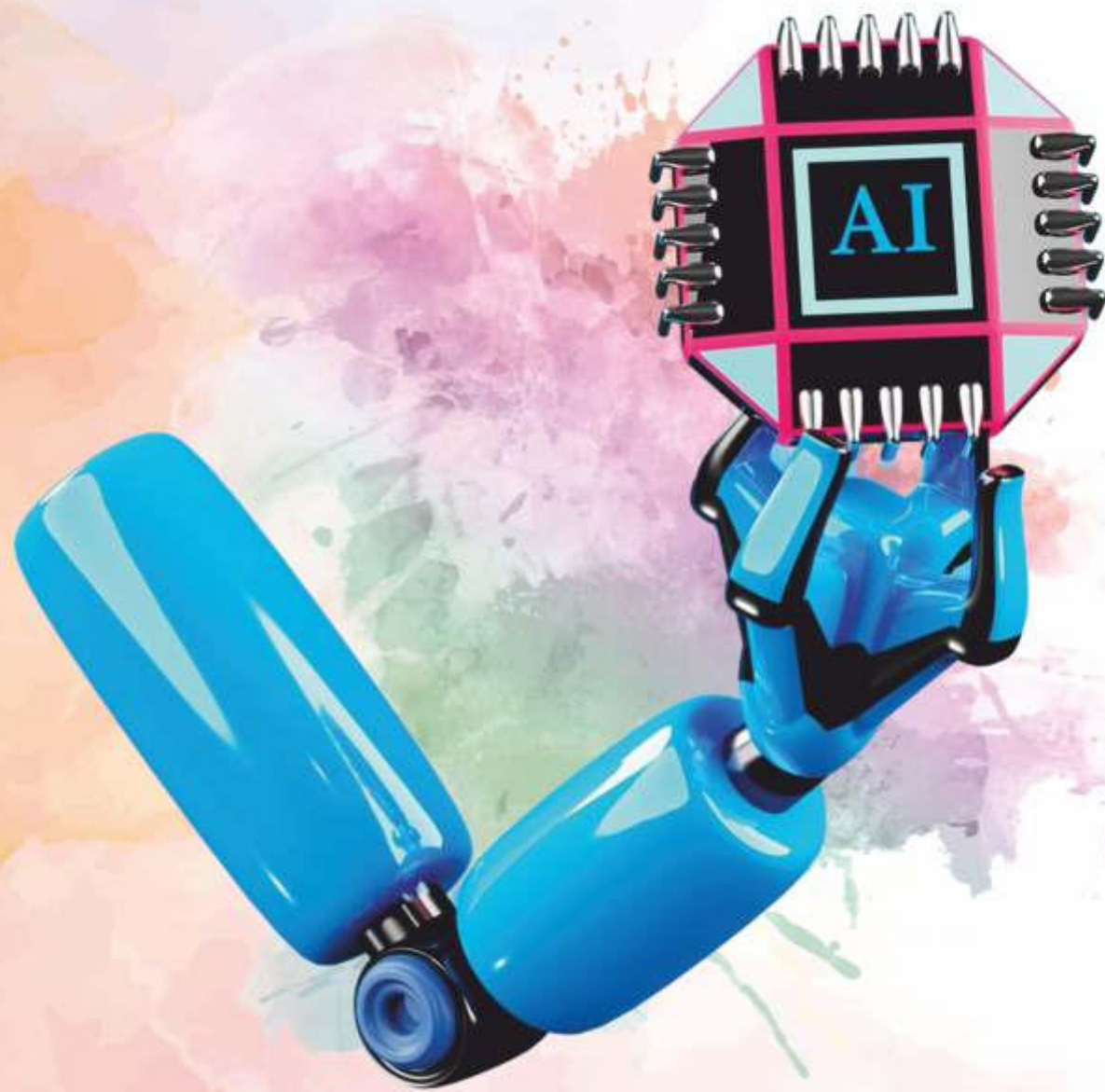
**FUNDS
TRANSFER**
Ensure Secure
Fund Transfers

**PAYMENT GATEWAY
TRANSACTIONS**
Safeguard Payment
Gateway Interactions

**LOGIN
SECURITY CHECK**
Implement Powerful
Login Security Measures

To ensure user-friendliness, the Bank actively seeks inputs from both customers and staff. This feedback loop allows Bank to gather valuable insights and identify areas of improvement. When feedback or suggestions are received, the Bank takes prompt action to implement necessary changes. By doing so, they continuously enhance their services and ensure a positive experience for all stakeholders.

Digitalisation: Shaping the Future with Technology



“

The process of digitalisation in banking involves transitioning from traditional brick-and-mortar operations to an online environment where banking services can be delivered electronically. The Bank has adopted several measures in its journey towards digitalisation to offer services that are more accessible, efficient and often more secure, addressing the needs and expectations of the modern customers who prefer quick, on-the-go banking solutions. Digitalisation in Banks play a critical role in financial inclusion, making it possible to reach unbanked and underbanked populations who may not have easy access to physical Bank branches. By leveraging technology, the Bank is implementing a more inclusive financial environment. This digital transformation has also supported paperless workflows, the Bank has not only benefited the environment but also enhanced staff productivity and customer delight.

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Canara ai1

Canara ai1 - The Bank's Mobile Banking Application



Canara ai1 is a super banking application with 330+ features. This technology-driven service allows customers to access a wide range of banking services directly from their mobile handsets.

Key Features

1. Financial Transactions:

Fund Transfers:

Customers can transfer money between their own accounts or to other beneficiaries seamlessly.

Bill Payments:

Pay utility bills, credit card bills and other payments conveniently through the app.

Loan Services:

Application for loan against deposits, generation of loan statement and interest certificate etc

Deposit Services:

Opening of term deposits like FD/RD instantly.

Mobile Recharge:

Recharge prepaid mobile numbers directly from the app.

Loan Repayments:

Make loan EMI payments effortlessly.

2. Non-Financial Transactions:

Balance Inquiry:

Check account balances and recent transactions.

Cheque Book Requests:

Order new cheque books through the app.

Dashboard:

Gives a view of finances at a glance for customer.

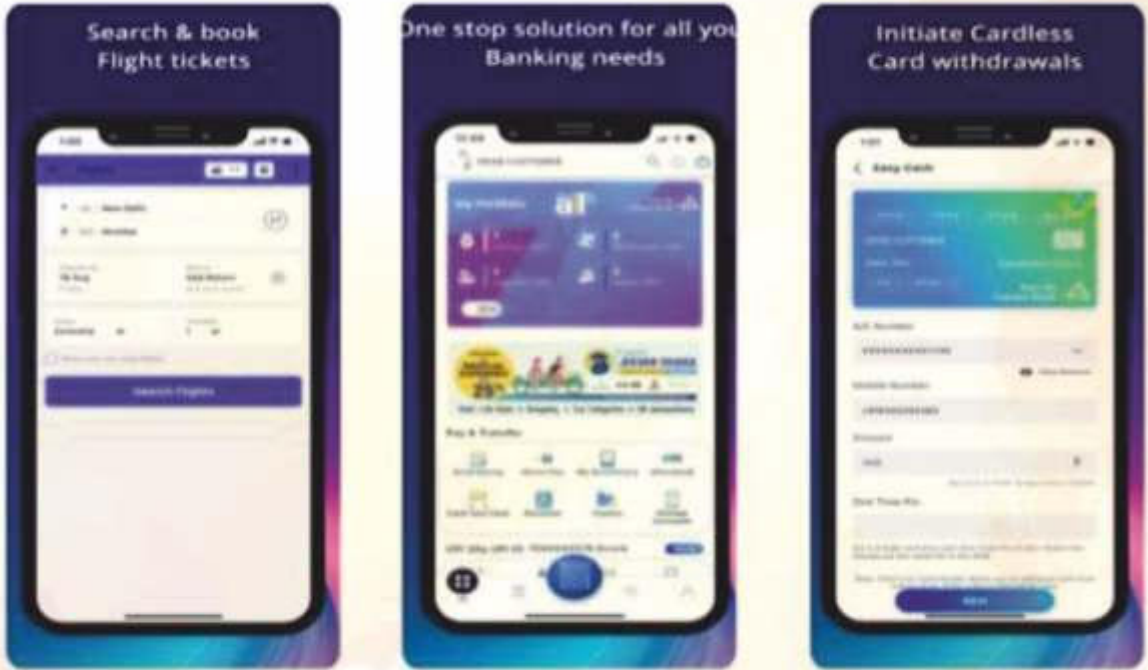
Account Statement:

View or download account statements.

Update Contact Details:

Change contact information.

Canara ai1 ensures robust security with features like two-factor authentication, biometric login and transaction PINs. The application is user-friendly, with intuitive navigation and clear instructions. Canara ai1 empowers mobile banking customers to manage their finances efficiently, conduct transactions securely and stay connected with their Bank—all from the convenience of their mobile handsets.



Corporate ai1

The Canara ai1 Corporate App offers a secure and efficient way for corporate customers to access and manage their accounts, extending the existing internet banking solution's infrastructure to eligible users.



Key Features

Fund transfers within Canara Bank and to other banks.	Account balance inquiries.	Transaction details and account statements	Cheque book requests, status checks and stop payments.	Opening and redemption Term Deposit and Recurring Deposit accounts.
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Internet Banking

Internet banking, also known as online banking, is a convenient and secure way for customers to manage their finances through digital channels. It facilitates remote access without customers visiting bank branches, or time and location constraints and enables personalized product information. With rapid advancements in Information Technology, internet banking has the potential to transform into a fully functional online banking platform.



Key Features:

- **Dashboard:** At a glance view of finances for the customer
- **Account Balance Inquiry:** Easy check of account balance and recent transactions
- **Fund Transfers:** Quick and easy money transfers between 2 beneficiaries via Interbank fund transfers or Intrabank fund transfer - through IMPS/UPI/NEFT/RTGS
- **Remittances** – Easy remittance to Loan Accounts available with Canara Bank
- **Cards** - Set daily transaction Limit for Debit cards for cash withdrawal & purchases within the overall Limit, Credit Card payment, apply for Pre-Approved Credit Card
- **Bill Payments and Mobile Recharges:** Pay utility bills, credit card bills and other payments online.
- **Deposits and Investments:** Open FDs, RDs, invest in mutual funds and manage other investments online.
- **Loan Services:** Apply for loans against fixed deposits, generation of loan statement and interest certificate, remittance to loan accounts available within bank.
- **Account Statements:** Quick view or download account statements, mini statements
- **Cheque Book Requests:** Order new cheque books online
- **Profile Management:** Update communication details, change passwords and set preferences online

Unified Payment Interface Service

The Unified Payment Interface (UPI) service is a single interface for multiple Bank accounts. The facility is interoperable and provides liberty to any Bank's customer to use the application as a platform to access multiple Bank accounts and carry out transactions which results in instant credit/debit (both Intra Bank and inter Bank). It facilitates the user to get account information and transact electronically through the smart phone with minimum inputs and advanced payment identifiers. Canara Bank also offers UPI payments through RuPay credit cards within their "Canara ai1" Super Banking App.

Modes of Transaction in UPI:

- ♦ P2P: Peer to Peer (Person to Person)
- ♦ P2M: Person to Merchant
- ♦ P2PM: Person to Small Merchants
- ♦ P2A: Person to Account + IFSC
- ♦ Collect
- ♦ Intent



UPI LITE

UPI Lite is accessible through the Canara ai1 Mobile app, provides users with a streamlined interface for managing multiple Bank accounts. Users enjoy a simplified experience with minimal data entry and secured transactions.

Canara Bank has been ranked **Number 1** under Digital Payment Transactions and Merchant Acquisition by MEITY for the third consecutive year.



Payment Gateway

A payment gateway is a technology that enables businesses to accept payments online. It acts as an intermediary between the merchant (seller) and the customer during online transactions. Payment gateways securely process payments, ensuring confidentiality and data integrity.

The Bank provides Payment Gateway solutions and customized management information system (MIS) as needed to businesses with an online presence.

Key features:

Quick Setup Process	Flexi Payment Options	Multi-Currency Support	Secure Payments	Multi channel processing
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BHIM Aadhaar PoS / BHIM Aadhaar Pay

Enabling digital payments through the Aadhaar Enabled Payment System (AePS) platform extends financial inclusion among small traders and merchants. The AePS "cash withdrawal" transaction flow has been utilised to create a new transaction type known as "Purchase transactions" in BHIM Aadhaar PoS, authenticated via Aadhaar biometrics. In the Aadhaar Pay platform, the Acquirer Bank on-boards merchants, while the Issuer Bank facilitates customer payments to these merchants using Aadhaar.

Key Features

No Enrolment Fee	No Security Deposit	No Installation charges	Real Time Credit	Biometric Authentication	Merchant Mobile can be used with Biometric Device for Transaction
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BHIM QR

The Canara Bank BHIM QR enables the users (from all Banks) and the Merchants (from Canara Bank) to transact with ease (Scan and Pay). It acts as a payment collection mechanism wherein, a QR code gets generated basing on the Merchant's account number, VPA, etc.

Key Features

Canara Bank QR code Standee - Free of cost	Canara ai1 merchant app with voice notification in multi-language
QR Sound box with nominal monthly rental	Consolidate settlement report for QR transaction



Point of Sale (PoS)



74,699 Total Point of Sales

A device through which a Merchant Establishment (ME) can accept payment digitally against goods sold or services rendered to their customers and can issue the invoice against the payment received at nominal rental with option of various types of POS machines like android with/without printer, GPRS POS, soft POS, Hybrid POS.

Key Features

Dynamic \QR Code	EMI Facility	Cash @ PoS	Billing Software Integration	Zero Installation and Maintenance Charges	Settlements on T+1 day (even on holidays)	Customized ticketing solution integrated by POS machine
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Easy Fee

Enables mid-size & small size educational institutions to collect fees online without deploying any additional infrastructure or application.



494 Education Institutions are Using Easy Fee

Key Features

- Provides a Seamless User Experience for Parents for Making Payments
- Adhering to industry standards and Regulations Such as Payment Card Industry Data Security Standard (PCI DSS)

Application Programming Interface (API) Banking

It's a technology allowing Corporate Customers to conduct banking operations such as payments and statement generation directly from their platforms. Banks provide APIs for each banking function, which customers integrate into their platforms, enabling seamless banking operations.



Key Features

- 24/7 Support without downtime through round the clock monitoring with high performance applications and Infrastructure.
- User-friendly supporting documents which can be used for easy integration
- Real-time reconciliation, payments, collection and bulk payments

150+ Corporate Customers are Using API Banking

API Banking Smart Corporation Suite

Empowering corporate customers with over 100 features to leverage API technology in digital banking.

Implementation of Video-based Customer Identification Process (V-CIP), an online grievance resolution system and segment-specific "API Banking" for the corporate sector, Global Trade Processing Centres (GTPC) for the proficient management of foreign exchange and local trade operations, along with an advanced internet banking platform tailored for corporate clients.

450+ API available in API Banking Platform



Bank has received Silver Award for 'API Banking' under BFSI Category at Skoch Award ceremony on 30th November 2024 at New Delhi.

Canara Digital Rupee Application

The Central Bank Digital Currency (CBDC) is a digital legal tender issued by the Reserve Bank of India, resembling sovereign paper currency but in digital form. It holds equivalent value to existing currency and can be exchanged at par. Currently, transactions between CBDC and UPI, as well as CBDC to CBDC, are facilitated through the Canara Digital Rupee Application.

Key Features

- Canara Digital Rupee Application is Available for the Customers 24/7 for Doing Day-to-Day Payments
- Two Factor Authentication.
- Reliable, Secure and Fast



Registered Users
8,14,699 - Customers
2,16,036 - Merchants

Cards

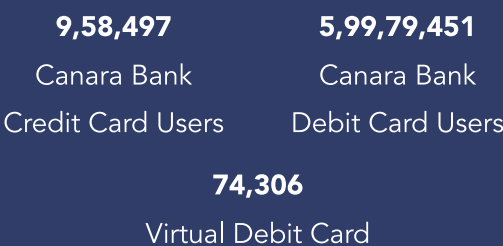
The Bank offers an array of financial products, encompassing credit cards, debit cards and prepaid cards like Gift Card, Classic, etc. Additionally, it provides International Travel Prepaid Cards (ITPC) for convenient global transactions.

Bank has done many partnerships/collaborations with top merchants to provide offers and discounts to Bank's Credit/Debit Card Users. Some of them are amazon, Flipkart, MakeMyTrip, ClearTrip, Go-IBIBO, TATA CLiQ, Reliance digital, bookmyshow, Myntra, Kalyan Jewellers etc. Customers can now make GST payments using Credit, Debit and also through UPI.



Virtual Debit Card

The Bank has issued virtual debit cards which serves as an eco-friendly alternative for physical plastic debit cards. It can be applied and accessed through Canara ai1.



Bharat BillPay System



Bharat BillPay System (BBPS) is an RBI conceptualized system driven by National Payments Corporation of India (NPCI) through its subsidiary NPCI Bharat Bill Pay Ltd. (NBBL). It is a "Anytime Anywhere" Bill payment service to customers that provides a single Window for collection of Bill from Variety of Biller Categories viz., Electricity, Water, DTH, Fast tag, Mobile Post paid, Credit Card, etc. Bank has integrated the BBPS functionality under multiple channels to ensure ease of accessibility, certainty, reliability and safety of transactions.

Key Features

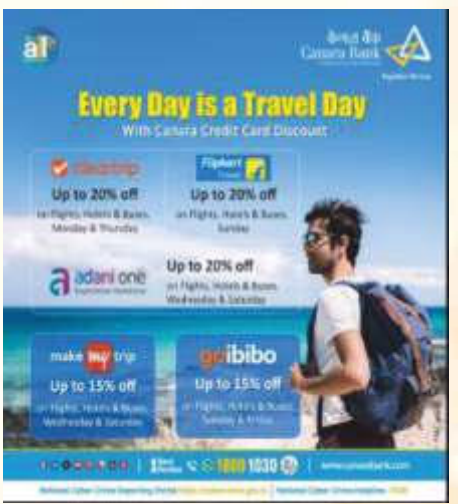
- ♦ BBPS is hosted on cloud, thereby ensuring ease of scalability which contributes for increased system performance due to availability of adequate system resources.
- ♦ User friendly Interface to create convenience for the users to conduct their Bill payments.
- ♦ Complaints module is integrated alongside the BillPay functionality, equipping the users to raise disputes if any, instantly.
- ♦ Bank has automated Recon mechanisms in place which ensures timely action on the transactions post recon, viz., refunds, chargebacks, etc.

Acting as a licensed **Customer Operating Unit (COU)**, Canara Bank has enabled the functionality through various Bank payment channels viz., Mobile Banking, Net Banking, Web URL, BC Channel and Cross border inbound payments.

And as a licensed **Biller Operating Unit (BOU)**, the Bank has onboarded numerous billers across various

utility categories. Currently, it holds the top position among Public Sector Banks (PSBs) in terms of transaction volume handled per month.

Canara Bank offers wide variety of discounts on its credit card which is subject to change from time to time. Customers may check available offers on <https://credit.canararewardz.com>





Digital Banking Units (DBUs)

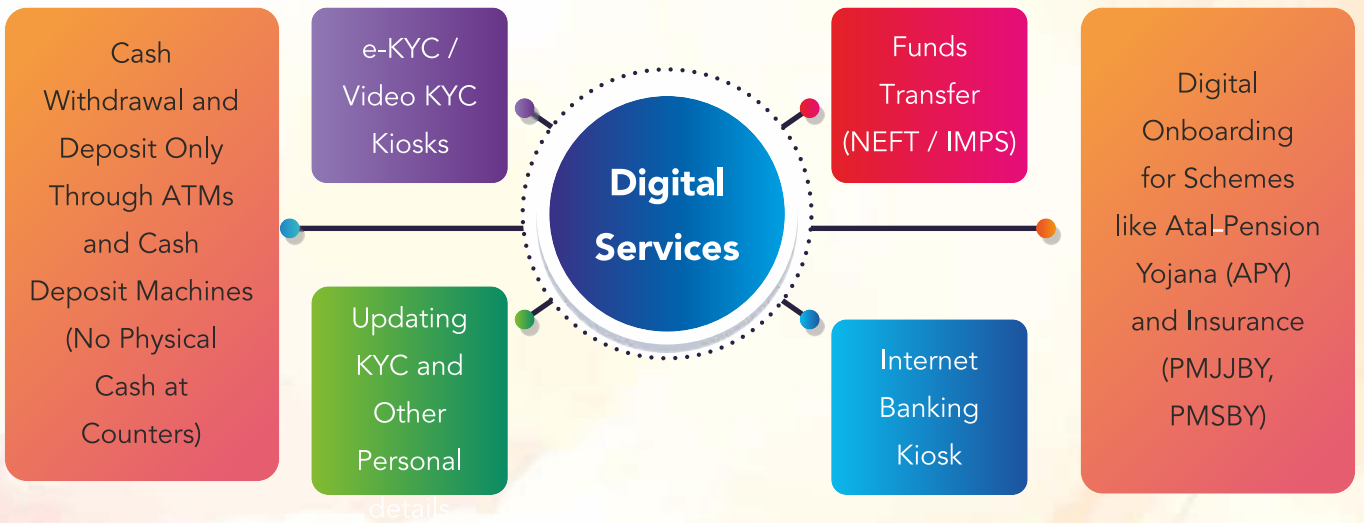
The Bank Digital Business Units (DBUs) play a crucial role in driving digital innovation and enhancing customer engagement. DBU is an identified Brick Mortar area in the identified district and operated by anchor Bank, offer banking services solely through digital channels in a paperless, efficient, safe and secured environment. With digital banking now a preferred channel alongside traditional brick-and-mortar outlet.

Digital Banking Units specialize in delivering digital products and services in both self-service and assisted

modes. Within the Bank have had a substantial impact on customer satisfaction, loyalty and engagement. By prioritizing user-centric design, functionality, security and ongoing enhancements, these units offer a seamless and convenient digital banking experience. As a result, digital penetration has improved and customers now enjoy round-the-clock banking facilities.

As of FY25, Bank has Six DBUs spread across the states of Karnataka, Tamil Nadu, Lakshadweep and Kerala.

Banking Services Offered by DBUs



Digital Banking Units
Offer Convenient
Access to Services via
Mobile Devices and
Computers

Comprehensive Banking Services in DBUs

Features Include
Account Management,
Bill Payments, Customer
Support, Card
Management, Seamless
Channel Integration,
and Mobile
Accessibility

Digital Lending

Canara Bank, a prominent public sector bank in India, is increasingly leveraging digital lending platforms to enhance financial inclusion and optimize operations. While digital transformation offers opportunities for reaching a wider demographic, particularly in underserved regions, it also necessitates a focus on sustainability to ensure responsible and ethical practices.

Features of DLP Application are:

1. Both Straight through process (STP) and Assisted journey available
2. Access through Internet Banking /Mobile Banking and Canara Bank Website

3. Customer initiation journey for Existing to bank & New to Bank customers available
4. All users under Branches/RAHs/Sulabhs/Other Administrative offices (Including RO/CO/HO) are enabled for DLP and can have access to the package.
5. Automation of CIC integration
6. Digital Document Execution: Digital document execution facility, inbuilt in the package, facilitates conclusion of documentation through e-Signing and digital e-Stamping, thereby enabling contract completion instantaneously.
7. Availability of review process for STP journeys

Lending Automation Processing System (LAPS) is a structured workflow driven application to simplify assessment and sanctioning of loans and automate the entire lending process. The LAPS package is intended to capture all data and processes from the

date of receipt of loan application till disbursement including Appraisal, Eligibility calculation checks, Financial Analysis, Delegation of powers on credit sanction checks, CIC scoring norms, Risk rating parameters and Documentation.

The Package Covers The Entire Ambit of Loans and Advances Under The Following Modules:

- | | |
|-----------------------|-----------------------------------|
| 1. Jewel Loan Module | 5. Education Loan Module |
| 2. Retail Loan Module | 6. Agriculture Loan Module |
| 3. Staff Loan Module | 7. Credit Card Application Module |
| 4. MSME Loan Module | 8. Corporate Credit Loan Module |



Features of LAPS package are:

1. All users under Branches/RAHs/Sulabhs/Other Administrative offices (Including RO/CO/HO) are enabled for LAPS and can have access to the package.
2. In-house risk rating models for assessing borrowers' credit worthiness.
3. Documentation: Loan Documents are automatically generated upon sanction of a loan based on the product selected for all modules of LAPS package.
4. Auto trigger of SMS to customer: System sends

SMS to the borrower in 5 stages as follows:

- a. Creation of loan application
 - b. In-principle sanction letter
 - c. Sanction/approval
 - d. Document execution
 - e. Generation of loan account number
5. Digital Document Execution: Digital document execution facility, inbuilt in the LAPS package, facilitates conclusion of documentation through e-Signing and digital e-Stamping, thereby enabling contract completion instantaneously.

Data & Analytics

Facilitating Fast and Efficient Transactions Through Its Digital Platforms

On January 1, 2024, Canara Bank launched its Data & Analytics Centre of Excellence (DnA CoE) at its Bengaluru Head Office, marking a milestone for innovation and data-driven strategies, driving transformative growth with the integration of analytics.

Vision: "Data-driven business to be the DNA of the Bank."

Mission: "Analytics to supplement top-line growth."


The vision and mission are realized through the Data & Analytics Centre's collaborative and agile work model, **IDEA – Innovate, Design, Execute, and Accelerate** – ensuring seamless implementation of analytics projects, redefining banking excellence and setting

benchmarks in innovation and efficiency.


This reflects Canara Bank's commitment to leading digital banking by transforming data into actionable insights and shaping the future of banking.




Major Initiatives




Data-Driven Banking Framework
Integrating analytics to enhance decision-making and operational efficiency.




Data in a Box
Geospatial solution to identify potential customers within 3 km of branches to create new business opportunities.



Delinquency Prediction
ML models detecting high-risk accounts, allowing proactive measures to prevent loan defaults.



Insta CIC Biz
Real-time alerts notifying the branches of customers seeking external loans, supporting retention efforts.



Smart CX 360
Providing a 360-degree view of customer interactions to enhance engagement and satisfaction.

Transformational Initiatives of DnA CoE in 2024

The Data & Analytics Centre of Excellence has become the backbone of Canara Bank's digital transformation, driving innovation, collaboration and growth. As we celebrate its first anniversary, here are its key transformation initiatives in 2024:

Prosper	Customer Retention	Business Growth
The Prosper Lead Management System optimizes lead tracking and conversion through automated workflows, real-time escalations and reminders, reducing turnaround time (TAT) and ensuring smooth communication. Prosper connects analytics with field operations, emphasizing Canara Bank's focus on technology for growth and service excellence.	It has achieved: <ul style="list-style-type: none">➤ Up to 63% lead conversion rate.➤ Sourced ₹4,400+ Crore through conversions.➤ Reduced TAT by 184%, boosting customer engagement.➤ Increased customer retention by up to 20%.	

Money Mule Identification Intelligence

Powered by machine learning, Canara Bank's Money Mule Identification Intelligence enhances the detection and prevention of fraudulent accounts involved in money laundering, overcoming rule-based system limitations and reducing false positives and processing times. This initiative highlights Canara Bank's commitment to using AI to safeguard financial systems and set a new standard in

Fraud Prevention

- combating financial crime.
- These are its business impacts in 2024:
- Detection accuracy rate of 95.6%.
 - Reduction of false positives to less than 10%.
 - Reduced illegal fund flow by 75%.
 - Reduced TAT from 30 days to 1 day.
 - Lowered costs by 92% through automation.

Converse

Employee Upskilling

Personalized Training

Converse, an AR/VR-based training platform, aligns with Canara Bank's vision of leveraging technology for operational excellence. It transforms employee upskilling by simulating real-life banking scenarios with AI-driven avatars that replicate diverse customer personas. This enhances skills in customer service, product knowledge, and problem-solving, with real-time feedback and evaluations ensuring measurable progress. As on date 25 banking

- scenarios have been rolled out with many more planned in the future.
- The achievements so far are as follows:
- Trained 650+ newly inducted Probationary Officers.
 - Conducted 104 hours of interactive sessions.
 - Reduced training costs by 40%.
 - Improved employee performance and customer satisfaction.



Data Lakehouse

Operational Efficiency

Customer Experience

Canara Bank's Data Lakehouse Initiative combines data lake scalability with data warehouse reliability, offering a unified platform for structured, semi-structured and unstructured data, integrating on-premises and cloud infrastructure for advanced analytics and real-time processing.

Implemented in collaboration with industry leading partners, this platform supports advanced analytics, AI/ML workloads and real-time data processing.

Impactful Outcomes

The initiatives launched by the DnA Centre of Excellence have delivered tangible benefits

including customer satisfaction, operational efficiency and business growth. Predictive and prescriptive analytics have provided branches with actionable insights, while AI-driven models for fraud detection and default prediction have set new industry benchmarks.

As we celebrate this milestone, the Data & Analytics Centre of Excellence remains committed to harnessing the power of data to drive innovation, optimize processes and deliver unmatched value.

With the DnA Centre of Excellence at its core, the journey to redefine the future of banking continues.



Social Stewardship: Investing in People, Enriching Society



Canara Bank recognizes the importance of social responsibility and remains committed to fostering inclusive and sustainable development through strong stakeholder engagement. The Bank upholds exemplary practices and values in its interactions with employees, customers, communities and suppliers, reinforcing its role as a socially conscious financial institution.

As one of India's oldest and leading public sector banks, its social focus spans across key areas such as employment generation, ensuring a safe and equitable workplace, promoting diversity and inclusion, enhancing access to financial services and contributing positively to the well-being of the communities it serves.

Aligning with UNSDGs



Material Issues

- Financial Inclusion (social impact in lending)
- CSR & Community Development
- Employee Training and Development
- Talent Attraction and Retention
- Diversity, Inclusion and Equity
- Employee Health and Well-being
- Customer Relationship and Satisfaction

Human Capital Development:
Cultivating Skills, Creating Opportunities

Canara Bank views human capital as its most valuable asset and places strategic importance on its development to drive excellence, innovation and sustainable growth.

The bank adopts a holistic approach to talent management, encompassing structured onboarding, continuous learning, leadership development and career progression frameworks. Embracing digital transformation, it leverages advanced e-learning platforms, virtual training modules and competency-based assessments to

ensure employees are equipped with future-ready skills.

Canara Bank is deeply committed to fostering a diverse, inclusive and empowering work culture that nurtures potential and promotes equal opportunities. Through proactive recruitment, regular upskilling and strong employee engagement practices, the bank continues to build a resilient, agile and customer-focused workforce aligned with its mission of being a leading, responsible and progressive Bank.

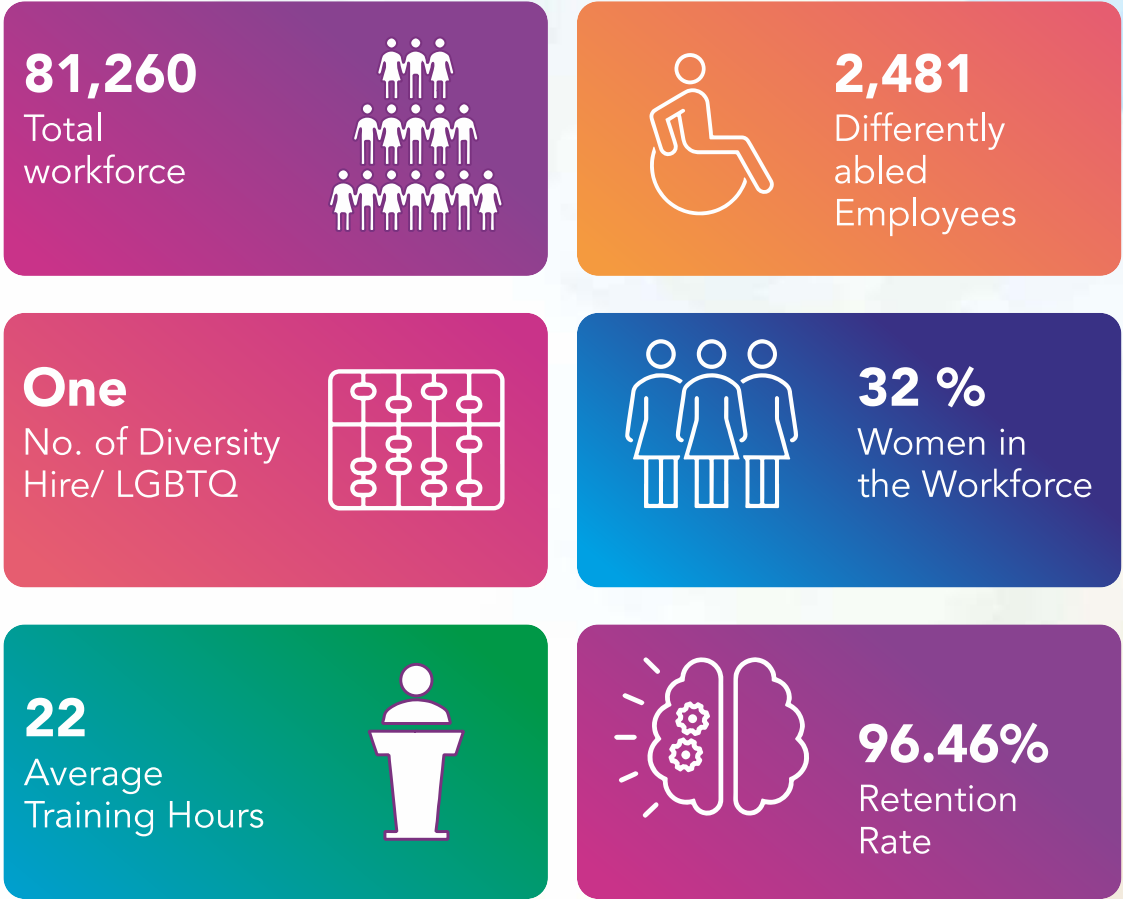
Together we Can

Canara Bank's People-First Culture

At Canara Bank the focus on Human Capital is across Five spheres



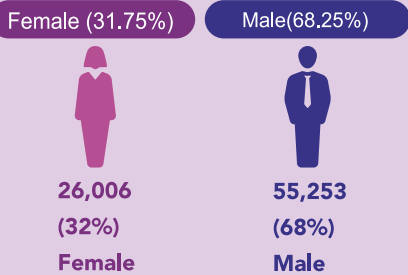
Key Highlights



Workforce

As of 2024–25, Canara Bank is powered by a strong and dedicated workforce of 81,260 employees, forming the backbone of its operations and customer service excellence. Demonstrating its commitment to nurturing young talent and promoting gender diversity, the bank welcomed 1,547 fresh recruits during the year, of which 629 (40.66% of total recruitment) were women. This focused recruitment drive reflects Canara Bank's forward-looking approach to workforce development, ensuring a balanced, inclusive and future-ready team capable of driving innovation, operational efficiency and sustainable growth in a dynamic banking environment.

Total Employees
~ 81,260



One Bank, Many Voices: Thriving Through Inclusion



I N C L U S I O N

The Bank strongly upholds the principles of diversity and inclusion, recognizing them as essential to building a progressive, resilient and high-performing organization. The bank is committed to creating a workplace where individuals from diverse backgrounds—across gender, age, ethnicity, abilities and experiences—are welcomed, respected and given equal opportunities to thrive. Special

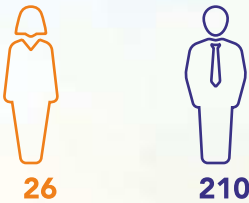
emphasis is placed on enhancing female representation across roles, promoting inclusive hiring and sensitizing employees on equity and unconscious bias. By championing diversity and inclusion, the bank not only enriches its organizational culture but also strengthens its ability to serve a broad and evolving customer base with greater insight and empathy.

Gender Wise Diversity

Gender Diversity in Board

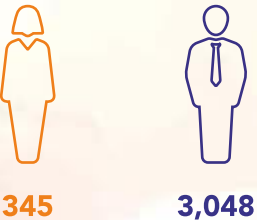


Gender Diversity in Top Executive Cadre

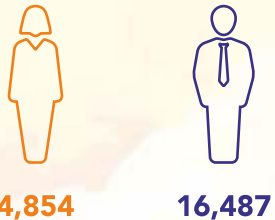


By championing a workforce that mirrors the diverse communities it serves, the bank enhances both internal harmony and customer empathy. In doing so, Canara Bank reaffirms its role as a socially responsible and forward-thinking institution that believes in growing together—without barriers.

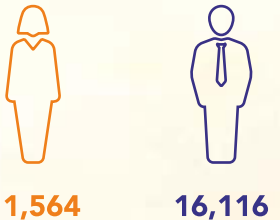
Senior Management



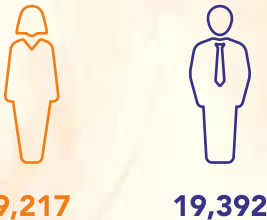
Middle Management



Junior Management



Workmen



Differently Abled Employees

As part of its Equal Opportunity Policy, Canara Bank is dedicated to fostering an inclusive and accessible work environment for persons with disabilities. In alignment with the Rights of Persons with Disabilities Act, 2016, the bank has reserved 4% of its recruitment for persons with benchmark disabilities, ensuring fair and equitable access to employment. As of 2024–25,

the bank employs 2,481 differently abled persons (DAPs) who actively contribute to various functions across the organization. A roster register is maintained to track candidates, and any unfilled vacancies due to the lack of suitable candidates with disabilities are carried forward, with preference given to disabled individuals when feasible.

Category	Total	Male		Female	
		Number	Percentage	Number	Percentage
Permanent Employees (Differently Abled)	2,481	1,915	77.19%	566	22.81%

Canara Bank is continuously working to enhance workplace accessibility, offer assistive technologies and create a culture of respect, dignity and empowerment.

Ramps have been installed at branches and ATMs wherever possible to facilitate easier access. As of now, 6810 branches and 7689 ATMs are equipped


with ramps, demonstrating the Bank's commitment to creating an inclusive and accessible environment for everyone. These initiatives reflect the bank's strong commitment to diversity, inclusion and social responsibility—where every individual is given the opportunity to grow, thrive and make a meaningful impact.

Age-wise Diversity

Canara Bank proudly cultivates a robust and balanced workforce, with a remarkable majority of its employees flourishing within the 30-50 age bracket, representing a wealth of accumulated experience and professional maturity.

This vibrant core is beautifully complemented by a promising contingent of 5,981 younger talents, who bring fresh perspectives and innovative energy.

Furthermore, the bank benefits immensely from the profound wisdom and extensive knowledge contributed by 9,908 seasoned professionals over 50, particularly prominent in key areas like 'Workmen' and 'Senior management.' This harmonious blend of generations ensures a dynamic and adaptable environment, fostering growth and allowing for a rich exchange of expertise across all levels of the organization.

	Total Employees	Age Group		
		<30	30-50	>50
Top Executive Cadre	236		54	182
Senior Management	3,393		2,499	894
Middle Management	21,341	322	19,655	1,364
Junior Management	27,681	4,028	22,591	1,062
Workmen	28,609	1,631	20,572	6,406
Total Employees	81,260	5,981	65,371	9,908

Diversity in Hiring Talent

Canara Bank's latest recruitment drive, bringing in 1,547 new team members, strongly highlights our proactive efforts in fostering a diverse and future-ready workforce. A notable addition of 630 women have become a part of our bank's workforce, underscoring our unwavering commitment to gender equality and empowering women in the financial sector. Furthermore, the significant infusion

of 1,262 young individuals (under the age of 30), demonstrates our dedication to nurturing emerging talent and building a dynamic workforce that will drive innovation and growth for years to come. This strategic blend of experienced professionals and vibrant young minds, particularly with such strong female representation, positions Canara Bank for continued success and sustained positive impact.

New Hires

Total New Hires ~ 1,547		Age Group			Gender		
		<30	30-50	>50	Male	Female	Other
Middle Management	4	1	3	0	3	1	0
Junior Management	672	614	58	0	405	267	0
Workmen	871	647	215	9	509	362	0
Total	1,547	1,262	276	9	917	630	0

Canara Bank champions diversity and inclusion as integral components of its organizational ethos. By embracing strategic recruitment practices and inclusive policies, the Bank fosters a workplace culture where all employees feel valued and respected

Our commitment goes beyond policy, actively shaping a culture where every employee, irrespective of gender, background or ability, feels deeply valued and respected. This dedication is vividly illustrated by our equitable remuneration, promotion and benefits structures, extending fully to employees with disabilities, underscoring our holistic approach to fairness. While the robust presence of male colleagues reflects our strong

foundational workforce, we are particularly proud of the significant strides in female representation, especially evident in our burgeoning junior management and workmen cadres. This consistent growth in female talent, coupled with our strategic focus on attracting and nurturing a wide array of skills, signifies Canara Bank's unwavering pursuit of excellence through inclusivity, building a dynamic and thriving institution for all.

Category	Number of Males	Average Remuneration of Males (INR)	Number of Females	Average Remuneration of Females (INR)
Top Executive Cadre (CGM, GM, DGM)	210	49,81,699.00	26	32,05,675.00
Senior Management (AGM, DM)	3,048	22,57,126.00	345	22,26,605.00
Middle Management (SM, MANAGER)	16,487	16,19,096.00	4,854	15,74,890.00
Junior Management (OFFICER)	16,116	11,62,217.66	11,564	11,86,952.00
Workmen	19,392	8,79,975.60	9,217	8,64,915.40



Diversity at Canara Bank Branches



1,598
Branches
headed by Women



207
Branches headed by
PWD Employees



Talent Attraction & Retention : Elevating Careers, Retaining Excellence

Canara Bank places high strategic priority on talent attraction and retention to build a competent, committed and future-ready workforce. All new recruits are selected through the Institute of Banking Personnel Selection (IBPS), ensuring a transparent, merit-based and pan-India selection process.

Over the years, Bank has taken a series of initiatives in ensuring the development of human resources and a number of time-tested systems have been put in place to hone employee talent and equip them to take the vigours of office and take the measure of the competition.

The "Entry Interview" system assumes great significance as it is the first step in the process of enfoldng the new entrant in the warmth embrace of **"Canbank Family Culture"**. Objectives of the Entry Interview system is:



- ♦ To introduce the new entrant to the history, ethos, culture, tradition and work ethics of the Bank.



- ♦ To show concern for proper settlement of the new entrant at the work place and to ensure full devotion to work.



- ♦ Proper introduction of the new entrant to all the employees and to create a feeling of oneness and a sense of belonging so that the process of emotional integration is fast and smooth.



- ♦ To lay a firm foundation for enriching partnership between the new entrant and the organization.



To facilitate a smooth transition into the organization, the bank conducts structured induction training programs in line with the Central Vigilance Commission (CVC) guidelines. Newly appointed Probationary Officers (POs) undergo 52 weeks of

comprehensive training, while Single Window Operators (SWOs) receive 26 weeks of functional and behavioural training, designed to equip them with the necessary skills, knowledge, and ethical standards required in modern banking.



Turnover Rate for Employees

Turnover Rate of Employees (%)	Male	Female	Total
	3.68%	3.25%	3.54%

Canara Bank respects the right to freedom of association allowing employees to join unions and associations of their choice. As of FY 2024–25, 79.52% of employees are affiliated with recognized staff unions and officers' associations. These bodies serve

as key channels for collective representation, constructive dialogue and resolution of service-related matters. The bank maintains collaborative relations with these associations, fostering a culture of transparency, mutual respect and industrial harmony.

Number of Employees Associated with Recognised Unions or Associations

Category	Financial Year 2025		
	Total Employees	No.of Employees, that are part of Association(s) or Union	Percentage (%)
Male	55,253	42,829	77.51%
Female	26,006	21,788	83.78%
Other	1	1	100.00%
Total Employees	81,260	64,618	79.52%

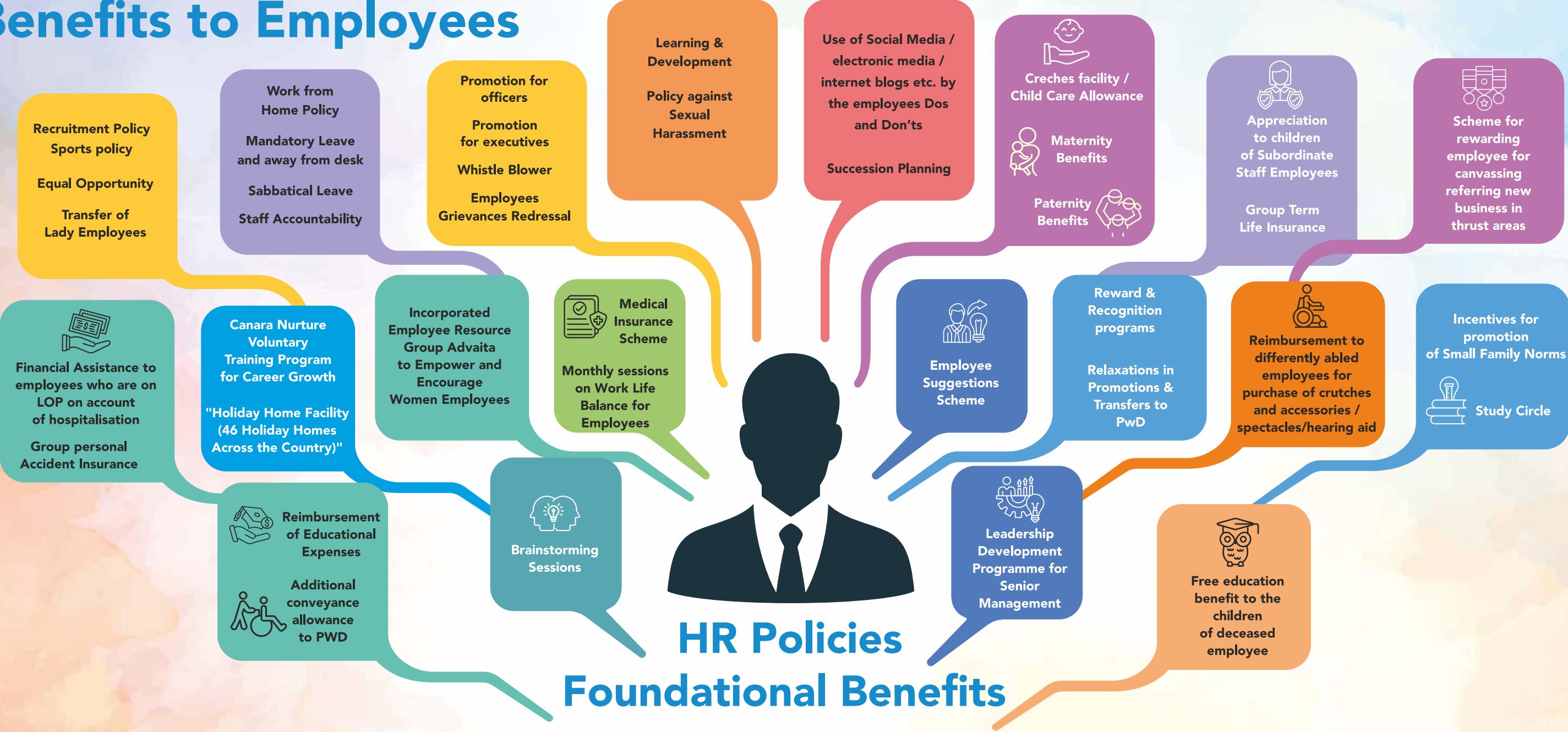
Employee Wellness: Fostering a Healthy Workforce for Sustainable Growth

Canara Bank places strong emphasis on the well-being of its employees, ensuring a safe, supportive and inclusive work environment. The bank provides comprehensive health and accident insurance coverage for all employees and their dependents,

reinforcing financial security during medical emergencies. Under its employee welfare programs, the bank reimburses hospitalization expenses and maintains group life and accident policies, ensuring broad protection for staff.



Benefits to Employees



Incentive scheme for capacity building for officers and clerical employees

Empanelment of Counsellors - To maintain healthy work-life balance and to find ways to deal with stress Bank has introduced scheme of empanelment of counsellors

Leadership Development Programme for Senior Management

Leave for Female employees for Adopting child

Reimbursement of Expenses Towards Medical Check Up for Self/ Self and Spouse

Relaxations in Promotions & Transfers to PwD

Scheme for Compassionate Appointment or payment of Lumpsum Ex-Gratia amount in lieu of compassionate appointment

Promotions for Career Growth

Reimbursement of Medical Expenses on declaration basis to Spouses of deceased employees who are drawing family pension

Scheme for reimbursement for purchase of gift on marriage (First Time)

Scheme for reimbursement for purchase of gift on birthday to the employee

In line with statutory requirements, Canara Bank grants paid maternity leave (up to 180 days at full pay) to eligible female employees and paid paternity leave (15 days) to eligible male employees. Notably, the bank reports a 100% return-to-work rate among employees following parental leave, reflecting strong institutional support and flexibility for working parents.



Canara Samwaad - Interaction of Executive Director with Employees Conveying the Corporate Expectations and Goals of the Bank

Retirement Benefits to Employees

Benefits	FY 25	
	No. of Employees Covered as a % of Total Employees	Deducted and Deposited with the Authority (Y/N/N.A.)
Pension and PF	17.93%	YES
Gratuity	100%	YES
ESI	NA	NA
Others -Defined Contributory Pension Scheme	82.07%	YES

For Financial Year 2024-25, the retirement benefits provided to employees are detailed in the above table. All employees (100%) were covered by Gratuity and the amount was duly deducted and deposited. For Pension and Provident Fund, 17.93%

of the total employees were covered, with deductions and deposits confirmed. An additional 82.07% of employees were covered under Defined Contributory Pension Scheme, with confirmed deductions and deposits.

Employee Engagement: Driving Growth through Inclusive Feedback Mechanisms

Canara Bank fosters a culture of continuous improvement and employee engagement through its robust Employee Suggestion Scheme (ESS). The scheme provides a structured platform for staff across all levels to share innovative ideas and practical suggestions aimed at enhancing customer service, operational efficiency, digital transfor-
-mation, risk management and workplace well-being. In addition to formal submissions, the bank actively gathers employee feedback through various

channels such as internal surveys, review meetings, training sessions and digital platforms on the intranet. All suggestions and feedbacks are systematically reviewed by designated committees and viable ideas are implemented with due recognition and rewards to the contributors. This inclusive approach not only encourages innovation but also strengthens employee involvement in the bank's growth journey, promoting a culture of openness, accountability and shared ownership.

Upholding Human Rights: Responsible Business with a People-Centric Approach

Canara Bank is committed to upholding a transparent, fair and responsive workplace culture by providing a robust **Employee Grievance Redressal Mechanism**. This system is designed to promptly and effectively address employee concerns and complaints, thereby contributing to employee well-being, satisfaction and organizational harmony. Grievances may arise due to a variety of factors, including but not limited to workplace conditions, interpersonal conflicts, discrimination or harassment, compensation-related issues or any other matter that may affect an employee's morale, performance or psychological safety. The Grievance Redressal System offers employees a formal and structured channel through which such concerns can be raised without fear of retaliation. Upon submission of a grievance, the issue is acknowledged and examined with utmost objectivity and care. A detailed and impartial investigation is conducted, ensuring adherence to principles of natural justice. The concerned departments or designated grievance officers take timely and appropriate action to resolve the matter in a fair and judicious manner. Confidentiality is rigorously maintained at every stage of the grievance handling process to protect the identities and privacy of all involved parties. This confidentiality not only safeguards individual dignity but also reinforces trust in the redressal system. In addition to reactive grievance handling, the Bank emphasizes preventive measures by fostering open communication, encouraging constructive feedback and conducting regular employee engagement initiatives. These efforts help identify emerging concerns at an early stage and prevent them from escalating. Training and sensitization programs are also conducted for managers and supervisors to ensure empathetic and responsible handling of grievances. The Bank believes that a well-functioning grievance mechanism is not just a compliance requirement, but a cornerstone of a healthy workplace culture that values transparency, equity and mutual respect. Through its grievance redressal framework, the Bank reaffirms its commitment to creating a safe, inclusive and supportive work environment where every employee feels heard, valued and empowered.

The Bank has appointed two Chief Liaison Officers (CLOs) at the General Manager level, with one dedicated to SC/ST, Differently-abled persons and Ex-Servicemen and the other for OBC and Economically Weaker Section (EWS) categories. To further support these groups, an exclusive Reservation Cell has been established at the Head Office, overseen by a Liaison Officer, to address their representations and grievances. These Liaison Officers are tasked with overseeing matters concerning SC/ST, OBC, Differently-abled Persons, EWS and Minorities, ensuring thorough inquiries and appropriate resolution. Additionally, an Internal Grievance Committee, comprising senior officials and the CLO, has been formed to specifically address employment and service-related grievances of SC/ST employees. The Bank also upholds a robust Whistle-blower Policy, encouraging employees to report any concerns or grievances related to discrimination, harassment, unethical behaviour or dealings in line with the Human Resource Manual and Code of Conduct.

As on March 31st, 2025, the Bank has reported no incidents of violations involving the rights of indigenous people.

Preventing Sexual Harassment of Women at Workplace

A significant focus for Canara Bank is the prevention of sexual harassment in the workplace. The Bank strictly adheres to the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. To ensure compliance and provide support, "Internal Complaints Committees" have been established at all Circle Office levels within the

organization to address any grievances related to sexual harassment. Furthermore, the Bank has developed and integrated a dedicated module on the prevention of sexual harassment into its online "CanDLE Platform," providing a crucial resource for employee education and awareness.

Project Aarohan: Human Resource Transformation

The HR Transformation Project aims at reimagining and redesigning HR functions to align with Bank's strategic goals. "Project Aarohan" reached a milestone on 18th April 2024 with the launch of Five

Tools. The launch of these 05 Tools is a testament to our continuous and dedicated efforts towards improving the efficiency and empowering our workforce.



Employee Engagement Initiatives

Canara Bank has implemented a comprehensive, multi-pronged approach to strengthen employee engagement and foster a supportive workplace environment. Key initiatives include the organization of team-building activities and employee recognition programs, both of which play a crucial role in cultivating workplace cohesion and sustaining employee motivation.

Further, the Bank demonstrates its ongoing

commitment to staff development and security by providing extensive cyber security training and awareness programs. These proactive efforts not only equip employees with essential skills to safeguard against cyber threats but also underscore the Bank's dedication to maintaining an inclusive, resilient and secure organizational culture that supports sustainable employee well-being and engagement.

Advaita

Advaita is a dedicated committee comprised of women officials within our bank, established with the primary objective of engaging with every woman employee across the organization. The committee seeks to provide a platform through which women employees are encouraged to share their

suggestions, feedback and innovative ideas. By fostering an inclusive environment for open dialogue and constructive input, Advaita aims to empower women within our workforce and harness their collective insights to drive our bank towards greater achievements and continued excellence.

Women Mentorship Program (Empower and Encourage):

Women Mentorship program is a unique platform to provide Support /Guidance to women employees for their career orientation and to encourage them to define the problem and to come up with possible solutions. Women mentees viz., women employees in Scale II and III heading branches & Sections at

admin units and women Executives in Scale IV have been allotted to mentors who are two Scales above their current Scale (Scale II to IV, Scale III to V, Scale IV to Scale VI).

Atleast 1 Mentoring session is conducted every quarter through VC.

Employee Suggestions Scheme

The Bank through its Employee Suggestion Scheme, facilitates employees to provide suggestions, ideas, feedbacks for improving the systems, procedures, services, products, etc. This aims at kindling innovative spirit of the employees and recognizing their valuable contributions by way of feasible suggestions.

A logo for the 'Canara EMPLOYEES SUGGESTION SCHEME'. It features a stylized blue and yellow graphic of a person with arms raised. To the right, the text 'Canara EMPLOYEES SUGGESTION SCHEME' is written in blue and orange. Below this, a yellow banner contains the text 'Igniting ideas for growth' in blue, and below that, the text 'Innovating Together' is written in blue.

Reward and Recognition Programs

Canara

EMPLOYEE
REWARDS
SCHEME

Canara Bank encourages its employees through the annual Rewards & Recognition program. Designed to encompass all segments of employees, this initiative aims to celebrate and honour top performers across various categories for their dedicated contributions to the Bank's growth.

Canara Premier League (CPL)

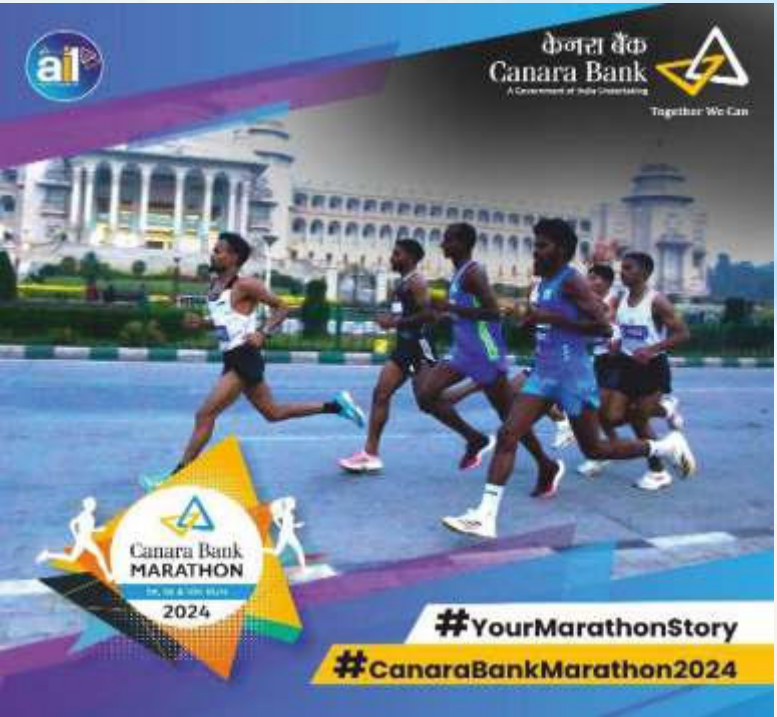


Canara bank proudly hosted the 2nd edition of the Canara Premier League, a pan India cricket (For Men Staff) and Badminton Tournament (For Female Staff) not only to Commemorate Founder's Day but also to promote team bonding, Personal Fitness and Sportsmanship among our Employees. This annual sporting event aims to foster a spirit of teamwork,

Communication and Strategic Decision making while encouraging a culture of well being and active living across the organization. With enthusiastic participation from employees across the country, the Canara Premier League continues to be a platform for strengthening and building a healthier , more collaborative work place.

The Canara Bank
Marathon 2024

Canara Bank Marathon 2024 was a grand success, with over 10,000 enthusiastic participants joining the 3K, 5K, and 10K runs. The event brought together people from all walks of life, spreading a message of health, fitness and camaraderie. Social media buzzed with countdown posts and celebrations of the participants' energy and spirit, making the marathon a truly memorable and inspiring experience for everyone.



Blood Donation Camp



As part of its annual tradition to commemorate Founder's Day, the Bank organizes blood donation camps to promote community welfare and social responsibility. In celebration of the 119th Founder's Day this year, the Bank undertook one of the largest nationwide Blood

Donation Drives across India. This significant initiative provided an excellent opportunity for Bank employees to actively participate in a humanitarian cause, contributing to the invaluable act of saving lives and reinforcing the Bank's commitment to public service.

International Yoga Day



On the occasion of International Yoga Day on 21st June 2024, the Bank conducted yoga programmes for employees, encouraging them to embrace tranquillity and mindfulness. These sessions focused on promoting well-being, balance and a healthy lifestyle across the workforce.

Women's Day Celebration



On 19th March 2025, Canara Bank celebrated International Women's Day at its Head Office, J.C. Road, Bengaluru, under the theme "Recognising Gender Equality, Women's Rights and Accomplishments". The event was graced by esteemed dignitaries, including Non-Executive Chairman Shri Vijay Srirangan, MD & CEO Shri Satyanarayana Raju, eminent scientist and Project Director of Mission Mangal, ISRO, Dr. Seeta Somasundaram and



Padma Shri awardee & renowned athlete Smt. Anju Bobby George, along with the Bank's esteemed Executive Directors and senior leaders. The celebration reaffirmed the Bank's steadfast commitment to fostering gender diversity, empowering its women workforce and cultivating an inclusive, respectful and progressive environment where every individual can thrive and contribute to the Bank's shared success.

"Swatchhata Hi Seva" (SHS) 2024 and Plantation Drive



As a mark of tribute to the Father of Nation, Mahatma Gandhi and as per directions of Govt. of India, Canara Bank, Head Office, Bangalore had organized "Swachhata Hi Seva" Campaign on the 02nd of Oct, 2024 in three different locations of Bangalore under the theme "Swabhav Swachhata – Sanskaar Swachhata". In line with its commitment to Clean India, Bank

had organized Cleanliness drive, Plantation activity, Walkathon involving the Bank employees, Govt school children and public at large. The initiative was part of the bank's broader environmental sustainability and community outreach programs, aiming at a greener and cleaner tomorrow by spreading awareness among young students.

“WORLD ENVIRONMENT DAY – 2024”



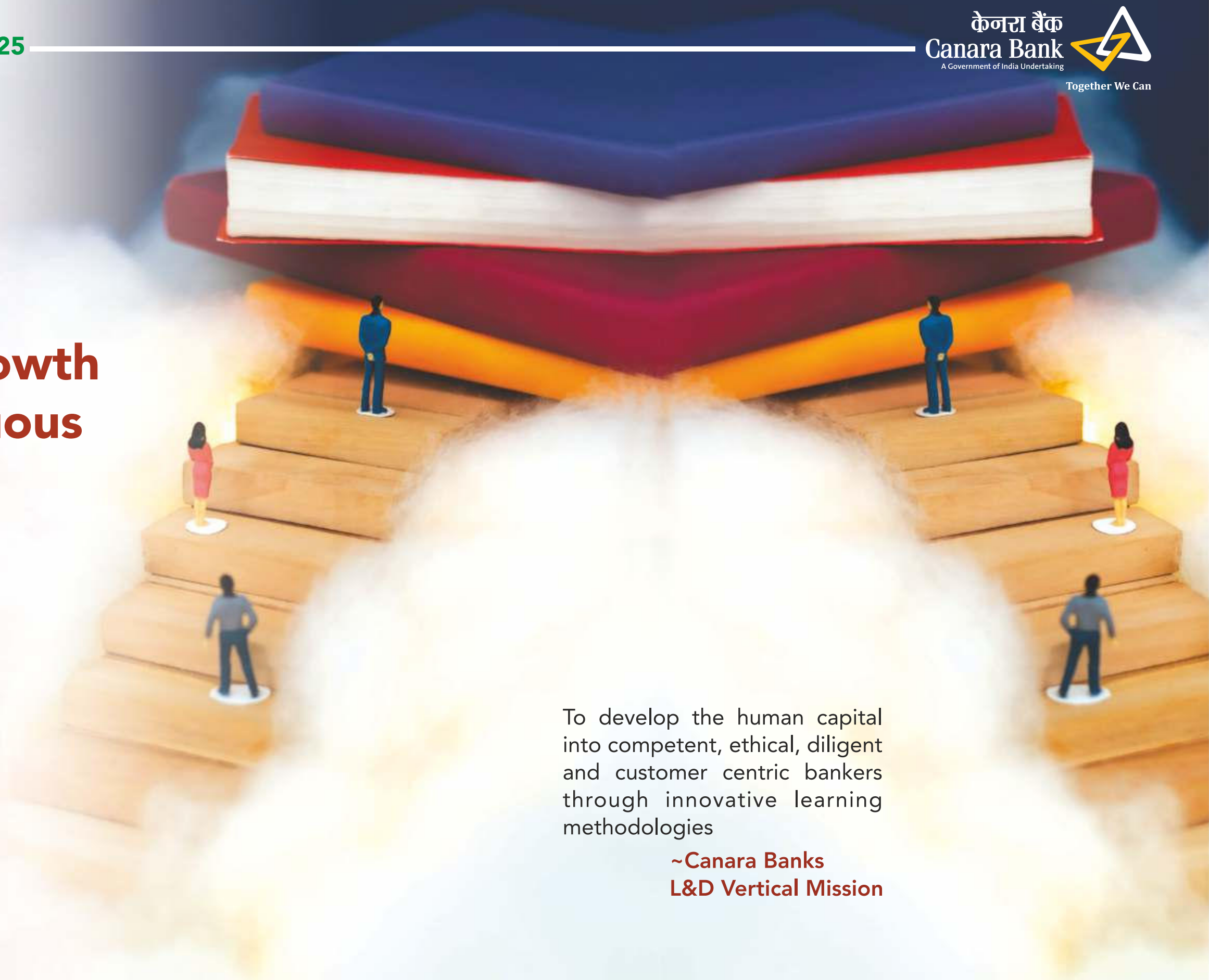
World environmental Day is celebrated every year on 5th June. The theme for this year's World environmental Day was “Land Restoration, Desertification and Drought Resilience”. As a responsible public sector undertaking, Bank has



contributed to this noble cause by way of planting minimum of 10 saplings by each Lead Bank office (61 LBOs) on World Environmental Day i.e., on 5th June 2024 under the banner “Canara Nature Nurture” within the Bank's Corporate Social Responsibility.



Learning and Development Empowering Growth Through Continuous Learning



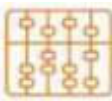
To develop the human capital into competent, ethical, diligent and customer centric bankers through innovative learning methodologies

~Canara Banks
L&D Vertical Mission



On 9th November 2024, the Canara Centre of Excellence in Bengaluru, was inaugurated virtually by Smt. Nirmala Sitharaman, Hon'ble Union Minister of Finance and Corporate Affairs, Government of India.

Canara Bank's L&D Vision



Augmented
Learning Experience



Devoted to harness
required skill sets




Dedicated towards
Bank's Business Objectives

Canara Bank's Learning & Development (L&D) Vertical, a key component of its Human Resources Wing, is dedicated to enhancing employee performance and fostering a culture of continuous learning. Headed by a Chief Learning Officer and operating from a central campus in Manipal, alongside other centres across India, the L&D Vertical aims to bridge skill gaps in crucial areas like Risk Management and Treasury, thereby boosting organizational efficiency and service quality. Its mission is to cultivate competent, ethical and customer-centric bankers through innovative training, driven by a vision focused on augmented learning experiences, skill development and alignment with the bank's business objectives.

The Bank's commitment to professional development began in 1954 with the establishment of its first in-house training centre in Bengaluru, envisioned by the Bank's pioneers to enhance employee efficiency and foster a culture of growth and innovation. Building upon this legacy, Canara Bank today operates a premier Centre of Excellence at Manipal, spread across 15 acres, serving as the apex training institution along with Canara Centre of Excellence in Gurugram, another Centre of Excellence in Bengaluru, and a robust network of 26 Canara Learning and Development Centres across the country, dedicated to holistic employee learning and advancement.

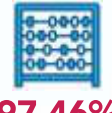




17,63,619
Total Training Hours



22 Average Training
Hours Per Employee



97.46%
Employees undertaking
Skill up-gradation Training

Bank has placed a governance mechanism to oversee, manage and monitor the effectiveness of training conducted at Canara Bank. Canara Institute of Bank Management (CIBM), Manipal is the apex centre for co-ordinating the activities of all below mentioned committees.

Training Needs Analysis Committee

Key Responsibilities:

- ♦ Formulates the annual training strategy and identifies training requirements.
- ♦ Monitors the attendance of participants in training sessions.
- ♦ Evaluates infrastructure and logistical arrangements for training programs.
- ♦ Collects and shares concise feedback on the performance of training faculty.
- ♦ Plans and organizes training programs in collaboration with the designated Learning & Development (L&D) Centres.

Training Advisory Committee

Key Responsibilities:

- ♦ Acts as the highest decision-making body for training, chaired by the MD & CEO, or in their absence, the Executive Director responsible for HR.
- ♦ Guides the Learning and Development team on strategic directions.
- ♦ Reviews the progress and effectiveness of training initiatives during biannual meetings.



Academics Core Committee

Key Responsibilities:

- ♦ Consists of General Managers from various departments.
- ♦ Reviews and approves the final training plan based on inputs and feedback received from training centers.
- ♦ Oversees the design of training courses, including selecting relevant topics, duration, an appropriate target groups.
- ♦ Recommends necessary updates or enhancements to improve the training content and structure.



Canara Bank is proud to present a highly encouraging overview of our training initiatives for the Financial Year 2024-25, showcasing truly impressive progress and successful engagement with a vast number of participants. A remarkable 4581 programs (internal & external training programs) have been conducted, reaching an outstanding 147,574 individuals. The continued success of off-line programs is evident, with 4117 sessions enriching 117,819 participants. Simultaneously, the effective expansion of online initiatives is clear, with 269 programs successfully connecting with 23,884 learners. Furthermore, our dedication to broader impact is demonstrated through 195 external training programs, thoughtfully serving an additional 5,871 participants. This collective effort culminates in a magnificent grand total of 4,581 programs, benefiting an inspiring 1,47,574 participants, reflecting a highly successful and far-reaching training year.

During the year, the Bank successfully conducted 269 pre-promotion training programs, empowering 23,884 employees across SC/ST, OBC, General PWD and other categories. These initiatives reflect the Bank's strong commitment to fostering inclusive growth and creating equal opportunities for career advancement. The training programs covered various levels — from sub-staff to SWO, SWO to Scale-I, clerical to JMGS-I and higher scales — ensuring employees from all backgrounds are prepared for leadership roles. The Bank remains dedicated to nurturing talent and building a skilled, diverse workforce for the future.

FLAGSHIP TRAINING PROGRAMS



Canara Bank offers two crucial flagship training programs designed to bolster its operational excellence and risk management.

- ♦ **The Intensive Credit Management Program (ICMP)**, a three-week course for officers and managers handling credit, provides in-depth knowledge spanning from general economic scenarios and legal aspects of banking to detailed credit appraisal, risk management and recovery strategies, with experts interacting to enhance practical application.
- ♦ **The annual Training for Inspection Officials program** ensures that inspection officers and managers are well-versed in all aspects of banking, audit and compliance, incorporating a risk-based audit approach and extending specialized training to officials from branches with moderate risk ratings, alongside exclusive programs for various key leadership and specialized roles.

NEW TRAINING INITIATIVES

During the current Financial Year, the Learning & Development (L&D) Vertical has introduced several forward-looking learning initiatives to enhance employee capability, aligned with the Bank's ESG and capacity - building goals.



WITI (WhatsApp Interactive Training Initiative)

- ♦ A real-time support platform enabling employees to receive instant responses to job-related queries via WhatsApp. This initiative ensures continuous learning and on-the-job support across the Bank. This green initiative is aimed at building confidence of the staff by imparting the requisite knowledge enabling them to improve the quality of customer service.

AR/VR Training (Augmented Reality / Virtual Reality)

- ♦ A cutting-edge immersive training tool deployed at all Learning & Development Centres, covering over 26 case - based scenarios including CASA, Gold Loans, Safe Deposit Lockers, etc. The training is delivered through two modes:

(1) AR/VR Headsets (2) Web-based Simulation Package



- ♦ This initiative earned our Bank "The Economic Times Future Skills Award (Gold Category) for best use of AR/VR & Metaverse in Learning.

Radio CIBM

- ♦ An innovative podcast-based learning platform hosted on the LMS – L&D page, broadcasting curated content on financial news, banking regulations and industry updates on a daily basis. It is accessible 24/7, allowing employees to engage in learning during commutes, walks or leisure time.

T-SAT (Technical Skill Assessment Test)

- ♦ Introduced in alignment with EASE guidelines, T-SAT is an annual job-role based skill-gap assessment for all staff. The results are analyzed to assess knowledge levels and identify training needs, enabling targeted content delivery through the most effective learning modes (Classroom/ webinar/LMS).

Supervisory Feedback Mechanism

- ♦ A post-training evaluation system that captures feedback from supervisors regarding the effectiveness of the training imparted to their team members. This supports impact assessment and continuous improvement in training delivery.

CIBM Manipal is ISO 9001-2015 certified training institute

We have also bagged the "Golden Globe Tiger awards for Excellence & Leadership" for Excellence in Training



The Economic Times Future Skills Award (Gold Category) for best use of AR/VR & Metaverse in Learning



Number of program hours and participants during the FY 2024-25

Cadre	Male		Female		Others		Total	
	Attendees	Hours	Attendees	Hours	Attendees	Hours	Attendees	Hours
Top Management	0	0	0	0	-	-	0	0
Senior Management	3393	93098	387	10151	-	-	3780	103249
Middle Management	16646	402266	4684	87786	-	-	21330	490052
Junior Management	16213	450926	10809	224486	1	36	27023	675448
SWOs	12491	212127	6677	89934	-	-	19168	302061
Sub Staff	7091	156222	2321	36587	-	-	9412	192809
Total	55834	1314639	24878	448944	1	36	80713	1763619

Joint Certification with NIBM and IIBF

The Bank has arranged joint certification courses in collaboration with reputed banking training institutes. Courses on **Credit, Risk and Audit** were conducted in association with NIBM, while **Cash Management and AML/KYC** were conducted in association with IIBF. The course materials were prepared by the bank’s internal faculty, and examinations were conducted by the respective external institutions. **More than 2000 officers cleared the examinations during FY 2024-25.**



Signing of Memorandum of Understanding (MoU) with IIBF, Mumbai (Dt. 06th May 2024)

Customer Satisfaction & Feedback



“Customer Voices, Our Vision: Building a Future Together”

Canara Bank, one of India’s leading public sector banks, caters to a vast customer base of over 11.76 crore individuals. With a steadfast commitment to excellence, the Bank continually undertakes innovative initiatives aimed at enhancing customer experience, improving service delivery and offering high-quality financial products tailored to evolving customer needs.

Customer Profiles of Canara Bank

Retail Customers (Individuals)

Canara Bank provides a range of personal banking services, including savings accounts, fixed deposits, credit cards and various loan options tailored to individual financial needs.

Business Customers

Small, medium and large enterprises depend on Canara Bank’s services for accessing credit facilities, handling payments and managing employee salaries.

Corporate Customers

Canara Bank offers specialized financial solutions to large corporations and multinational companies, including services like treasury management, foreign exchange, investment banking, and risk mitigation tools.

Non-Profit Organizations

Non-governmental organizations (NGOs), charities and foundations depend on the bank to manage donations, grants and daily operating funds through secure and regulated financial services.

Foreign Customers

The bank caters to international clients by facilitating cross-border payments, foreign currency exchanges, international fund transfers and trade-related financial services.

Online & Mobile Banking Users

Canara Bank offers digital banking solutions, enabling customers to access banking services conveniently through online and mobile platforms.

Journey Map : Customer Engagement

Compliance

- ❖ Responding to compliance requirements from the RBI and DFS, including coordination with Branches, Regional Offices (RO), Circle Offices (CO) and Head Office (HO) for necessary follow-ups.
- ❖ Conducting quarterly meetings of the Standing Committee on Customer Service at RO/CO/HO levels.
- ❖ Centralized oversight of customer service across RO/CO and operations departments.
- ❖ Annual review, revision, preparation and publication of policies related to customer service.

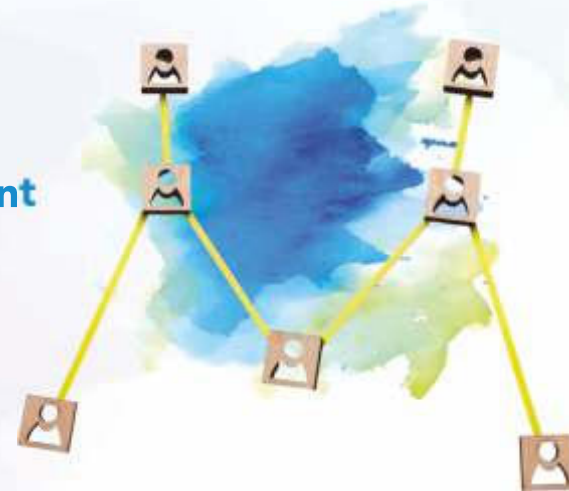
Training

- ❖ Provision of customer service and soft skills training for frontline employees.
- ❖ Continuous training sessions conducted for Call Centre personnel.
- ❖ A total of 155 training programs were organized during the year.
- ❖ 621 agents received training over the course of the year.

Alerts and Circulars from Call Centre and CRM

- ❖ Issuance of internal circulars and special advisories concerning customer service matters.
- ❖ Continuous dissemination of Enterprise Fraud Risk Management alerts to customers 24x7.
- ❖ Daily communication outreach includes:
 - o An average of 138,000 IVR and SMS messages dispatched to customers.
 - o Around 54,000 inbound customer calls handled per day.
 - o Approximately 73,000 outbound calls made to customers each day.

The Bank considers Customer Satisfaction (CSAT) score and Net Promoter Score (NPS) as a key metric to drive superior service, customer loyalty and promotion, across its various customer channels.



Features of Call Centre and CRM

- ❖ Offers 43 distinct services in 17 different languages.
- ❖ Operates 24 hours a day, 365 days a year.
- ❖ Monthly publication of the "Customer Focus" bulletin to share key updates.

Mode of Communication

- ❖ Organizing monthly customer meetings at the Branch, RO, CO and HO levels.
- ❖ Conducting quarterly awareness campaigns nationwide to inform customers about cyber-crime, new products and digital banking services.

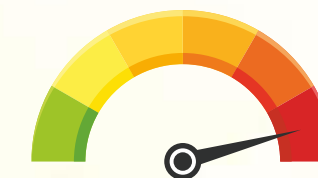
Reviews and Feedback

- ❖ Availability of multiple grievance redressal platforms including:
 - o Canara Public Grievance Redressal System (CPGRS)
 - o Integrated Grievance Redressal Mechanism (INGRAMS) portal by the Ministry of Consumer Affairs
 - o Centralized Public Grievance Redress and Monitoring System (CPGRAMS)
- ❖ Execution of Customer Satisfaction Surveys through both internal and external agencies.
- ❖ Conducting virtual meetings with field staff to guide them on customer service protocols and grievance redressal processes.



Monthly Customer Meet across Branches

86.78%
Customer Satisfaction
Score (CSAT)



67.58%
Net Promoter
Score (NPS)



Canara Bank reports strong customer satisfaction, evidenced by a recent Pan-India survey of over 70,000 respondents yielding a Customer Satisfaction (CSAT) score of 86.78%, which exceeds industry benchmarks. Additionally, the bank boasts a Net Promoter Score (NPS) of 67.58% (increase of 8.96% from previous year), indicating a highly loyal customer base enthusiastic about recommending its services, thereby enhancing the bank's reputation and fostering sustainable growth through positive word-of-mouth.

Key initiatives

Customer Feedback- Comprehensive Employee Specific Feedback Management

Feedback channels

Designed to capture real time feedbacks from customers



Employee Specific
QR Code



Tab Based
Kiosk



SMS/WhatsApp/E-mail



IVRS

One customer will be able to give one feedback to each employee in a day through any channel

First in the Bank Industry

The Comprehensive Employee Specific Feedback Management initiative of Canara Bank aims to enhance customer experience by capturing real-time feedback across both financial and non-financial transactions. This initiative is designed to help the bank retain existing customers, attract new ones and drive growth in its CASA business. It allows customers to share feedback conveniently through employee-specific QR codes, SMS, WhatsApp, or email and includes key features such as instant feedback capture, a 1-5 rating scale, and a reward and recognition mechanism. By collecting, monitoring and analyzing this feedback, the bank strives to

continually improve its service quality and customer satisfaction.

The best performing employees is being featured on a real time leader board within the Employee Dashboard and will also have opportunities to participate in training from premier institutes across the country and abroad. New features under this initiative include branch specific QR code ratings for overall branch visit experience, staff ratings for RO/CO/HO and transaction specific feedback — making this initiative a first in the banking industry, setting new standards for service quality, staff engagement and customer experience.



"Branch Level Customer Service Committee (BLCSC)": Monthly Meeting



The Branch Level Customer Service Committee (BLCSC) is a vital initiative that reflects the bank's strong commitment to building trust, understanding customer needs and delivering excellence in service. Held every month — preferably on the 15th or the next working day if it's a holiday — this platform welcomes a diverse group of customers, including women, senior citizens, pensioners, Gen 'Y' and 'Z'

customers, specially abled persons, salaried individuals and businessmen. Through open dialogue and active participation, the bank aims to listen, learn, and evolve ways to make banking more customercentric, accessible and rewarding. Together, through BLCSC, we can foster a deeper connection and create a truly enriching and seamless banking experience for every customer.

AURA – Always Up for Reliable Assistance

AURA is Canara Bank's intelligent, customer friendly Web Chatbot, designed to make banking seamless, convenient and accessible for everyone, anytime and anywhere. This interactive platform allows customers to connect instantly — through text or voice — to raise queries, seek information and avail a host of banking services across the bank's website, Net Banking and Mobile Banking. Currently available in six languages (English, Hindi, Kannada, Telugu, Marathi and Gujarati), AURA empowers customers with a range of services, from checking account balances and viewing transaction history, to applying for debit cards, locating branches and ATMs, and much more. Fully secure and end to end encrypted, AURA reflects Canara Bank's strong commitment to enriching the customer experience and making banking simpler, smarter and more rewarding for all.

WhatsApp Banking: Banking at Your Fingertips!

Canara Bank's WhatsApp Banking is a customer-friendly, secure and convenient digital service that brings banking closer to you — anytime, anywhere. Launched on 18.11.2023, this initiative reflects the bank's strong commitment to providing seamless, innovative and accessible

banking services to all its customers. Currently available in seven languages — English, Hindi, Kannada, Telugu, Marathi, Gujarati and Tamil — and offering 79 services, it ensures that every customer can bank with ease, in a language they are comfortable with.



24/7 Availability



User friendly platform



Banking services at users convenience any time



Banking services won't be impacted due to pandemic or other like situations



Resolution of standard Banking queries at finger tips with no Additional charges

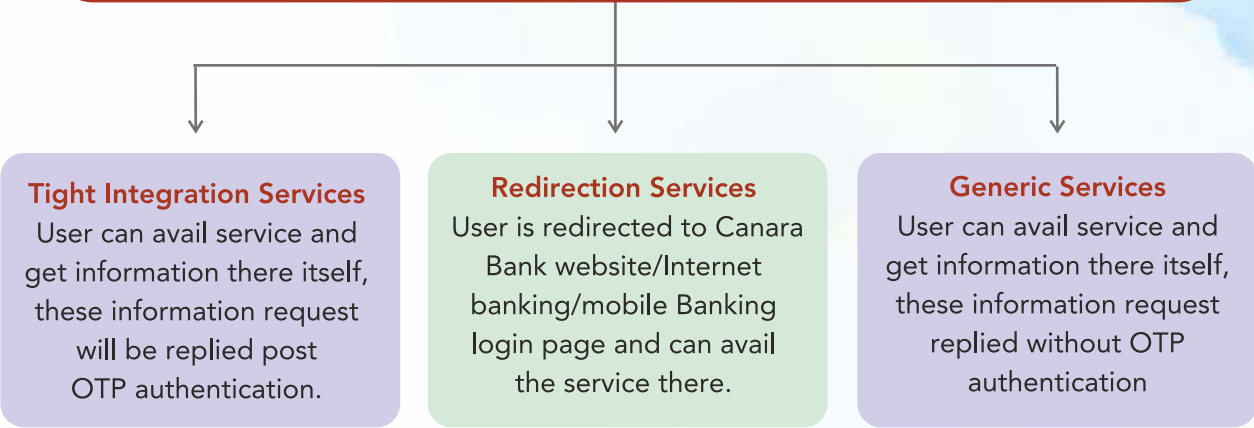


Enabling digital assistance, supports environmentally sustainable practices

With end-to-end encryption and OTP-based authentication, the service guarantees utmost privacy and security, making banking a safe and trusted experience. In line with its eco friendly approach, WhatsApp Banking also reduces the need for paper-

based transactions, supporting sustainable banking practices. This initiative showcases Canara Bank's dedication to harnessing technology for greater customer satisfaction and making banking truly simple, smart and accessible for all!

WhatsApp banking Services can be categorized as following



CUSTOMER RELATIONSHIP MANAGEMENT (CRM): Canara Rishtey



CANARA RISHTEY is introduced in our bank for improving service quality and driving business growth. Customer Relationship Management (CRM) is a comprehensive approach that helps organizations build stronger connections with their customers, streamline internal processes and drive growth. By providing a 360° view of customer interactions and integrating key modules — from lead and campaign management to complaint

resolution, card and collection services, call centre operations, social media engagement, predictive analytics and robust dashboards — CRM enables enhanced customer experience, improved retention, increased revenue and greater operational efficiency. It empowers businesses to understand customer needs, optimize service delivery and foster long-term loyalty, making it an essential tool for sustainable success.



In the financial year 2025, Canara Bank experienced a total of 3,97,084 customer complaints, with the most prevalent issues revolving around ATM/CDM/BNA operations, UPI and BHIM transactions, General Banking Operations, IMPS/Mobile Banking services, Advances and CIC related complaints and NEFT/RTGS transfers.

Despite the considerable volume of grievances, Canara Bank demonstrated exceptional dedication to customer satisfaction by resolving each complaint. Notably, the Bank also upholds its commitment to ethical business practices, as evidenced by the absence of any consumer complaints related to misleading or deceptive marketing advertisements.

24.30 %
Reduction in Customer Complaints

Queue management system:
Enhancing Customer Convenience and satisfaction



Queue Management system (QMS) is a technology driven solution designed to efficiently manage and streamline customer flow in bank branches, ensuring minimal wait time and enhanced customer satisfaction

With installations across 344 high-footfall branches in metro and urban areas, the QMS delivers a seamless experience, making service more accessible and organized. The solution allows customers to easily generate tokens via a self-service digital kiosk and receive notifications via SMS, making their visit more convenient and personalized. Currently available in 14 languages, across 13 services and 77 sub-services, QMS emphasizes inclusivity and accessibility for every customer. Through this initiative, Canara Bank reaffirms its focus on customer-centric service, leveraging technology to create a more efficient, welcoming and rewarding banking experience for all.

Upcoming features



Book an appointment through Canara WhatsApp Banking Channel



Token generation through QR Code.



After availing services at branch customer will get a SMS with feed back link on QMS. Customer can access that like and provide feedback about QMS experience.

A Year-long Awareness Programme on Digital Banking



Canara Bank has launched a year-long Awareness Programme (April 2024–March 2025) as part of its ongoing efforts to educate and empower customers across all age groups and geographies. This initiative aims to build a more informed and vigilant customer base by covering a wide range of contemporary banking topics and aligning with the Reserve Bank of India’s (RBI) directive for a well-structured, targeted approach. The bank has adopted a monthly theme-based programme

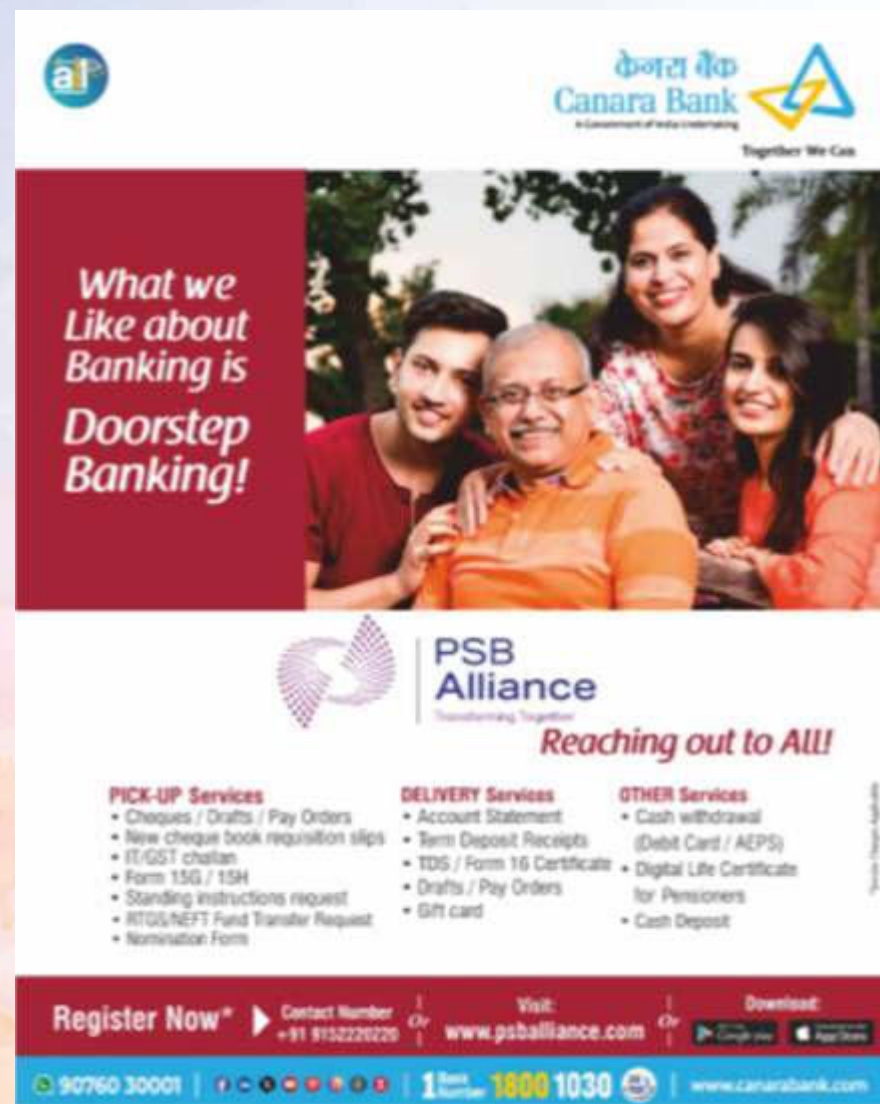
conducted at Head Office, Circle Office, Regional Office and Branch levels to foster active engagement and understanding. These efforts have strengthened the bank’s ongoing focus on customer awareness, especially in the area of cybersecurity, ensuring that customers can bank with knowledge, confidence and peace of mind. The programme stands as a testament to Canara Bank’s commitment to making banking safer, smarter and more inclusive for all.

Doorstep Banking:
Bringing Banking to your Doorstep



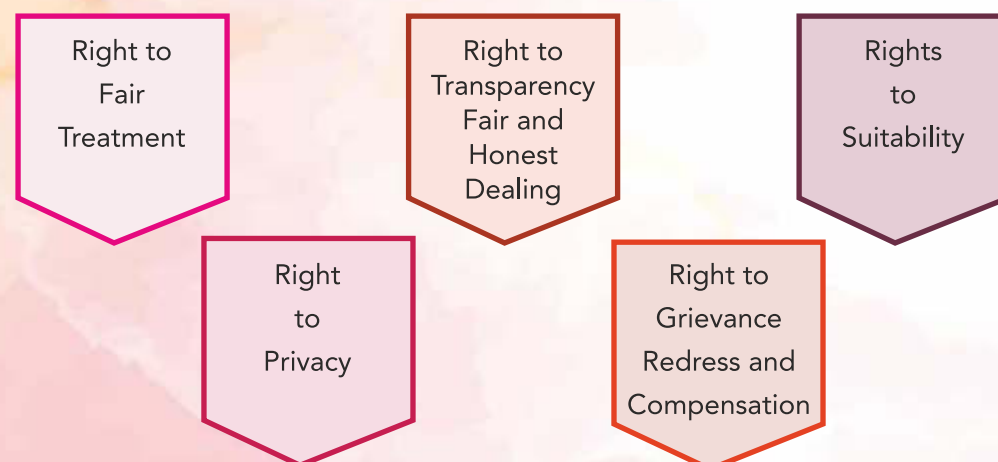
Doorstep Banking is a customer centric initiative that brings the bank closer to its customers, right to their homes. It allows customers to carry out a range of banking services — both financial and non financial — from the comfort and safety of their own space. From cash withdrawals and cheque pick ups, to account statements, term deposit receipts and Form 15G/H, this service is designed with care and thoughtfulness,

especially for senior citizens, people with mobility constraints and those who value convenience. Doorstep Banking reflects the bank’s strong commitment to making banking simpler, more accessible and more inclusive, ensuring every customer feels valued and supported. Currently, DSB services are available in 2572 selected centres across the country covering 4160 branches of our Bank.



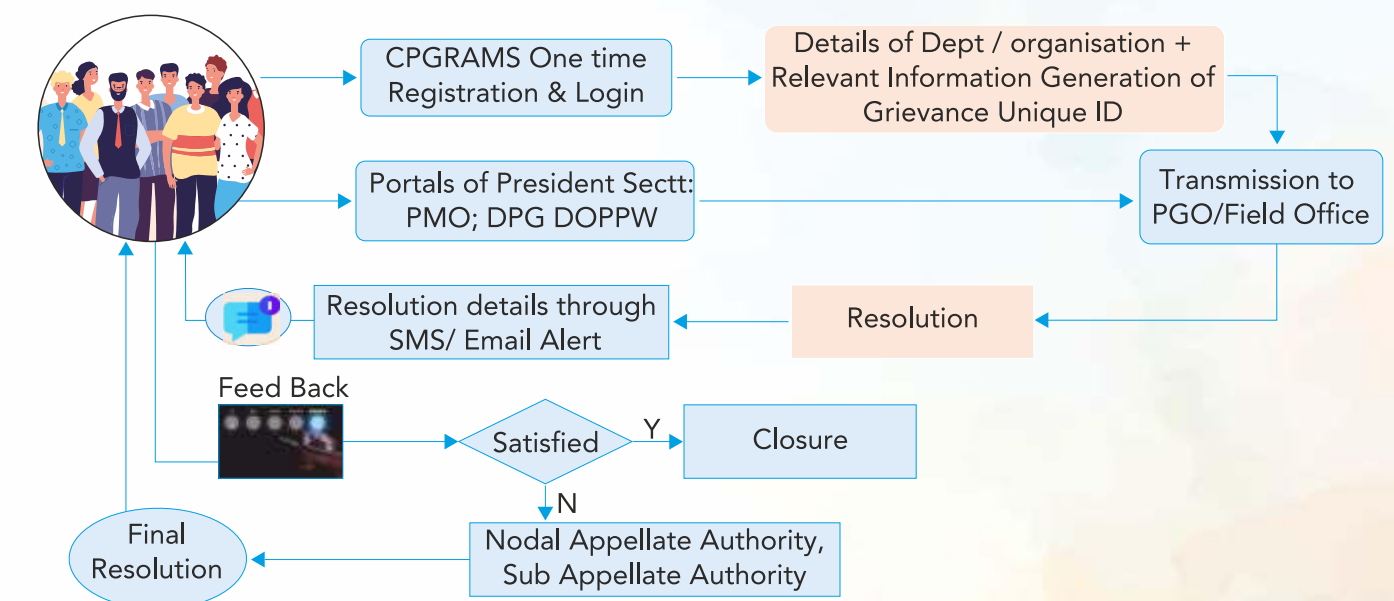
Customer Rights

The Bank has a customer rights policy, regulated by the Reserve Bank of India, delineating the rights and responsibilities of its customers. Applicable to all bank products and services, it is guided by five fundamental principles governing customer rights.



Grievance Redressal

- Zero instances of substantiated complaints related to customer privacy breaches during FY 2024-25
- No identified incidents of leaks, thefts or losses of customer data
- Strong data security and privacy practices ensuring protection of sensitive information
- Commitment to building trust and long-term relationships with customers
- Continuous monitoring and vigilance to maintain confidentiality and data protection



Canara Bank places a significant emphasis on customer satisfaction and efficient grievance redressal, as evidenced by its robust performance metrics and adherence to the nationwide Centralised Public Grievance Redress and Monitoring System (CPGRAMS). Beyond its internal metrics, Canara Bank operates within the broader framework of the CPGRAMS, an essential online platform designed for citizens to lodge grievances with public authorities, including banks. This 24x7 system, accessible via <https://pgportal.gov.in/>, provides a structured flow for grievance resolution. Upon registration, citizens submit their complaints, which are then transmitted to the relevant Public Grievance Officer or Field Office. The system ensures that resolution details are communicated to the complainant via SMS or email. If a citizen is not satisfied with the initial resolution, the

complaint is escalated to a Nodal or Sub Appellate Authority for further review and final resolution. The oversight of CPGRAMS complaints is rigorous, with monthly reviews conducted by the Department of Financial Services (DFS), and notably, special attention from the Prime Minister's Office, highlighting the national importance placed on effective grievance redressal. The emphasis on achieving proper resolution within defined Turn Around Times (TAT) ensures prompt and efficient handling of public concerns. In essence, Canara Bank's internal focus on customer satisfaction, demonstrated by its strong CSAT and NPS scores, combined with its integration into the comprehensive CPGRAMS for external grievance handling, shows dedication to both proactively satisfying its customers and systematically addressing any concerns that arise.



Nurturing Communities

"Committed to Building Resilient and Inclusive Communities through Strategic CSR"

Bank's CSR objectives

"To create a measurable positive impact on economic, social and environmental success and brand image of the Bank and group, through well designed, directed and sustainable interventions either own or in partnership with other reputed like-minded organizations in thematic areas of livelihood, education, health and environment aimed at improving the quality of life of weaker and vulnerable sections of people."

Sustainable Development & Corporate Social Responsibility (SD & CSR) Policy

Canara Bank has firmly positioned itself as a leader in corporate social responsibility, driven by a vision to

"Empower Communities" and contribute to "Building a Better World" beyond its core banking operations. At the heart of Canara Bank's commitment is its Sustainable Development & Corporate Social Responsibility (SD & CSR) Policy. This guiding document outlines the bank's strategy for delivering positive socio-economic change through a suite of innovative community programs. These initiatives are meticulously crafted to address critical areas such as promoting education, enhancing livelihood opportunities, fostering financial inclusion, improving public health and welfare, ensuring environmental sustainability and driving rural development.

Recognizing the importance of a structured approach, Canara Bank allocates a dedicated annual fund to support these community-centric endeavours. This funding is administered through a well-defined policy that undergoes continuous review and updates to align with evolving regulatory guidelines and industry best practices. This ensures the bank's CSR activities remain relevant, effective and compliant. Canara Bank's pioneering spirit in the realm of CSR is evident in its long-standing efforts to initiate and implement multifaceted programs aimed at uplifting individuals from the lower strata of society. This commitment is channelled through established trusts and institutions, which serve as the operational arms for its diverse social initiatives.

Key initiatives among these are:

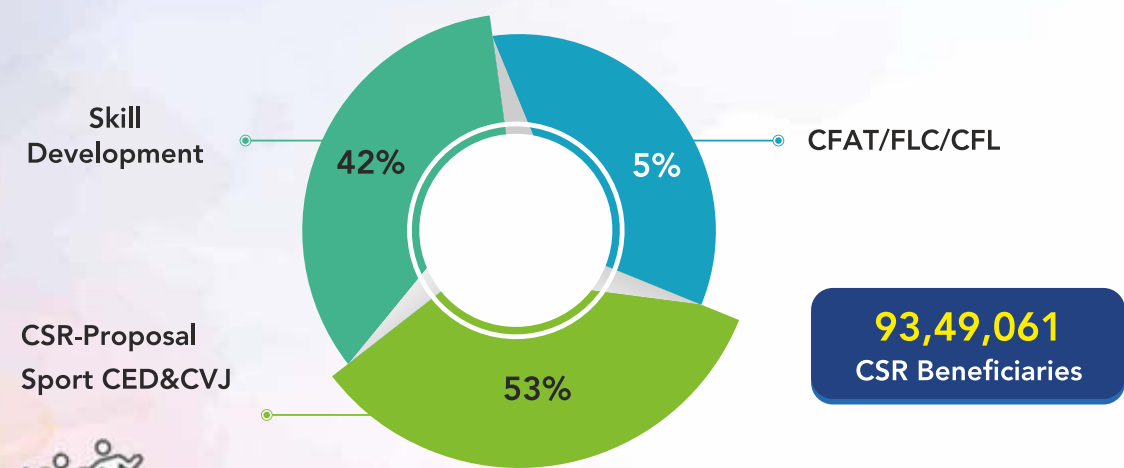
- ✦ **Canara Bank Centenary Rural Development Trust:** Focused on fostering growth and development in rural areas.
- ✦ **Canara Financial Advisory Trust :** Dedicated to providing financial guidance and support.
- ✦ **Canara Golden Jubilee Education Fund:** Committed to promoting education and literacy.
- ✦ **Canara Relief & Welfare Society:** Providing assistance and support for various welfare activities.

Through these concerted efforts, Canara Bank is not merely fulfilling a corporate obligation but actively demonstrating its dedication to creating a more equitable, prosperous and sustainable future for all.

Governance Structure

Structure	Composition
Management Committee of the Board	1.Managing Director & CEO 2.Executive Director/s 3.Directors nominated by RBI 4.Three Directors nominated by board
Sub Committee of the Board for Sustainable Development & Corporate Social Responsibility (SD & CSR)	1. Managing Director & CEO 2.Executive Director overseeing functioning of lead Bank & Financial Inclusion Wing 3. One Independent Director on rotation
ED - SD & CSR Committee	All Executive Directors
CGM/GM-SD & CSR Committee	Four Chief General Managers/General Manager with Wing Head of lead Bank & Financial Inclusion Wing as Chairman
Circle SD & CSR Committees	Circle Head, Overseeing executives of Advances/Agriculture Finance Section and Resources Section in the Circle along with Section in charges
Region SD & CSR Committee	Regional Head, Overseeing executives of Advances/ Agriculture Finance Section and Resources Section in the Regional office along with Section in charges

Total CSR Expenditure (%)



CSR Spends

Under Corporate Social Responsibility (CSR), Canara Bank has undertaken various social initiatives and have spent a total outlay of 9,181.78 lakhs. A few social initiatives are outlined below.

The Bank’s spent under CSR are primarily focused on below mentioned major sectors and target groups. The Bank’s initiatives and welfare programs benefit the entire populous with primary focus on enhancing the quality of life of underprivileged.

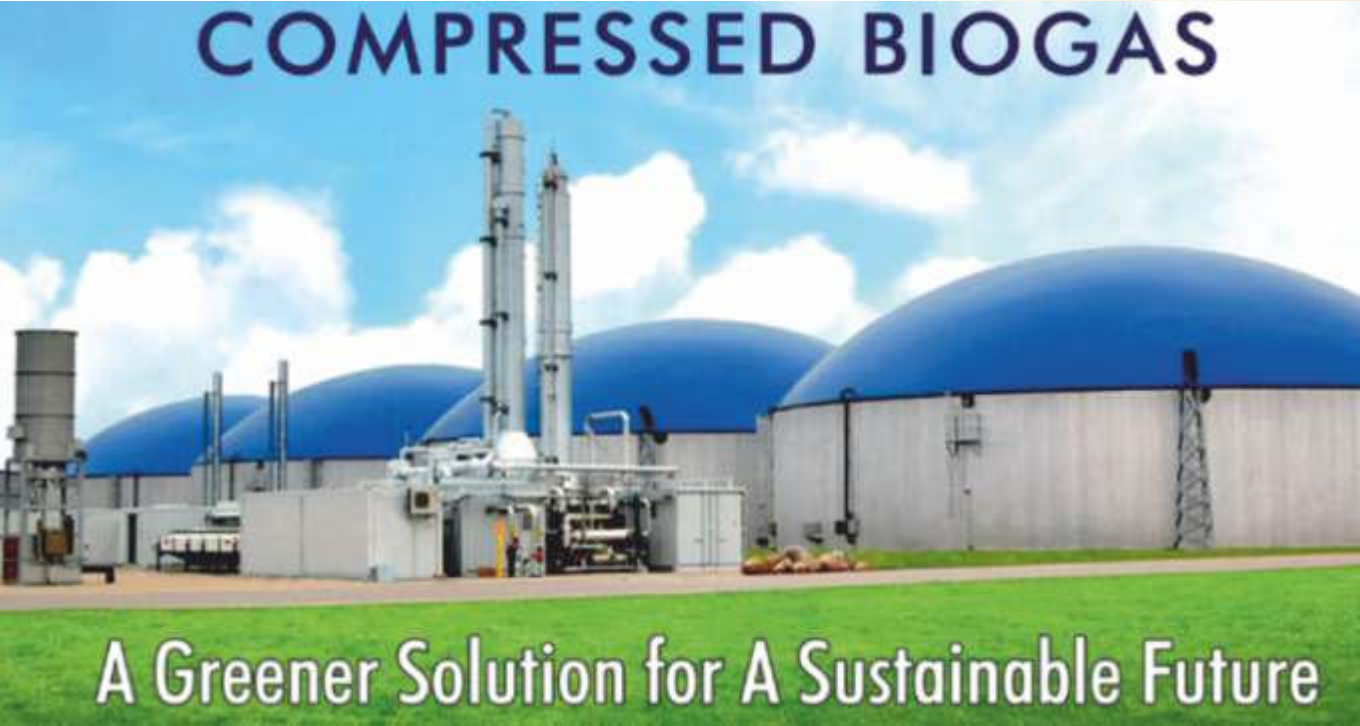
Sectors	Target Groups
Education	Small and Marginal farmers
Health	Artisans
Poverty & Nutrition	Women and Girl children
Rural Development	Unemployed youth and school dropouts
Environmental Protection	Differently abled people
Sports	Scheduled Caste/Tribes
Swachh Bharat	Minority Communities
PWD	Prisoners and ex-convicts and Victims of heinous crimes
Other	Victims of natural and manmade calamities

Social Initiatives



COMPRESSED BIOGAS

A Greener Solution for a Sustainable Future





ENVIRONMENTAL PROTECTION

Installation of Solar Panels, Solar Power Plants, Grids, Water Harvesting Systems, Bio Gas Plants in Govt. Schools, Universities, Panchayats etc.

TOTAL SPEND 1.19 Cr



SKILL DEVELOPMENT

skill development and sponsored / co-sponsored 67 RSETIs & RUDSETIs, 5 CBIITs, 3 ATIs and 4 joint ventures which have trained more than 12.68 lakh unemployed youth so far, with a settlement rate of 74%.

TOTAL SPEND 63.00 Cr

1 POVERTY
2 HUNGER
Support to
End Poverty



- Procured kitchen equipment to complete the centralized kitchen project at Avalahalli, Bengaluru, serving mid-day meals to 5,000 school children daily.
- Provided 10 Air Coolers, 5 LED TVs & 5 Water Coolers for community welfare.
- Sponsored the construction of a community hall to promote social cohesion.
- Supported construction of a Home for the Elderly, replacing an old structure.
- Provided two Bolero Pickup Vehicles for Rural logistics.
- Supplied six water purifiers and 30 dispensers to underserved communities.
- Installed mineral water plants in four tribal villages of Mahabubabad for safe drinking water access to poor Scheduled Tribe families.

3 GOOD HEALTH AND WELL-BEING
Ensure Healthy Lives and
Promote Well-being

- ☆ Donated various ambulances, mobile medical unit, including high-tech and Maruti EECO models, to hospitals and palliative care centres.
- ☆ Supported women's cancer screening programs and nutrition kits for 1,050 cancer patients.
- ☆ Procured medical equipment, including 2 ventilators, 40 syringe pumps, 11 monitors, and a TB Genomics Lab Modular Combo.
- ☆ Sponsored construction of hospital infrastructure and additional rooms for senior citizens.
- ☆ Supported hospital upgradation and emergency response capabilities, including diesel



- generators, UPS systems, and call centre infrastructure.
- ☆ Provided health equipment like urology laser machines, CLIA analyzers, 4K arthroscopy instruments.
- ☆ Emergency assistance for Kerala Flood Relief

4 QUALITY EDUCATION
Ensure Inclusive and
Equitable Quality Education



- ✧ Funded construction of classrooms, libraries, administrative buildings, dining halls, play areas and toilet blocks at various schools and colleges.
- ✧ Supplied digital infrastructure, including 25 smart boards, projectors, laptops, printers, biometric devices and digital learning panels.
- ✧ Supported vocational training, setting up a notebook manufacturing unit for children with special needs.
- ✧ Funded Construction of 2nd floor of school building in village Sandalpur, District Dewas, Madhya Pradesh
- ✧ Provided school buses and electric vehicles for students.
- ✧ Donated interactive panels, furniture and sports equipment to improve school facilities.
- ✧ Supported digital education in 10 government schools in Bagalkot District through smart classrooms.
- ✧ Procured computers, UPS, lab equipment and learning materials for students from underprivileged backgrounds.
- ✧ Funded Construction of 600-seater covered amphitheatre

10
Reduced Inequalities

Bridging the Gap

- ✚ Assistance to Braille resources centre
- ✚ Sponsored hearing aids, and artificial limbs
- ✚ Provided 5 mobility scooter
- ✚ Provided sports equipment for the divyangjan



6
Clean Water and Sanitation

Ensure Clean Water and Sanitation



- ✚ Constructed toilet blocks for boys and girls in multiple school premises
- ✚ Installed drinking water pipelines and RO water plants in underserved rural regions
- ✚ Construction of Toilet facility and Pantry at Officers Club Smart City

7
Affordable and Clean Energy

Ensuring access to affordable, reliable, sustainable and modern energy for all

- ✚ Installed solar power systems, solar panels and water harvesting systems at hostels and colleges.
- ✚ Supplied solar electricity panels, batteries, and other equipment to support energy access and efficiency in remote areas.



13
Climate Action

11
Sustainable Cities and Communities

15
Life on Land

Climate Action and Environment



- ✚ Supported urban beautification and 700 tree plantations in Kochi.
- ✚ Donated buggy vehicles and electric vehicles to promote sustainable mobility.
- ✚ Funded glass bottle crusher projects and battery-operated waste vehicles under Swachh Bharat.
- ✚ Providing four Battery Operated Vehicles for sanitation and solid waste management
- ✚ Providing Litter Picker Machine for effective waste management in the city
- ✚ Donated to Tadoba Andhari Tiger Reserve Conservation Foundation, Chandrapur, Maharashtra to enhance the forest patrolling and conservation
- ✚ Sponsored Chhaya Animal Hospital, Managed by People for the Respect & Care of Animals, Aswathaberia, Chandaneswar, West Bengal to install Roof Top Solar PV system
- ✚ Provided vehicle for waste management, electric buggies and setting up of plastic to power plants

9
Industry, Innovation and Infrastructure

11
Sustainable Cities and Communities

Rural Development and Infrastructure Support



- ✚ Supported construction of flats, community parks, water pipelines, metal sheet roofing and playgrounds in rural areas.
- ✚ Donated 2,000 mosquito nets to BPL families in tea garden regions to combat vector-borne diseases.
- ✚ Implemented drinking water and micro-filter projects in multiple rural mandals.
- ✚ Contributed to Tribal Development Projects by funding plumbing, electrical and water storage systems for tribal housing.
- ✚ Provided shelters, borewell, granite benches & refurbishing of public toilet.
- ✚ Provided RO micro water plant (25 Nos) in 25 Villages under 4 mandals (UNDI, Palakoderu, Akividu & Kalla).
- ✚ Funded amenities to park at Akiveedu for the public especially Children, youth and old age people.
- ✚ Sponsored to support Integrated Tribal Development Project, Kodagu District, Madikeri towards facilities like electrical & water storage system for 14 houses in Virajapet & Ponnampet Taluk of Kodagu District for the benefit of scheduled tribe families.
- ✚ Provided shelter for labours of Gosala to enhance their living condition.

SELF-HELP GROUPS (SHG)

The Canara Stree Shakti scheme, a specialized financial product from Canara Bank, is designed to empower individual women members of matured Self-Help Groups (SHGs) operating under the Deendayal Antyodaya Yojana – National Rural Livelihoods Mission (DAY-NRLM), aligning with the 'Lakshpati Didi Yojana' to foster entrepreneurship and achieve sustainable household incomes. This initiative provides accessible credit ranging from above ₹50,000 to ₹5 lakhs, offering significant incentives such as 2% interest subvention for loans up to ₹1.50 lakh (for a maximum of 3 years based on prompt repayments) and reimbursement of Credit Guarantee Fund for Micro Units (CGFMU) fees for loans up to ₹5.00 lakh (for a maximum of 5 years), supported by the Ministry of Rural Development's

"Women Enterprise Acceleration Fund (WEAF)". Crucially, the scheme offers collateral-free loans and simplified documentation for 30 identified activities, requiring applicants to be individual women from SHGs that are over 2 years old with a history of timely loan repayment and a minimum of 2 years of business record, with beneficiaries identified and sourced by NRLM/SRLM officials. Furthermore, the scheme integrates seamlessly with the Mudra scheme, adopting its interest rates, upfront fees, and delegation of power, while also considering loans for other activities under the broader Mudra framework, thereby creating a comprehensive and accessible lending environment to promote economic self-reliance among rural women



केनरा बैंक
Canara Bank
A Government of India Undertaking
Together We Can



Canara
Stree Shakti
Scheme for financing individual
Women SHG members

Program Scheme for financing individual Women SHG members of DAY-NRLM SHGs to graduate them as entrepreneurs

Aim: To foster entrepreneurship and to make women self-reliant so that they can earn a sustainable income of around ₹1.00 lakh per annum per household

Eligibility:

- 1. Women members from matured self-performing DAY-NRLM SHGs, operating for more than 2 years and have disbursed at least one dose of loan with timely repayment.
- 2. Members with minimum 2 year of business record.

Security:

- 1. Registration of assets created out of Bank Finance.
- 2. Compulsory coverage under CGFMU.
- 3. No collateral security. Third Party guarantee to be obtained.

Interest Subvention & Reimbursement of CGFMU Fee:

- 1. Reimbursement of CGFMU fee for loans up to ₹5.00 lakh for maximum period of 5 years.
- 2. 2% interest subvention for loans up to ₹1.50 lakh per borrower for maximum period of 3 years, on prompt repayments.

Repayment Period:

- 1. Term Loan: 3 years including 3 months requirement period.
- 2. Working Capital: 12 months revolving.

Without any Service Charge & Insurance

For further details: COs/ROs/Branches may refer HO circular IC/162/2024

90760 30001 | 1800 1030

Canara Bank's SHG portfolio as on 31st March, 2025

No. of Account	Outstanding Amount
3,81,581	Rs 21,483 Cr

Glimpses of some of SHG Camps Conducted During Last Financial Year



Camp at Bengaluru Circle

Awards received during last FY 2024-25

Bank has received Outstanding performance in SHG Bank Linkage 2023-24 on 17.10.2024 from DAY-NRLM, Ministry of Rural Development.

Bank has received 7 appreciation awards under AIF campaigns held during FY 2022-23 and FY 2023-24 on 03.09.2024 from Ministry of Agriculture and Farmers Welfare.



Camp at Bhubaneswar Circle

CSR Initiative at Guru Harikishan High School Circle Office Bengaluru

On the eve of Teacher's Day, Canara Bank, Circle Office, Bengaluru, has endowed a newly designed computer lab and science lab at Guru Harikishan High School, Ulsoor, as part of our Corporate Social Responsibility (CSR) initiative.



Aspirational Districts Programme

The "Aspirational Districts Programme" is an initiative by the Government of India, launched in January 2018 with the goal of rapidly transforming 112 of the most under-developed districts across the country. With States as the main drivers, the programme focuses on leveraging the unique strengths of each district across 49 Key Performance Indicators (KPIs) under five broad socio-economic themes: **Health & Nutrition, Education, Agriculture & Water Resources**, Financial Inclusion & Skill Development, and Infrastructure. The Bank has spent a total of **INR 7,45,89,237** in FY25 on aspirational districts across various states through Bank's Five flagship programs.

Canara Bank’s presence in Aspirational Districts

Programs
CSR Proposal
Amount Spent (in INR)
2,68,70,276

Geographical Presence
Andhra Pradesh: 3 Districts
Arunachal Pradesh: 1 District
Assam: 1 Districts
Bihar: 8 Districts
Chhattisgarh: 3 Districts
Gujarat: 1 Districts
Haryana: 1 Districts
Jammu & Kashmir: 1
Jharkhand: 6 Districts
Karnataka: 1 Districts
Kerala: 1 District
Madhya Pradesh: 2 Districts
Maharashtra: 1 Districts
Odisha: 4 Districts
Punjab:1 District
Rajasthan: 1 District
Sikkim: 1 District
Tamil Nadu: 2 Districts
Telangana:1 District
Uttar Pradesh: 2 Districts
Uttarakhand:2 Districts

Programs
CSR Canara Vidya Jyothi (CVJ)
Amount Spent (in INR)
1,29,90,000

Geographical Presence
Andhra Pradesh: 3 Districts
Assam: 7 Districts
Bihar: 13 Districts
Chhattisgarh: 9 Districts
Gujarat: 2 Districts
Himachal Pradesh:1 District
Jammu & Kashmir: 2 Districts
Jharkhand: 19 Districts
Karnataka: 2 Districts
Kerala: 1 District
Madhya Pradesh: 8 Districts
Maharashtra: 3 District
Meghalaya:1
Odisha: 10 Districts
Punjab: 2 Districts
Rajasthan: 5 District
Tamil Nadu: 2 Districts
Telangana: 3 Districts
Tripura: 1 Districts
Uttar Pradesh: 8 Districts
Uttarakhand: 2 Districts

Programs
CSR-Centre for
Entrepreneurship
for women (CED)
Amount Spent (in INR)
26,20,925

Geographical Presence
Haryana: 1 District
Jharkhand: 1 District
Karnataka: 1 District
Tamil Nadu: 2 Districts
Uttarakhand: 2 Districts

Programs
CSR - Rural
Training Institutes
Amount Spent (in INR)
2,95,01,923

Geographical Presence
Andhra Pradesh: 1 District
Bihar: 1 District
Haryana: 1 District
Jharkhand: 1 District
Rajasthan: 1 District

Programs
CSR – Financial
Literacy Camp
Amount Spent (in INR)
26,06,113

Geographical Presence
Andhra Pradesh: 1 District
Bihar: 1 District
Haryana: 2 District
Karnataka: 1 District
Kerala: 1 District



Employee Volunteering

The Bank encourages, employee volunteering in its community development efforts reinforcing its societal impact and organizational culture. Moreover, aligning developmental goals with personal advancement, officers from Scale I to III have been strategically appointed as directors at Rural Development and Self Employment Training Institute (RUDSETIs) and Rural Self Employment Training Institute (RSETIs) under the aegis of the Canara Bank Centenary Rural Development Trust (CBCRDT). The performance at RUDSETIs and RSETIs of the deputed Officers is reckoned while assessing the performance of the Officers.

In order to augment its social footprint, the Bank has

launched a unique CSR initiative where CSR funds are allocated to executives, empowering them to implement meaningful CSR activities in their childhood schools. This initiative aims to foster a personal connection to the CSR efforts, as employees can give back to the institutions that played a crucial role in their early development. By leveraging their professional skills and resources, executives can address specific needs in these schools, such as infrastructure improvements, scholarship programs and educational workshops. This approach not only enriches the schools but also strengthens the Bank's commitment to creating lasting community impact through personal involvement and dedication.



Financial Inclusion and Social Financing

"Inclusive Prosperity: Empowering Through Financial Access"

Canara Bank envisions a world where economic opportunities are not limited to geography, or socio-economic status but to every individual. The Bank transcends conventional banking accessibility to unbanked geographies, individuals, MSMEs by standing as a beacon of social welfare. Financial inclusion is not limited to accessibility and banking convenience but also to promote financial literacy and making extensive & intensive use of digital technology. As a trusted custodian of financial well-being, Canara Bank not only fulfils banking needs but also aims at positive societal changes, embodying the essence of social reliability. Through an extensive network of

financial literacy centres and business correspondent agent, the Bank empowers millions, fostering financial literacy and inclusion. Collaborative efforts with NGOs and government-backed initiatives further amplify Canara Bank's impact, reaching the farthest corners of the nation. Leveraging a vast network of business correspondent agent, a total of 253 lakh transactions were facilitated, with an average of 0.90 lakh transactions processed daily, amounting to approximately INR 11,496 crores. The bank has a significant presence in rural and semi-urban areas, with 6,039 branches out of a total of 9,849 branches (Excluding Overseas Branches).



"A good Bank is not only the financial heart of the community, but has also an obligation of helping in every manner to improve the economic conditions of the common people"

Vision of Canara Bank founder
Shri Ammembal Subba Rao Pai


Supporting Community Through Government Schemes

Canara Bank has undertaken several strategic initiatives to advance financial inclusion, particularly targeting underserved and remote regions with limited access to formal banking infrastructure. A key component of this approach is the extensive deployment of Business Correspondent (BC) agents, with a robust network of 15,000 BC locations established across the country as of FY 2024-25, thereby facilitating last-mile delivery of banking services.

During FY 2024-25, BC agents successfully opened 14,555 new PMJDY accounts, mobilizing deposits totalling INR 735 lakhs. Further, these agents also played


a crucial role in driving social security by enrolling individuals under various Government of India schemes such as the **Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY)**, **Pradhan Mantri Suraksha Bima Yojana (PMSBY)** and the **Atal Pension Yojana (APY)**.

Further exemplifying its commitment, Canara Bank continues to demonstrate strong participation in the **Pradhan Mantri Jan Dhan Yojana (PMJDY)**, having facilitated the opening of 2.16 crore accounts by the end of FY 2024-25. These efforts collectively highlight the Bank's pivotal role in promoting financial inclusion and enhancing the economic resilience of marginalized communities.




Pradhan Mantri Jan Dhan Yojana (PMJDY)

Over 2 Crore bank accounts opened till 31st Mar'25, with total deposits exceeding INR 14,231 crore.




Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY)

As at 31st Mar'25, approximately 72 lakh policies have been issued, providing financial security to the insured and their families.



Pradhan Mantri Suraksha Bima Yojana (PMSBY)

As at 31st Mar'25, approximately 232 lakh policies have been issued, offering crucial financial protection against unforeseen accidents



Atal Pension Yojana (APY)

As at 31st Mar'25, over 43.66 lakh subscribers have been enrolled, ensuring financial stability.

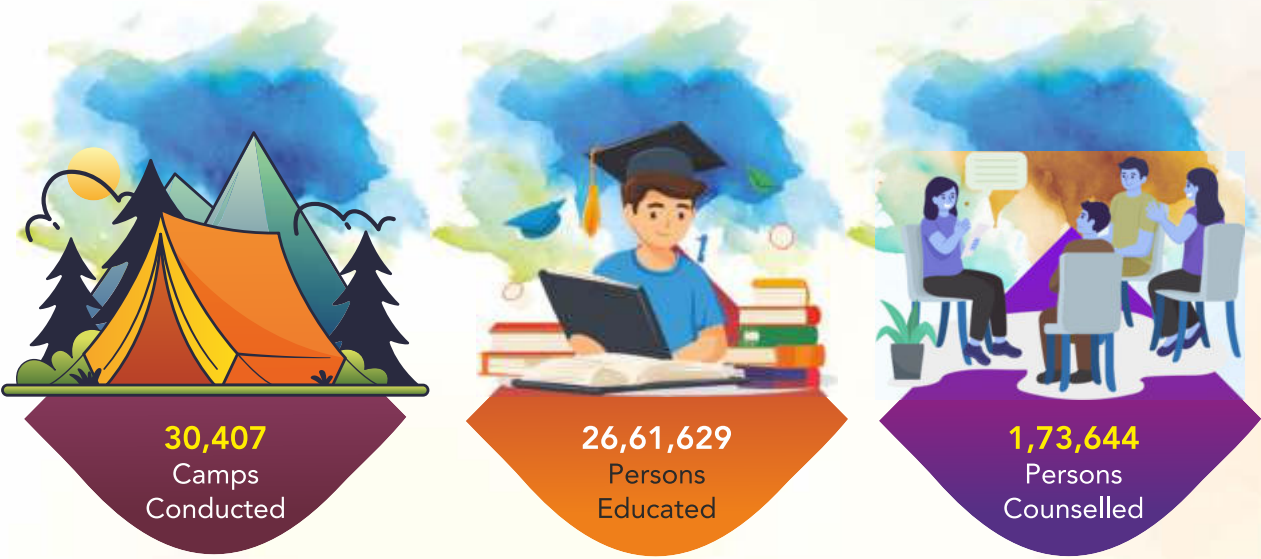
Financial Literacy Centres (FLCs)

Canara Bank's **Financial Literacy Centres (FLCs)** are established with the overarching objective of offering free **financial education and credit counselling** to individuals across rural and urban regions, thereby fostering financial awareness and empowerment.

During the fiscal year **2024-25**, the Bank's extensive network of 147 FLCs conducted approximately **30,407 financial literacy camps** across diverse geographies. These initiatives collectively reached **26,61,629 individuals**. In addition to group outreach, 1,73,644 customers received **individualized counselling sessions** on various banking products and government schemes.

In its broader approach to financial inclusion and livelihood development, Canara Bank also actively promotes its Rural Self **Employment Training Institutes (RSETIs)** and Rural Development & Self **Employment Training Institutes (RUDSETIs)**. These institutes play a pivotal role in offering skill development and entrepreneurship training to unemployed individuals, enabling them to pursue sustainable livelihoods and achieve self-reliance.

To further strengthen its financial literacy ecosystem, the Bank has instituted the **Canara Financial Advisory Trust (CFAT)**, which serves as the nodal agency for managing FLCs and advancing the Bank's mission of inclusive financial education.



Performance of RSETIs & RUDSETIs

Financial Year 2024-25		
Institute Name	RSETI	RUDSETI
Training Target	38,804	29,218
Actual Trained	38,950	28,636
% Achievement	100	98



The Bank systematically monitors its training objectives, closely tracks the progression of enrolled trainees and evaluates achievement rates to ensure impactful skill development, particularly across rural geographies. Reinforcing its commitment to financial inclusion, the Bank, in partnership with the Canara Financial Advisory Trust (CFAT), has established Financial Literacy Centres (FLCs). These centres provide free-of-cost financial education and credit counselling services, with a focus on empowering economically and socially marginalized communities.

Financial counsellors, well-versed in financial literacy, conduct personalized counselling sessions across diverse demographics for equipping individuals with essential financial knowledge and empowering them to make informed decisions.

These sessions cover a wide range of topics, including:

- ♦ **Banking Knowledge:** Educating the public about various banking services, account types and procedures.
- ♦ **Accessing Loans:** Providing guidance on how to apply for loans from banks and understanding the terms and conditions.
- ♦ **Timely Repayment:** Emphasizing the importance of repaying loans on time to maintain a good credit history.
- ♦ **Social Security Schemes:** Informing individuals about government-sponsored social security programs.
- ♦ **Digital Literacy:** Teaching people how to use digital platforms for financial transactions.
- ♦ **Cyber Frauds Awareness:** Raising awareness about common online scams and best practices for secure digital banking.

By actively disseminating this knowledge, the financial counsellors played a crucial role in enhancing financial literacy and promoting responsible financial behaviour within the community. Furthermore, the RBI's Centre for Financial Literacy (CFL) Phase I initiative, launched in 2021 and spanning three years, targets 8 States and one Union Territory.

It concentrates on 114 blocks, collaborating with 5 NGOs. The Phase III CFL Project extends its reach to 129 blocks within the same regions, commencing operations in January, February and March 2024, for three years, involving 9 NGOs, aiming to spread financial education in rural/semi-urban areas, especially for BPL families and financially excluded individuals.

Empowering Rural Economically Backward Families for Lasting Change Fostering Entrepreneurship through Skill Training: A Success Story



Smt. A. Lakshmi Bhavani, a graduate from CMR Palli Village in YSR (Kadapa) District, transformed her aspiration for self-reliance into a thriving enterprise through the support of Canara Bank RSETI, Kadapa. After completing the Jute Products Udyami training programme in 2019, she availed a loan from Canara Bank to establish her own jute bag manufacturing unit, initially providing employment to eight women. With continued success and further financial assistance, she expanded her venture, employing 15 women and

contributing significantly during the COVID-19 pandemic by producing over **1.5 lakh masks**. Her entrepreneurial achievements earned her interactions with the Hon'ble Prime Minister under PMMY, multiple state-level awards, and recognition from the Chief Minister of Andhra Pradesh. Today, she also serves as a DST cum Assessor at RSETI, mentoring other aspiring women entrepreneurs, exemplifying the impact of skill-led empowerment and inclusive growth.



Mr. Guruprasadh V, a graduate from Thellanuru village in Kollegala Tehsil, Chamarajanagara District, Karnataka, turned his passion for photography into a sustainable livelihood through the support of RUDSETI, Mysuru. After working as an assistant in a photo studio, he aspired to start his own business but realized the need for professional training. He enrolled in the Photography & Videography course offered by RUDSETI, where he gained not only technical skills but also soft skills in customer relations, goal setting and marketing. With a bank loan of ₹2,00,000 and a total investment of ₹4,00,000, he established his own photo studio. Today, he earns around ₹30,000 per month, running his enterprise successfully and showcasing the transformative impact of skill development and financial inclusion.



Smt. Sheela B V, a resident of Medehalli in Chitradurga District, Karnataka, with an educational background up to 12th standard, aspired to uplift her family's traditional livelihood through entrepreneurship. While her husband continued carpentry work, Sheela, engaged in tailoring, sought to scale up her efforts and generate employment for others. Upon learning about government schemes for rural women, she enrolled in the General EDP training at RUDSETI, Chitradurga. The training enhanced her entrepreneurial competencies, marketing skills and self-confidence. With a bank loan of ₹3,60,000 and a total investment of ₹4,10,000, she established S R M Home Food, a successful venture that now provides her with a monthly income of approximately ₹35,000, reflecting the power of targeted skill development and financial empowerment for rural women.



Mrs. Jegatheeswari, a 12th standard pass-out from Karisalpatti, Thirumangalam Tehsil, Madurai District, Tamil Nadu, sought to enhance her family's financial stability after working in a garment factory. Realizing the need for self-employment, she enrolled in the Jute Products Udyami training at RUDSETI, Madurai, after learning about the program through an advertisement. The hands-on training, combined with modules on entrepreneurship, communication, personality development and marketing, significantly boosted her confidence. With a total investment of ₹6,00,000, supported by a ₹2,00,000 bank loan, she established her own venture manufacturing jute and cloth bags. Today, she runs the business profitably, earning a monthly income of around ₹54,000, demonstrating the potential of skill development in fostering sustainable and inclusive growth.

Priority Sector Lending (PSL)

Priority sector lending include those sectors, which impact large sections of the population, the weaker sections and the sectors which are employment-intensive such as agriculture, housing, education and Micro and Small enterprises. Canara Bank's commitment to Priority Sector Lending (PSL) underscores its dedication to fostering inclusive growth and societal advancement.

As of March 31st, 2025 the Bank's Priority sector lending constituted 42.36% of adjusted net Bank Credit against 40% Regulatory norm.

With a nationwide presence, Canara Bank has established itself as a key player in PSL. This substantial investment reflects Canara Bank's proactive approach to meet regulatory requirements parallely driving meaningful impact in sectors vital for economic progress.



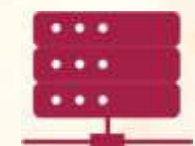
Priority Sector Lending to Women



To advance diversity, equity and inclusive growth, Canara Bank actively supports government-led initiatives aimed at empowering women entrepreneurs. Through the Women Enterprise Acceleration Fund (WEAF), the Bank facilitates credit guarantee fee reimbursements and interest subvention on enterprise loans for eligible women borrowers. Reinforcing its commitment to equitable economic development, Canara Bank has also introduced the Canara Stree Shakti scheme in alignment with the Ministry of Rural Development's

Lakshpati Didi Yojana, specifically designed to promote financial independence among individual women members of Self-Help Groups. These initiatives underscore the Bank's dedication to fostering inclusive development and sustainable livelihoods across diverse sections of society. Canara Bank offers a comprehensive range of services to its retail customer, to cater to their diverse financial needs which includes priority sectors such as Agriculture and allied activities, Education and Housing.

Financed **41,20,107** women beneficiaries for income-generating activities under agriculture Sector



217

Retail Asset Hubs

Agriculture and Allied Activities Loans

Canara Bank provides various agricultural and allied activity loans to support farmers and individuals engaged in related activities.

Total number of farmer beneficiaries who availed agriculture loans as of 31st March 2025 is 72,73,523

Some of the Key schemes are

- ❖ Kisan Credit Card
- ❖ Cold Storage
- ❖ Canara Bhoomi Heen Kisan Scheme
- ❖ GOBARDhan Scheme
- ❖ PM KUSUM
- ❖ Purchase of Vehicle for Agriculturists



Canara Bank
A Government of India Undertaking
Together We Can

Kind attn: Entrepreneurs!

GOBARDhan Scheme for Compressed Bio Gas Plants (CBG)

Purpose: For setting up of Compressed Bio-Gas (CBG) Unit.

Target Group & Eligibility:

- Entrepreneurs who have been awarded 1 letter of Intent (LOI) by O&A Gas Marketing Companies (OGMCs) for supply of Compressed Bio Gas under SATAT Scheme.
- Obtaining of LOI from OGMCs is a precondition for processing the loan.

Nature of Facility: Composite Loan (Term Loan + WC Limit)

Margin: 15/25% of Project Cost.

Rate of Interest: 1 year MCLR to 1 year MCLR + 2% based on risk rating and availability of collateral comfort.

Repayment: Term loan + upto 18 years including initial moratorium period for cash flow generation.

Security:

- Hypothecation of Assets created out of our finance.
- Mortgage of landed property interest CBG plant to be established.
- Exclusive charge on entire project assets including immovable assets, movable assets, cash flow.
- Escrow Agreement / Tripartite Agreement among the parties concerned.
- Personal Guarantee of all promoters & Corporate Guarantee of holding company.
- If Escrow / Tripartite agreement is not available, collateral security valued minimum 50% of Sanctioned limit to be obtained.

Central Financial Assistance:

- The Ministry of New and Renewable Energy (MNRE) has notified Central Financial Assistance (CFA) of Rs. 4 Crores per 4,800 kg of CBG per day generated from 12,000 cubic meters of biogas per day, with a maximum of Rs.10 Crore per project.
- CFA is available till 31.03.2025.

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A Government of India Undertaking
Together We Can

KISAN CREDIT CARD SCHEME (KCCS) - REVISED SCHEME (ENABLED WITH RUPAY DEBIT CARDS)

Agricultural Innovation Centre
Private Credit Wing, Head Office B12, C Road, Bengaluru 560002
Phone: 080-26111111 | www.canarabank.com

Toll Free Number: 1800 435 0018

@canarabank | CanaraBankOfficial | canarabank | canarabank



Canara Bank
A Government of India Undertaking
Together We Can

BHOOMI HEEN KISAN Scheme Financing of Joint Farming Groups

Objective: To support landless farmers, tenant farmers, sharecroppers and small/marginal farmers through affordable credit access, enhanced productivity, and livelihood generation via Joint Liability Groups (JLGs).

Key Features:

- Group-based credit access without collateral.
- Enhanced credit access for farmers.
- Group approach reduces the risk and ensures credit discipline among members.
- Ensures the social security and encourages financial discipline.

Eligibility:

- Individual groups of 10-15 members from BPL or the economically engaged in similar or complementary economic activities jointly responsible for loan repayment. Members must be small farmers or marginal farmers.
- Residence in the village or locality.
- No past loan default.
- Other requirements as per lending policy.

Loan Details:

- Non-collateral credit access.
- Interest: MCLR + 1.0% (upto Rs. 2 lakh), MCLR + 2.0% (above Rs. 2 lakh).
- Loans for farm and non-farm based activities.
- Group Hypothecation of assets created out of loan.

Benefits:

- Bank offers Rs. 2,000 per year A.D. for promoting health, education.
- Insurance, life insurance (in 2 stages) and other financial and insurance services.

Savings Incentive:

- Members are encouraged to maintain the habit of savings.
- Group or individual savings accounts can be maintained.

Education Loans

Canara Bank offers a diverse range of education loan schemes to cater to the varied needs of students across different academic levels and disciplines.

Some of the key Education Loan schemes are

Canara
IBA SKILL LOAN SCHEME
Loans for Skill Development Courses

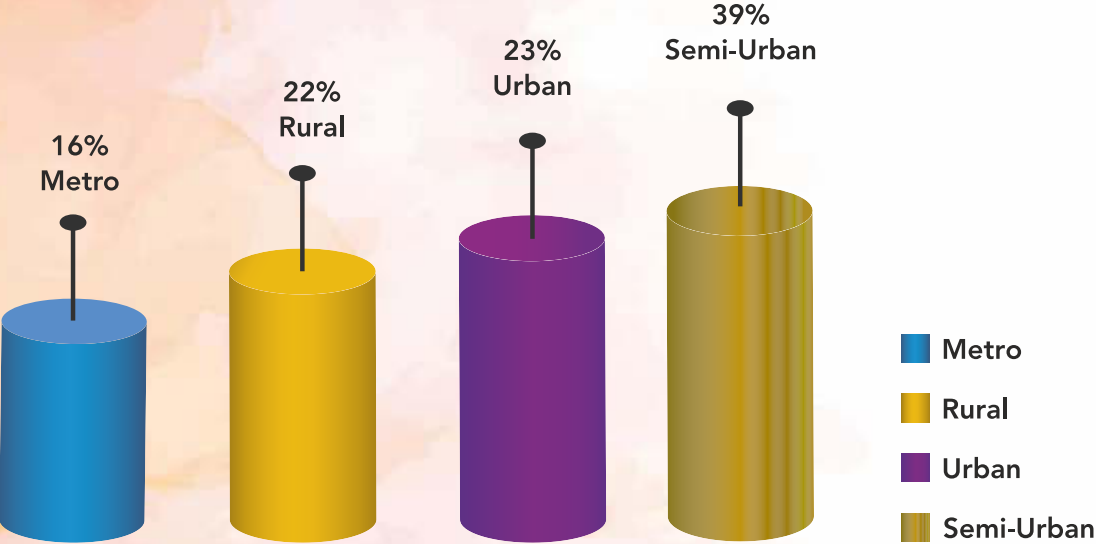
Canara
VIDYA SAGAR
Collateral-free Loans up to INR 7.5 Lakh

Canara
VIDYA TURANT
Loans to Students of Premier Institutions in India

Canara
EDUCATION LOAN TO EMPLOYED PERSONS
Education Loans can be Granted to Employed Persons Provided the Applicants do not get Salary During the Period of Study



Region Wise Penetration of Education Loan



Some of The Key Central Government Schemes Which Bank Promotes are:

- Pradhan Mantri Vidyalaxmi (PM-Vidyalaxmi) Scheme” - for Pursuing Higher Education in India in Top 860 Quality Higher Educational Institutions (QHEIs) identified by Ministry of Education
- Dr. Ambedkar Central Sector Scheme of Interest Subsisy (ACSIS) on education loan for OBCs and EBCs.
- Padho Pardesh Scheme of interest subsidy on education loans for overseas studies for the students belongings from Minority communities

Home Loans

Canara Bank provides a comprehensive range of home loan products designed to cater to the diverse requirements of homebuyers. Whether it is purchasing a new house or flat, constructing a home, renovating an existing property or acquiring a plot for future construction, the Bank offers tailored financing solutions to meet individual needs. These home loan schemes come with competitive interest rates, flexible repayment tenures and customer-friendly features, ensuring affordability and accessibility for various income segments.

By offering such inclusive and need-based housing finance solutions, Canara Bank plays a vital role in supporting the dream of home ownership and contributing to the nation's vision of housing for all. In FY 2024–25, over 74,000 individuals availed home loan facilities from Canara Bank, reflecting strong demand for affordable housing solutions. Notably, 35% of these borrowers were women, underscoring the Bank’s commitment to promoting gender-inclusive financial access and empowering women through home ownership.

Some of the key schemes are

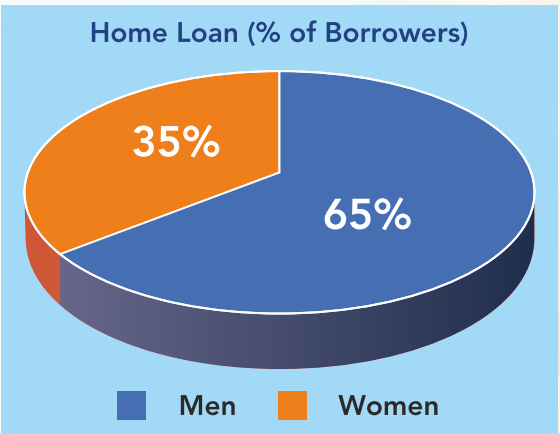
Canara
Housing Loan

Canara
Housing cum Solar Loan

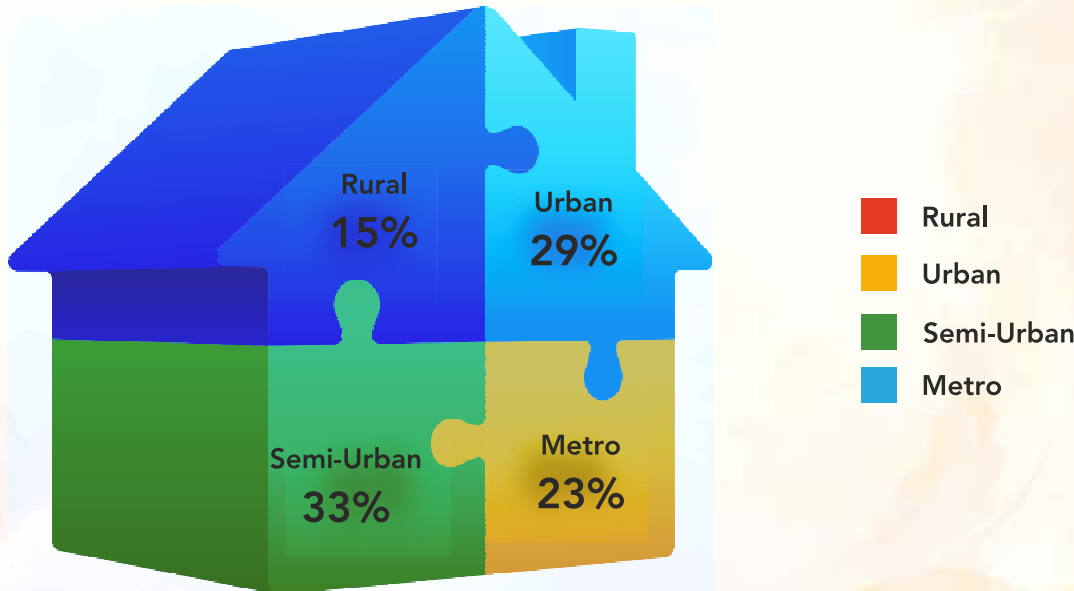
Canara
Housing Loan-Canara Kuteer

Canara
Housing Loan to Agriculturists

Canara
Home Loan to NRIs



Region Wise Penetration Of Home Loan



Tapping the Unbanked Regions in Tribal Areas/ North-East

Canara Bank's extensive reach allows it to serve unbanked and rural customers effectively, promoting financial inclusion through tailored products, services and digital literacy initiatives. Specialized offerings for socially and economically disadvantaged groups enable the bank to expand its coverage and reach overlooked markets, aligning with government initiatives for societal impact.

Digital Inclusion

Canara Bank is at the forefront of financial and digital inclusion, with a significant presence in rural and semi-urban areas, accounting for over 61% of its branches. To enhance these efforts, the bank has set up six Digital Banking Units in places like Virudhunagar, Kavaratti, Ernakulam, Coimbatore, Raichur and Devanahalli. This adds to the existing eight Candi branches, making a total of fourteen Digital branches. These initiatives underscore Canara Bank's commitment to providing financial services and digital access, particularly in underserved communities.

Micro, Small and Medium Enterprises (MSMEs)

The Bank drives MSME lending through well-defined policies and customized financial products that address evolving market demands. In line with government initiatives, the Bank ensures targeted support for the priority sector and economically weaker sections, thereby fostering inclusive economic development and entrepreneurship at the grassroots level.

- **Canara e-GST:** Contactless customer onboarding through Digital Lending Platform. The scheme facilitates bank loans to Individual and proprietorship firms for loan quantum above Rs.1 lakhs and up to Rs.10 lakhs.
- **PM Vishwakarma Scheme:** The scheme facilitates loans of up to INR 1 lakh in the first tranche and up to INR 2 lakhs in the second tranche for Vishwakarmas, artisans and craftspeople, thereby aiding their progression along the value chain in their respective trades.

- **Canara Mahila Vikas:** Scheme for financing women entrepreneurs in MSME segment.
- **Green Financing:** The Bank has updated existing Canara MSME Vahan scheme by including financing for Electric Commercial Vehicles, underscoring its emphasis on green lending and a clean transport environment.
- **Canara e-Mudra:** Hassle free need-based Term Loan/Working Capital finance for acquiring capital assets and / or meeting working capital requirements to Micro business units to a tune of Rs. 10 lakhs.

In the upcoming fiscal year, Canara Bank aims to strengthen its focus on financing renewable energy initiatives, including solar, wind and hydro power projects, alongside promoting electric vehicles and the development of EV charging infrastructure. Reinforcing its commitment to the MSME sector, the Bank continues to witness steady growth in MSME lending. In particular, budding women entrepreneurs are extended special benefits, such as concessional interest rates on MSME loans, thereby fostering inclusive entrepreneurship and supporting sustainable economic progress.



Stand Up India initiative
25,541 proposals approved
since inception till FY 25



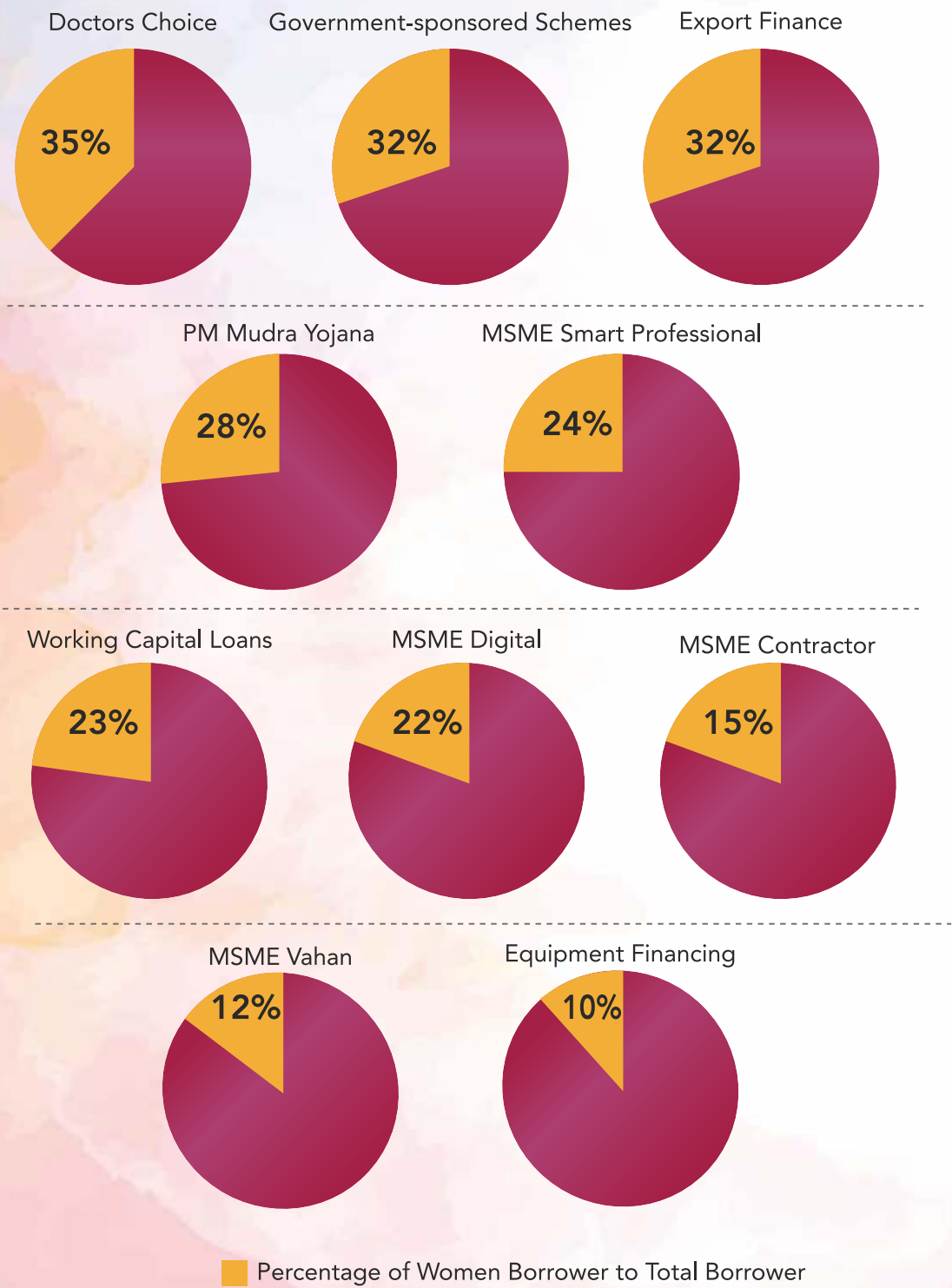
166
MSME
SULABHs



217
Small and micro loan
accounts opened through STP

The below mentioned table highlights the distribution of female borrowers to total borrower for different schemes under MSME portfolio.

Percentage of Women Borrower to Total Borrower



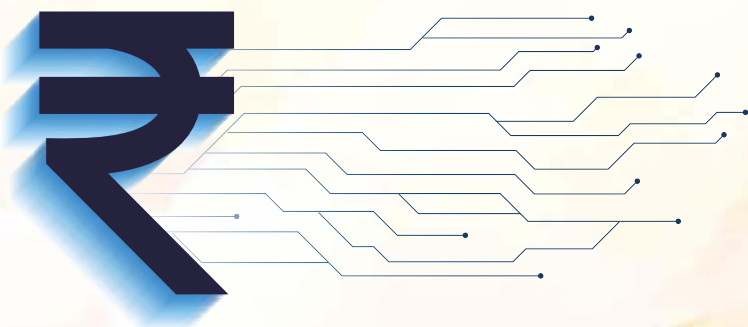
Spotlight on MSME Lending Impact:
Case Studies in Empowerment and Growth

Mrs. Minakshi, a traditional basket maker from Karnataka, once struggled to sustain her livelihood due to limited resources and inadequate market access. The inability to procure raw materials hindered the growth of her craft-based enterprise. Through the PM Vishwakarma Yojana, she enrolled in a skill development program that equipped her with modern basket weaving techniques and enabled her to diversify her product range. With credit support from Canara Bank, she was able to purchase essential raw materials such as jute rope, bamboo, cutters and pliers, revitalizing her production capabilities. Furthermore, the integration of QR code-based digital payment systems facilitated seamless transactions and improved her financial inclusion. Today, Mrs. Minakshi runs her own thriving business and has emerged as a self-reliant entrepreneur, with her income growing well beyond expectations.

~ **Mrs. Minakshi**
Empowering Traditional Artisans through PM Vishwakarma Yojana

Mr. Roopesh, a skilled carpenter from Tagarapura in Karnataka, was on the verge of leaving his ancestral profession due to limited financial resources and inadequate infrastructure. With minimal tools and restricted access to raw materials, sustaining his craft had become increasingly difficult. Under the PM Vishwakarma Scheme, Canara Bank extended financial assistance that enabled him to purchase essential machinery such as a table saw, chop saw, router machine and drill machine. Equipped with advanced tools, Mr. Roopesh is now able to produce high-quality, cost-effective carpentry products, significantly improving both the scale and profitability of his business. Additionally, the adoption of QR-based digital transactions has further enhanced ease of doing business and improved his access to formal financial systems, thereby integrating him into the digital economy.

~ **Mr. Rupesh**
Reviving Traditional Skills through PM Vishwakarma Scheme



Embracing a Transformative Journey Towards Environmental Sustainability

Canara Bank is committed to leading the transition towards a greener economy by embedding environmental sustainability into the core of its business operations. The Bank consistently strives to reduce its reliance on natural resources while actively identifying and mitigating the environmental impacts associated with its lending activities. Furthermore, it is dedicated to mobilizing sustainable finance to accelerate growth in environmentally responsible sectors. In alignment with its environmental commitments, the Bank has undertaken a range of initiatives, including community-based environmental programs, employee engagement drives, reduction in paper consumption and single-use plastics and the adoption of renewable energy solutions across its operational infrastructure.

Aligning with UNSDGs



Material Issues

- ◆ Carbon Emission & Resource Efficiency
- ◆ Climate Risk

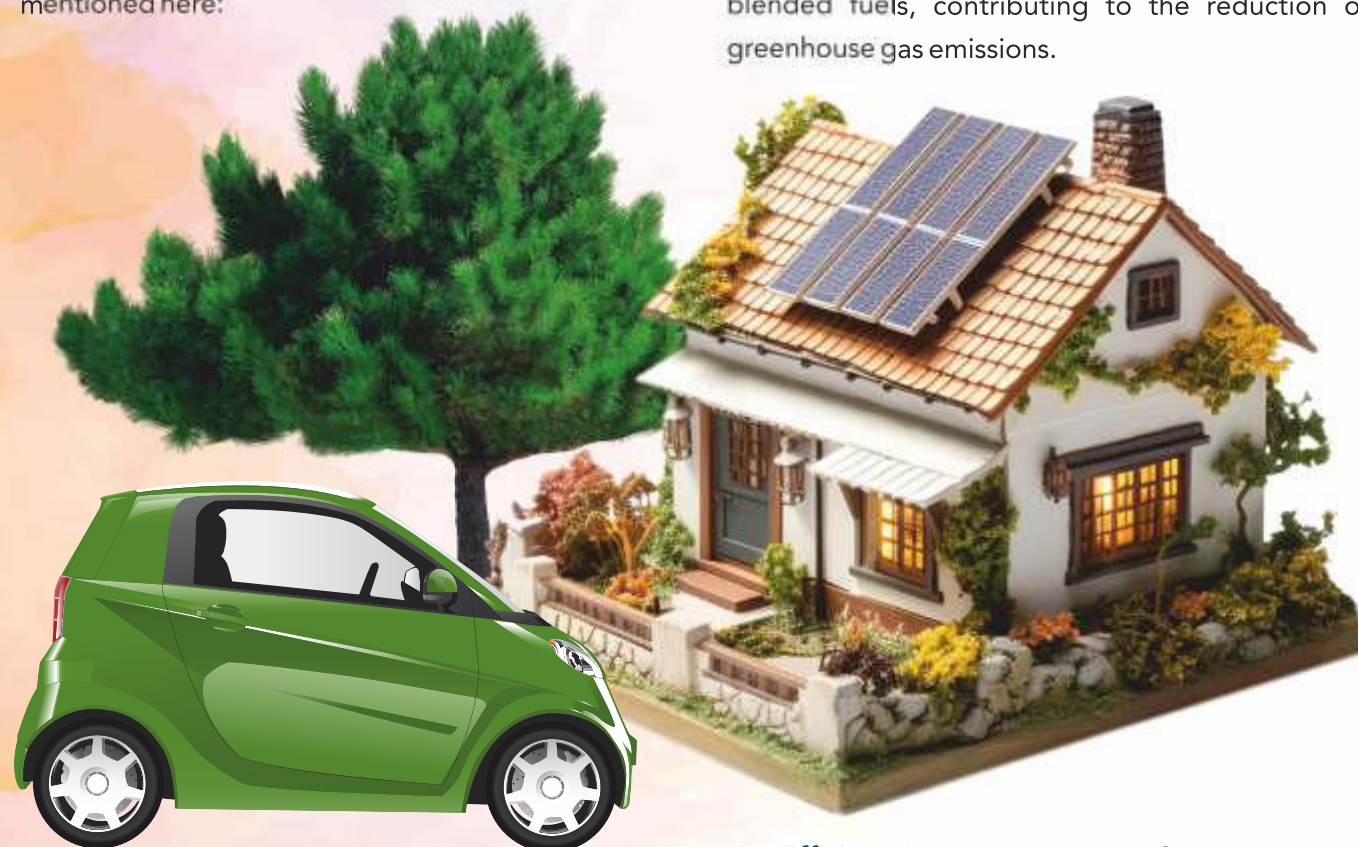
Climate-Resilient Banking: For a Sustainable Tomorrow

Canara Bank has adopted a proactive approach to identify and mitigate environmental and social (E&S) risks associated with its lending operations. By integrating E&S risk considerations into its credit evaluation processes, the Bank aims to minimize potential adverse impacts arising from its financing decisions. To further strengthen its governance in this area, the Bank has constituted an ESG Committee and a dedicated ESG Working Group tasked with formulating the ESG Policy and Framework, defining roles across departments, ensuring timely implementation and addressing transition risks. These committees promote innovation, set improvement targets in environmental and social areas, support inclusive product development and drive resource efficiency through sustainable practices.

Finance for Sustainability

In support of the Government of India's commitment to a low-carbon economy, Canara Bank actively participated in the issuance of Sovereign Green Bonds through the Reserve Bank of India. This initiative, undertaken as per directions from the Central Government, aimed to mobilize dedicated capital for green infrastructure development across the country.

In addition to this, Canara Bank offers some key financial solution for sustainable growth as mentioned here:



❖ Canara Green Wheels - Electric Vehicle Financing

Through this initiative, Bank offers specialized loan products for electric vehicles (EVs), promoting sustainable and low-emission transport solutions, while reducing air pollution.

❖ Solar Rooftop Installations

The Bank provides financing for the installation of rooftop solar panels, encouraging clean energy generation and reducing reliance on conventional fossil fuels.

❖ Ethanol-Blended Petroleum Production

As part of its support for the Ethanol Blended Petrol (EBP) Programme under the Ministry of Petroleum and Natural Gas, Bank extends financial assistance to projects involved in the production of ethanol-blended fuels, contributing to the reduction of greenhouse gas emissions.

❖ Efficient Water Management Systems

The Bank finances projects aimed at enhancing water-use efficiency, including modernization of equipment and adoption of water-saving technologies. These interventions help industries and businesses reduce water consumption and improve environmental performance.



❖ Compressed Bio Gas

Bank offers specialized financing for Compressed Bio Gas (CBG) plants under the Sustainable Alternative Towards Affordable Transportation (SATAT) initiative, aimed at establishing CBG production units across India. It extends term loans and working capital borrowing up to ₹100 crore, with competitive margins (15–25%) and flexible repayment tenures (10–15 years), secured by hypothecation of project assets and escrow arrangements tied to Letters of Intent from Oil Marketing Companies.

In addition to its core sustainable finance offerings, the Bank is actively promoting and supporting various government-led green initiatives, including:

- Exploration and potential financing of emerging Green Hydrogen projects, aligned with the National Green Hydrogen Mission.
- Support for energy conservation efforts through financing for establishment of small-scale solar power plants.
- Participation in the PM-KUSUM Scheme by providing financial support for installation of stand-alone solar-powered agriculture pumps, facilitating sustainable energy access to rural and agricultural communities.

Canara Bank continues to promote sustainable and inclusive growth by aligning its credit offerings with national development priorities and sector-specific schemes.

Canara Bank extends loans for projects focussed on renewable energy-based power generation and public utility services such as solar street lighting and electrification of remote villages. These loans are eligible for **Priority Sector Classification as per RBI defined priority sector guidelines**, supporting the nation's clean energy transition and rural development.

To further incentivize clean energy adoption among micro, small and medium enterprises (MSMEs), the Bank has introduced a specialized scheme titled **"Canara MSME Solar Vendor"**, which provides financial assistance to MSME units engaged as solar vendors, channel partners, or sub-contractors registered with the **Ministry of New and Renewable Energy (MNRE)** and involved in the execution of **residential solar power projects**.

As part of national commitment to sustainable development and in line with MoMSME's "Scheme for Promotion and Investment in Circular Economy (MSE SPICE)", Bank is committed to promote circular economy and incentivize MSEs to adopt circular practices with a focus on notified regulations such as plastic, rubber and electronics waste management etc. with this scheme Bank actively promotes the principles of circular economy through finances made towards projects and enterprises that adopt circular practices particularly within the MSE sectors.

Promoting Circular Economy and Green Investments Through Financing

'MSE SPICE' – Scheme for Promotion and Investment in Circular Economy and

'MSE GIFT' – Green Investment and Financing for Transformation, which provide targeted financial support to MSMEs adopting green technologies and sustainable practices.

In the domain of clean transportation, the Bank offers "Canara MSME Vahan", financing solutions for commercial vehicles including electric vehicles, thereby supporting the transition to sustainable mobility.

A sector-specific initiative has also been introduced to promote solar energy integration in textile manufacturing. Under this scheme, Bank extends

loan upto ₹25 crore to the eligible unit at concessional interest rates with relaxed security norms, facilitating energy transition within the textile value chain.

In line with its strategic focus on climate-aligned finance, Canara Bank continues to prioritise green lending, with a specific emphasis on renewable energy viz., solar power.

Canara Rooftop Solar (CRTS)- PM Surya Ghar Yojana (PMSGY)

Upto 3 KW capacity

Above 3 KW and up to 10 KW

Financing to install Rooftop Solar on grid Photovoltaic (PV) System (Residential) which includes cost & installation of Grid Interactive Rooftop Solar Photovoltaic (PV) Equipment.

Green Deposit Policy and Lending Framework

Canara Bank has implemented a robust Green Deposit Policy and Lending Framework in alignment with the RBI's Green Deposit Framework, with the objective of mobilizing green deposits and channeling them towards projects with tangible environmental benefits. The policy outlines

a well-defined structure for selecting and funding eligible green activities, which include:

channeling them towards projects with tangible environmental benefits. The policy outlines a well-defined structure for selecting and funding eligible green activities, which include:



In alignment with global sustainability principles, the Bank's Green Deposit Policy and Lending Framework clearly defines excluded activities, as mentioned below:

- Projects involving new or existing extraction, production and distribution of fossil fuels, including improvements and upgrades; or where the core energy source is fossil-fuel based.
- Nuclear power generation
- Direct waste incineration
- Alcohol, weapons, tobacco, gaming or palm oil industries
- Renewable energy projects generating energy from bio-mass using feedstock (originating from protected areas)
- Landfill projects
- Hydropower plants larger than 25 MW

The Bank remains committed to expanding its green lending portfolio, focusing on areas such as

- Renewable Energy Projects
- Electric Vehicle Adoption and
- Green Infrastructure Development.

These initiatives are integral to the Bank's vision of contributing to India's broader climate goals and sustainable economic development.

In line with its regulatory obligations and sustainability goals, Canara Bank engaged an external consultant to conduct third-party assurance and impact assessment for FY 2024-25. The evaluation verified that the green deposits were allocated entirely in accordance with the Bank's Green Deposit Policy. The assessment highlighted measurable environmental benefits, including the avoidance of approximately 1037.736 tonnes of CO2 emissions through the funded projects. The findings covering aspects like project eligibility, fund utilization and environmental outcomes were publicly disclosed, reinforcing transparency and credibility. The detailed report, including the assurance statement and impact metrics is available as link for reference;

https://canarabank.com/UploadedFiles/Pdf/Signed%20_Final_Canara%20Bank%20Green%20Deposits%20Impact%20Report.pdf

Embedding Environment & Social (E&S)
Risks in Credit Policy of the Bank

The Bank's commitment to environmental responsibility extends beyond green deposits and is embedded within its broader Credit Policy. The policy restricts financing for setting of new units consuming / producing the **Ozone Depleting Substances (ODS)** and specifically excludes financial and refinancing support to small and medium enterprises engaged in manufacturing of aerosol units using chlorofluorocarbons (CFCs).

The Bank has also included **ESG and climate risk parameters into its Proposal Rating Model for MSME and Corporate borrowers**, which operates alongside the traditional credit rating framework. This model is sector-agnostic and incorporates qualitative ESG and climate-related parameters, serving as a pre-sanction assessment tool to evaluate the sustainability risks of corporate borrowers.



Climate Risk

Climate change presents a profound and escalating challenge to global economies, with India recognized as one of the most vulnerable nations. The banking sector, including lending institutions, is increasingly exposed to climate-related financial risks arising from its credit portfolios. If not effectively managed, these risks may adversely impact operational continuity, asset quality and long-term profitability. These encompass both acute physical risks, such as extreme weather events and chronic risks associated with the broader transition towards a low-carbon economy. Recognizing the evolving challenges posed by climate change, Canara Bank has identified climate risk as a key emerging risk that may significantly influence its credit risk profile. Such risks arise from potential disruptions to borrowers' operations due

to extreme weather events, as well as transition risks driven by changing regulations, market expectations and the shift toward a low-carbon economy. These factors could impair the financial performance and repayment capacity of borrowers, especially in high-emission and vulnerable sectors. By addressing these concerns proactively, the Bank aims to enhance the resilience of its credit portfolio and align its lending strategy with sustainable development goals. In alignment with its commitment to responsible banking and sustainable economic development, the Bank has established a dedicated ESG Desk responsible for identifying and addressing emerging Environmental, Social and Governance (ESG) risks, aggregating ESG-related data points for trend analysis and establishing robust mechanisms for monitoring and reporting ESG performance across operations.

Climate Risk Management Framework

Following the Reserve Bank of India's Draft Disclosure framework on Climate-related Financial Risks unveiled in 2024 Canara Bank has developed a comprehensive **Climate Risk Management Framework** to assess and manage the potential impact of climate-related financial risks across its retail and corporate loan portfolios. The framework aims to enhance the Bank's financial resilience by integrating climate risk into its existing risk management systems. It enables end-to-end stress testing, helping the Bank identify, assess, prioritize and monitor climate risks and opportunities. This

Heatmap Analysis

Canara Bank has conducted a portfolio heatmapping exercise to assess its exposure to climate-related physical and transition risks. The analysis classified counterparties based on sector and pin code-level geographic data to identify high-risk prone areas and vulnerable borrowers. This exercise provided critical insights for climate stress testing by highlighting sectors and regions most susceptible to climate change impacts. The results are compiled and analysed through an internal analytical interface, enabling clear visualization of exposure levels and risk classifications, thereby strengthening the Bank's understanding and management of climate-related financial risks.

To assess physical risk Canara Bank leveraged globally accepted tools such as **Think Hazard!** by the World Bank and the **Climate Hazard and Vulnerability Index** by IMD to assess the impact of natural calamities such as Cyclone, River Flood, Coastal flood, Draught, Landslide etc. on borrower business units and loan collaterals. These assessments supported a better understanding of climate vulnerability within the Bank's credit portfolio. An overall physical risk score is

approach supports the Bank's transition towards low-carbon, climate-resilient operations and informed credit decisions. The framework has been structured around key components that enable a comprehensive and forward-looking approach to identify, assess, manage and disclose climate related risks and opportunities. The framework comprises of four integrated pillars that drive a holistic assessment of climate related exposures and further strengthens the existing risk management practices of the Bank duly integrating climate related aspects.

calculated for each district based on a cumulative assessment of all perils likely to affect each district.

Bank assessed transition risk across its portfolio using the heatmapping framework based on United Nations Environment Programme Finance Initiative framework (UNEP FI), which evaluates industry-specific exposure to transition risks based on factors such as direct and indirect emissions costs, investment in low-carbon capital expenditure and potential revenue impacts due to shifting market demand. The Bank mapped its borrowers against UNEP FI's sectoral classifications to identify the relative risk proneness of various industries to transition drivers, enabling a more targeted and informed transition risk analysis.

The climate risk assessment through heatmap analysis helps the Bank identify high-risk areas and industries based on the exposures in these locations and transition risk sensitive sectors respectively. The analysis identified the most critical geographical locations where the Bank is having exposure and highlighted the activities of counterparties that are highly vulnerable to transition risk.

Climate Risk Scenario Analysis and Stress Testing

Canara Bank adopted a forward-looking approach to assess the potential financial impact of climate change by conducting a comprehensive stress testing and scenario analysis exercise. The Bank evaluated both physical and transition risks across its portfolios by calculating stressed Probability of Default (PD) and Loss Given Default (LGD), which were then integrated into its existing PD and LGD models. For physical risk assessment, the Bank

utilized climate scenarios developed by the Intergovernmental Panel on Climate Change (IPCC), specifically the Representative Concentration Pathways (RCPs), which define potential future greenhouse gas (GHG) concentration trajectories and their associated climate outcomes. The use of such pathways enables long-term risk assessment under varying degrees of global warming and policy responses.

RCP Scenario	Description
RCP2.6 Aggressive Mitigation Scenario	RCP2.6 represents a stringent mitigation pathway that assumes global CO ₂ emissions peak early and then decline substantially, with the goal of limiting global warming to below 2°C. This scenario relies on rapid decarbonization, technological advancements and substantial policy interventions.
RCP4.5 Stabilization Scenario	RCP4.5 assumes the implementation of moderate climate policies that lead to stabilization of GHG concentrations by the end of the century. It represents an intermediate mitigation pathway where emissions peak around mid-century and then decline.
RCP6.0 Intermediate Scenario	RCP6.0 represents a less stringent mitigation pathway compared to RCP4.5, assuming stabilization of GHG emissions at a higher level and later in the century. It anticipates relatively delayed policy action and slower decarbonization.
RCP8.5 High Emissions / Business-As-Usual Scenario	RCP8.5 depicts a worst-case pathway where emissions continue to rise throughout the century with minimal policy intervention. It assumes high population growth, heavy reliance on fossil fuels and limited technological change.



Among the scenarios considered, **RCP4.5** (moderate mitigation scenario) and **RCP8.5** (worst-case business-as-usual scenario) were selected due to their greater relevance and data availability for India-specific impact projections. Scenarios such as **RCP2.6** and **RCP6.0** were not included in the analysis, given their limited applicability in the current stress testing context. This exercise provided the Bank with deeper insights into climate vulnerabilities across sectors and geographies, enabling informed decision-making and enhancing resilience in credit risk management.

Recognizing that decarbonization policies and technological shifts pose greater risks to large-scale operations than to individual borrowers, Canara Bank conducted its transition risk stress testing exclusively for selected sector specific **Corporate and MSME portfolios**. To evaluate resilience under different climate pathways, the Bank employed **NGFS transition risk scenarios**, projecting **sector-wise Probability of Default (PD)**. To capture a wide range of policy responses and climate outcomes, bank considered following NGFS Scenarios:

NGFS Transition Risk Scenario	Description
Net Zero 2050	This scenario assumes immediate and ambitious climate action , targeting global net-zero emissions by 2050. It incorporates aggressive policy implementation, rapid deployment of low-carbon technologies and stringent carbon pricing. While environmentally favourable, this scenario presents high transition risks for carbon-intensive sectors due to the pace and scale of required transformation.
Below 2°C	Aligned with the Paris Agreement , this scenario aims to limit global warming to below 2°C above pre-industrial levels. It reflects a gradual and orderly transition , with progressive policy tightening and growing market pressure for decarbonization. Sectors dependent on fossil fuels or lacking adaptive capacity may face moderate-to-high transition risks.
Delayed Transition	This scenario models a late but forceful shift in climate policy, where global climate action is postponed until after 2030. The delay results in the need for abrupt and stringent measures later, leading to disorderly market adjustments , stranded assets and sudden cost pressures, especially in emission-intensive industries.
Nationally Determined Contributions (NDCs)	Based on the current national climate commitments under the Paris Agreement , this scenario projects a moderate level of climate ambition . While policy action exists, it is insufficient to achieve the 2°C goal. Transition risks under this scenario are relatively contained but may increase as global pressure mounts for more ambitious commitments.
Current Policies	This scenario reflects a business-as-usual pathway , assuming no additional climate policies beyond those in place today. Though transition risks are limited in the short term, this trajectory results in higher physical climate risks in the long term due to inadequate emission reductions.

The stress testing leveraged external data from **Oxford Economics**, **MOSPI** and the **Economic Survey of India**. This comprehensive analysis enabled the Bank to better

Climate Risk Assessment in Credit Underwriting

The Bank has institutionalized a **Climate Risk Assessment Questionnaire** for top 1000 listed entities to evaluate physical and transition risks of borrowers during the credit appraisal process. The tool assesses parameters such as Carbon emissions targets, Physical and Transition Risk vulnerabilities, governance, net-zero strategies and climate-related commitments to enhance risk-based decision making. In addition, the Bank has embedded **ESG and climate Financed Emission**

The Bank has undertaken the assessment of its financed emissions, falling under Category 15 of Scope 3 emissions, which represent the greenhouse gas (GHG) emissions associated with its lending and investment activities. These emissions form the most significant part of a financial institution’s carbon footprint. The Bank follows the globally recognized methodology developed by the Partnership for Carbon Accounting Financials (PCAF), which provides a standardized approach for calculating and disclosing financed emissions. The framework also incorporates a Data Quality (DQ) score to assess the accuracy and reliability of the data used, thereby enhancing the credibility of emission estimates and guiding improvements over time.

understand the financial risks associated with the low-carbon transition and strengthen climate resilience within its high-value credit portfolios.

risk parameters into its Proposal Rating Model for MSME and corporate borrowers exceeding a defined exposure threshold. This integration supports data aggregation, promotes borrower awareness and serves as an effective screening mechanism to identify climate-related financial risks at an early stage. Together, these measures strengthen the Bank’s sustainable lending practices and align with its long-term risk management framework.

These initiative enables the Bank to effectively identify and manage climate - related financial risks within its portfolios, support decarbonisation efforts and align its credit exposure with long-term Net Zero targets. It also ensures preparedness for evolving regulatory disclosure requirements. Moreover, by demonstrating transparency and commitment to responsible finance, the Bank enhances its market reputation and attracts environmentally conscious stakeholders. Overall, financed emissions assessment is a strategic component of the Bank’s ESG framework, reinforcing its contribution to sustainable finance and alignment with both domestic and global climate goals.



Advancing Operational Sustainability and Net-Zero Commitment

Canara Bank is committed to minimizing the environmental impact through its operations by enhancing resource efficiency, integrating sustainable practices across business functions and undertaking structured initiatives in line with its long-term goal of achieving net-zero emissions.

Commitment to Net Zero Emissions

The Bank aligns its environmental objectives with India's Nationally Determined Contributions (NDCs) and the national pledge to achieve **net-zero emissions by 2070**, as part of the global climate strategy under the **Paris Agreement**. This commitment reinforces Canara Bank's role in supporting a just transition towards a low-carbon economy while contributing to efforts to limit global warming to well below 2°C above pre-industrial levels.

Sustainable Operational Practices

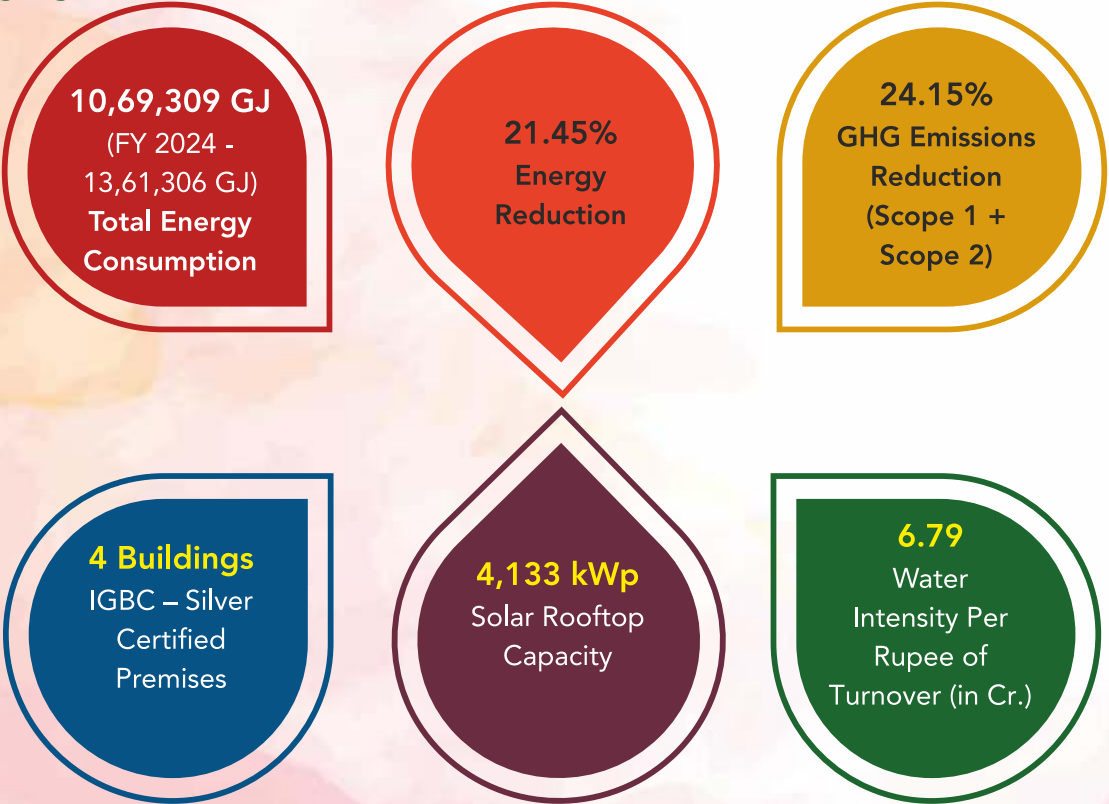
In pursuit of this vision, the Bank has adopted a series of forward-looking initiatives aimed at reducing its operational carbon footprint:



- ✦ **Deployment of Energy-Efficient Infrastructure:** Upgradation to LED lighting, implementation of energy-saving devices and installation of **rooftop solar power systems** across bank-owned premises.
- ✦ **Water Conservation Initiatives:** Adoption of water-efficient plumbing fixtures and resource optimization measures to reduce water consumption.
- ✦ **Strengthening Waste Management Practices:** Introduction of structured waste segregation processes and safe disposal mechanisms for e-waste and non-recyclables across branches and administrative offices.
- ✦ **Minimizing Single-Use Plastics:** Reduction of plastic usage through digital alternatives, including the introduction of **Virtual Debit Cards**, promoting contact less and paperless transactions.
- ✦ **Promotion of Digital Banking Ecosystem:** The Bank encourages customers to adopt its robust suite of digital banking services such as **Internet Banking, Mobile Banking (Canara ai1 Mobile Banking Super app), UPI services** and **e-passbooks**, significantly reducing the need for paper-based documentation and branch visits, thereby supporting both customer convenience and environmental sustainability.

The Bank is having **74,306** Virtual Debit Cards as on 31.03.2025 which serves as an eco-friendly alternative for physical plastic Debit Cards

Y-O-Y Progress at a glance
(Key Highlights)



Canara Bank has implemented rainwater harvesting systems in 122 of its owned buildings. The Bank is focused on reducing its carbon emissions by growing the proportion of renewable energy in its total electricity consumption. As part of green initiative, the Bank has installed on-grid rooftop solar power plants on 165 of its owned buildings, with a total capacity of 4,133 KWp. Furthermore, Canara Bank

Energy Efficiency and Sustainability:
Driving a Low-Carbon Future

In FY 2024–25, Canara Bank’s total energy consumption stood at **10,69,309 GJ**, reflecting a **21.45% reduction** compared to the previous financial year. This significant decline is attributed to the Bank’s concerted efforts to enhance operational energy efficiency through the deployment of sustainable technologies and infrastructure improvements.

Key energy-saving interventions include the installation of **LED lighting systems, BEE Star-rated air conditioners, eco-friendly refrigerants** and **sensor-based automated energy control systems**. These initiatives are part of the Bank’s broader strategy to reduce its Carbon footprint and transition towards

has earmarked 244 premises for Green Certification as part of its Environmental, Social and Governance (ESG) initiative.

Currently, Four premises have obtained Green Certification and the certification process is underway for the remaining 240 branches. These initiatives reflect the Bank’s commitment to sustainability and reducing its environmental impact.

- low-carbon operations.
- In addition to deploying energy-efficient equipment, Canara Bank is increasingly operating out of **energy-efficient and green-certified buildings**. As of FY25, the Bank has obtained **Indian Green Building Council (IGBC) Silver Certification** for four premises:
- Town Hall Welfare Branch, Bengaluru
 - Canara Institute of Bank Management (CIBM), Manipal
 - Ranjangaon Branch, Pune
 - Residential building at 221, RMV Extension, Bengaluru





To further strengthen its green infrastructure, the Bank has set a target to obtain IGBC certification for an additional 240 premises.



In recognition of its leadership and commitment to sustainable infrastructure, Canara Bank was honored with the IGBC Green Champion Award 2024 in the category of Leading Financial Sector for Large-Scale Adoption of Green Bank Branches. The award was conferred during the 22nd Green Building Congress organized by the Indian Green Building Council (IGBC) held from November 14 -16, 2024, in Bangalore, as part of World Green Building Week. For its commitment to sustainable infrastructure, Canara

Bank was conferred with the IGBC Green Champion Award 2024 under the category of Green Interiors. The award was presented during the 22nd Green Building Congress 2024, organized by the Indian Green Building Council (IGBC), held at the Bangalore International Exhibition Centre (BIEC) on 14th November 2024. This accolade underscores the Bank's efforts in integrating environmentally responsible design principles within its operational spaces.



Energy Metrics

Parameter	FY 23 (in GJ)	FY 24 (in GJ)	FY 25 (in GJ)
Total Electricity Consumption	12,43,071	8,62,984	7,86,327
Total fuel Consumption	1,65,409	4,98,321	2,82,981
Total Energy Consumption	14,08,480	13,61,306	10,69,309

FY 25 Energy intensity per FTE 7.52 GJ/ INR crore.



Solar Rooftops Installed at CIBM, Manipal Campus

Achieving Energy Efficiency at Data Centres (DC) and Data Recovery Centres (DRC)


- ✦ Monitoring the DC Racks & equipments’ through Building Management Systems
- ✦ Properly load the UPS systems to save energy
- ✦ Maintaining the level of Temperature /Humidity in floor DC by hot/cold aisle arrangements
- ✦ Providing Energy efficiency awareness training on regular basis
- ✦ Motion based Sensor Lighting in Server Hall, LED lights usage, VFD driven Motors
- ✦ Operation with High Efficiency UPS and PDU with Low losses
- ✦ Electronically Commutated fans used in Pre-cool air handling unit (PAHU) leading to optimum usage

Decarbonization Efforts:
Minimizing Emissions, Maximizing Impact


The Bank regularly monitors its energy consumption across operational locations and implements measures to optimize usage and reports its performance annually. Given the operational nature of the banking sector, the Bank’s direct environmental impacts are primarily

linked to **Scope 1 and Scope 2 GHG emissions**, arising from its extensive physical infrastructure and digital presence, which includes **11,954 ATMs / Recyclers, 9,849 domestic branches** and **27 major offices** including Circle Offices and the Head Office.


Canara Bank demonstrates its commitment to reducing emissions through a range of initiatives:


**Rooftop Solar Power Systems**


The Bank has installed solar panels on rooftops at multiple locations to generate clean and renewable energy.

**LED Lighting**


Canara Bank has replaced traditional lighting with energy-efficient LED lighting across its premises.

**Electric Vehicle Charging Infrastructure:** An electric vehicle charging station has been installed at the Bank’s Head Office to support green mobility.

**Energy-Efficient Air Conditioning Units:** The Bank has transitioned to energy-efficient air conditioning systems to reduce electricity consumption.

**Energy-Efficient Buildings**

The Bank continues to invest in energy-efficient building designs and technologies to minimize environmental impact.

**Virtual Meetings and Video Conferencing:** The Bank actively promotes virtual meetings and video conferencing to reduce air travel and associated emissions.

These efforts collectively reflect Canara Bank’s strong commitment to sustainability and environmentally responsible operations.



Greenhouse Gas Emissions

Parameter	Unit	FY 24	FY 25
Total Scope 1 Emissions	MtCO ₂ e	35,296	17,263
Total Scope 2 Emissions	MtCO ₂ e	1,95,643	1,57,898
Total Scope 1 and Scope 2 Emission Intensity	MtCO ₂ e/FTE	2.79	2.16

Bank’s commitment to resource efficiency extends beyond minimising carbon emissions to reduce consumption of tangible resources and minimize waste throughout own operations.

Waste Management: Rethinking Waste for a Greener Tomorrow

Canara Bank acknowledges that effective waste management is essential to promoting environmental sustainability. Currently, the Bank practices **segregation of dry and wet waste** at its branches as part of its

foundational waste management efforts. Going forward, it is working towards the implementation of **advanced waste tracking and recycling mechanisms** to strengthen its waste management system.



E-Waste

As a technology-driven institution, the Bank is also conscious of the waste generated through its IT infrastructure. To address this, it has established a formal **E-Waste Policy**, ensuring that the disposal of electronic waste is carried out in an environmentally responsible manner. The Bank follows a structured process of **issuing limited tenders or RFPs to authorized e-waste vendors**, certified by the **Central**

or State Pollution Control Boards. In FY 2024–25, Canara Bank successfully disposed of **16,486 electronic assets**, with proper certification received from approved e-waste management agencies. These ongoing efforts highlight the Bank’s commitment to reducing its carbon footprint and fostering a greener, more sustainable future.





SWACHHATA HI SEVA

As a mark of tribute to the Father of Nation, Mahatma Gandhi and as per directions of Govt. of India, Canara Bank, Head Office, Bangalore had organized Swachhata Hi Seva Campaign on the 02nd of Oct, 2024 in three different locations of Bangalore under the theme “Swabhav Swachhata – Sanskaar Swachhata”.

In line with its commitment to Clean India, Bank had organized Cleanliness drive, Plantation activity, Walkathon involving the Bank employees, Govt school children and public at large. The initiative was part of the bank’s broader environmental sustainability and community outreach programs, aiming at a greener and cleaner tomorrow by spreading awareness among young students.

Over 500 staff members of Canara Bank led by Chief General Managers and General Managers of various Wings of the Bank had participated in this event at three identified locations. The Govt Schools identified for cleanliness were taken up for beautification by the Bank. Over 50 SafaiKarmachari were honoured for their commitment for a cleaner India.

Gandhi Jayanthi was celebrated as a step towards fostering environmental stewardship among the youth and strengthening the bank’s role in supporting community welfare. A true tribute was paid to the Father of Nation on the Swachhata Diwas.



Water Conservation and Responsible Usage: Stewardship & Sustainable Practices



Given the nature of its business and branch locations, the Bank does not have a significant adverse effect on local water resources where it operates. The Bank’s premises are all connected to municipal wastewater collection systems or to the premises owner’s wastewater treatment systems. The wastewater generated by the Bank’s activities are therefore directed on to the municipal wastewater collection systems or facility-owner’s wastewater treatment systems where it is treated appropriately as per the discretion of the municipal agencies / facility owner (third parties). The Bank primarily uses water for drinking and general municipal needs. Assuming per employee consumption of around 33 litres of water daily, the

Bank estimates its total water consumption for FY25 at 9,65,369 kilolitres.

Canara Bank has taken various initiatives to optimize and effectively manage water usage across its owned premises. Measures like installing sensor-based sprinkler taps in branches, regional and circle offices and the head office have been implemented. Bank has installed rainwater harvesting measures at 122 Bank-owned premises which has led to increased water efficiency. Additionally, it has enabled the use of recycled water for internal purposes, promoting sustainable water management practices. These broad measures are intended to minimize water wastage and encourage responsible use of water.

Water Footprint

Parameter	FY 24	FY 25
Total Volume of Water Consumption (in Kilolitres)	9,81,739	9,65,369
Water Intensity Per Rupee of Turnover (Water Consumed / INR Crore)	7.69	6.79
Water Intensity Per FTE	11.94 KI / Employee	11.88 KI / Employee

Business Continuity & Disaster Management Plan

Canara Bank’s Business Continuity Management System (BCMS) is aligned with the ISO 22301: 2019 standard, which provides an international framework for establishing and improving business continuity requirements which ensures that the Bank is well equipped to handle disruptions effectively, safeguarding its operations and stakeholders.

In this regard, Canara Bank has implemented a robust Business Continuity Management (BCM) Plan to

ensure preparedness in the face of disaster situations. This plan is comprehensive, covering people, policies, standards and procedures to maintain the continuity, resumption and recovery of critical business processes. The BCM Plan is designed to limit the impact of disasters on people, processes and infrastructure, while also minimizing operational, financial, legal, regulatory and reputational consequences.

Swachhata Pakhwada
Shramdaan (Voluntary Clean-Up Drives)



The Bank actively participated in large-scale cleanliness drives across multiple locations. These efforts witnessed the enthusiastic participation of local community members, Bank employees and the general public.

Plantation Drives

To enhance green cover and environmental resilience, the Bank facilitated the plantation of over 41000 saplings across multiple locations nationwide.



Nation
Wide
41000+
Tree
Plantation

NukkadNatak (Street Plays)

Nukkad Natak were staged at different location with performances centred around the theme of cleanliness and public hygiene, drawing community attention and participation.



Plog Run Events

The Bank hosted "Plog Run" event, blending fitness and environmental stewardship by encouraging participants to pick up litter while jogging.



Other Outreach Activities

To further increase community engagement, the Bank organized signature campaigns and selfie booths across various locations PAN India, creating high-visibility platforms to promote environmental awareness among the general public.



Environmental Stewardship at Canara Bank

Canara Bank exemplifies a steadfast commitment to environmental consciousness, integrating sustainable practices into its core operations. With a holistic approach encompassing energy efficiency, waste reduction and water conservation, the Bank's unwavering dedication to environmental

sustainability not only underscores its ethical framework but also establishes a benchmark for the banking sector. Through its concerted endeavours, Canara Bank continues to lead the way, fostering a symbiotic relationship between finance and the environment for future generations.



Annexures

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Glossary of Abbreviations

ACB	Audit Committee of the Board
ACSIS	Ambedkar Central Sector Scheme of Interest Subsidy
AePS	Aadhaar Enabled Payment System
AGM	Assistant General Manager
ALCO	Asset-Liability Committee
ALM	Asset Liability Management
AML	Anti-Money Laundering
API	Application Programming Interface
APY	Atal Pension Yojana
ATM	Automated Teller Machine
BBPS	Bharat Bill Payment System
BC	Business Correspondents
BCPC	Business Continuity Planning Committee
BCPE	Board Committee on Performance Evaluation
BEE	Bureau of Energy Efficiency
BFSI	Banking, Financial Services and Insurance
BNA	Bulk Note Acceptor
BRSR	Business Responsibility and Sustainability Report
CAC	Credit Analysis Section
CanDLE	Canara Digital Learning Experience
CANP	Committee for Approval of New Products
CBPR	Canara Bank Proposal Rating
CCSO	Chief Customer Service Officer
CDM	Cash Deposit Machines
CED	Centre for Entrepreneurship for women
CEO	Chief Executive Officer
CEV	Committee for Empanelment of Valuers

CFAT	Canara Financial Advisory Trust
CFC	Chlorofluorocarbons
CFL	Centres for Financial Literacy
CFT	Combatting Financing of Terrorism
CGM	Chief General Manager
CIBIL	Credit Information Bureau (India) Limited
CIBM	Canara Institute of Bank Management
CIC	Credit Information Company
CLC	Computer Learning Centre
CLO	Chief Liaison Officer
CMS	Complaints Management system
CPGRS	Canara Public Grievance Redressal System
CPL	Canara Premier League
CPS	Credit Policy Section
CRM	Customer Relationship Management
CRMC	Credit Risk Management Committees
CRMD	Credit Risk Management Department
CRO	Chief Risk Officer
CRRD	Credit Risk Rating Desk
CRTS	Canara Rooftop Solar
CSR	Corporate Social Responsibility
CVC	Central Vigilance Commission
CASA	Current Account Saving Account
CVJ	Canara Vidya Jyothi
DBUs	Digital Banking Units
DC	Data Centre
DG	Diesel Generator
DGM	Deputy General Manager
DLP	Digital Lending Platform
DM	Divisional Manager

DOE	Department of Expenditure
EASE	Enhanced Access and Service Excellence
EBP	Ethanol Blended Petrol
EMI	Equated Monthly Instalment
ERM	Enterprise Risk Management
ESG	Environmental, Social and Governance
ESS	Employee Suggestions Scheme
EV	Electric Vehicle
e-Waste	Electronic Waste
EWIRM	Enterprise-Wide Integrated Risk Management
EWS	Economically Weaker Sections
FATF	Financial Action Task Force
FD	Fixed Deposit
FI	Financial Inclusion
FLC	Financial Literacy Centres
FTE	Full-time Equivalent
FY	Financial Year
GCRO	Group Chief Risk Officer
GeM	Government e-Marketplace
GHG	Greenhouse Gases
GIFT	Gujarat International Finance Tec-City
GJ	Gigajoule
GM	General Manager
GRI	Global Reporting Initiative
GRMC	Group Risk Management Committee
GRMS	Group Risk Management Section
GTPC	Global Trade Processing Centres
HR	Human Resources
IBA	Indian Banks' Association
IBU	IFSC Banking Unit
ICAAP	Internal Capital Adequacy Assessment Process
IFSC	Indian Financial System Code

IGBC	Indian Green Building Council
IIBF	Indian Institute of Banking and Finance
IMO	Integrated Mid Office
INGRAMS	Integrated Grievance Redressal Mechanism
INR	Indian Rupee
IRD	Industry Research Desk
IRMD	Integrated Risk Management Department
ISO	International Organisation for Standardisation
IT	Information Technology
IT SC	Information Technology Strategy Committee
KL	Kilolitre
KYC	Know Your Customer
LAPS	Lending Automation Processing System
L&D	Learning and Development
LCR	Liquidity Coverage Ratio
LED	Light Emitting Diode
MD	Managing Director
MDS	Model Development Section
MIS	Management Information System
ML	Money Laundering
ML	Machine Learning
MoU	Memorandum of Understanding
MPIN	Mobile Personal Identification Number
MRMC	Market Risk Management Committees
MSME	Micro, Small and Medium Enterprises
MVS	Model Validation Section
MW	Megawatt
NCSAM	National Cyber Security Awareness Month
NDC	National Development Council
NEFT	National Electronic Funds Transfer
NGO	Non-Governmental Organisation
NIBM	National Institute of Bank Management

NPS	Net Promotor Score
NRC	Nomination and Remuneration Committee
NRI	Non-Resident Indian
NSE	National Stock Exchange of India
OBC	Other Backward Class
ODS	Ozone Depleting Substances
OHS	Occupational Health and Safety
ORMC	Operational Risk Management Committees
OTP	One-time Password
PDU	Power Distribution Units
PF	Provident Fund
PSL	Priority sector lending
PMJDY	Pradhan Mantri Jan-Dhan Yojana
PMJJBY	Pradhan Mantri Jeevan Jyoti Bima Yojana
PM-KUSUM	Pradhan Mantri Kisan Urja Suraksha Evam Uttham Mahabhiyan
PMLA	Prevention of Money Laundering Act
PMO	Prime Minister's Office
PMSBY	Pradhan Mantri Suraksha Bima Yojana
PM SVAnidhi	Prime Minister Street Vendor's AtmaNirbhar Nidhi
PO	Probationary Officer
POS	Point of Sale
PSB	Public Sector Bank
PV	Photovoltaic
PwD	Persons with Disabilities
QR	Quick Response
RAH	Retail Asset Hub
RBI	Reserve Bank of India
RCSA	Risk & Control Self-Assessment
RE	Renewable Energy
RFP	Request for proposal
RIH	Risk Innovation Hub
RMCB	Risk Management Committee of the Board

RO	Regional Office
RSETI	Rural Self-Employment Training Institutes
RTGS	Real Time Gross Settlement
RUDSETI	Rural Development and Self Employment Training Institute
SC	Scheduled Caste
SCCC	Sub-Committee of the Board for Compensation Committee
SCBP	Sub-Committee of the Board for Business Plan Strategy
SCHR	Sub-Committee Human Resources
SDG	Sustainable Development Goals
SEBI	Securities Exchange Board of India
SHG	Self-Help Group
SME	Small and Medium-size Enterprise
SMS	Short Message Service
SOC	Security Operations Centre
SOPs	Standard Operating Procedures
SRC	Stakeholder Relationship Committee
SRLM	State Rural Livelihood Mission
ST	Scheduled Tribe
STP	Straight Through Processing
SWO	Single Window Operator
TCFD	Task Force for Climate-Related Financial Disclosures
MtCO2e	Metric tonnes of Carbon Dioxide Equivalent
TIA	Telecommunications Industry Association
UN	United Nations
UPI	Unified Payments Interface
UPS	Uninterruptible Power Supply
VAPT	Vulnerability Assessment and Penetration Testing
V-CIP	Video-based Customer Identification Process
VFD	Variable Frequency Drive
VR	Virtual Reality
WEAF	Women Enterprise Acceleration Fund

केनरा बैंक
Canara Bank

A Government of India Undertaking



Together We Can

Canara Bank
Head Office Bengaluru
112 JC Road, Karnataka, India 560002



1 Bank
Number



1800 1030



www.canarabank.bank.in

National Cyber Crime Reporting Portal <https://cybercrime.gov.in> | National Cyber Crime Helpline - 1930