

SBI Card

Equal Opportunities Policy

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1. Introduction & Scope

1.1. Applicability

- All Full-time & non Full time employees of SBI Cards and Payment Services Limited (“**SBI Card**”)
- Prospective employees / candidates applying for employment with SBI Card.

1.2. Annual Review

- The policy will be applicable until any further notice in writing.
- Policy will be reviewed on an annual basis and placed before to the competent authorities for approval.

2. Objectives

The policy aims to provide equal opportunities without any discrimination on the grounds of race, color, gender, religion, creed, disability, sexual orientation, gender identity, marital status, caste, skin color, belief, social status, tribe or clan and any other personal characteristic protected by applicable law or otherwise.

SBI Card is committed to fostering an inclusive and diverse workplace where all employees are treated equally with dignity and respect. We believe that diversity strengthens our organization and enriches our work environment. As part of this commitment, we embrace individuals from all backgrounds, including transgender individuals, persons with disabilities (“**PwD**”), and members of the LGBTQ+ community.

We are committed to complying with all applicable laws and regulations related to equal opportunity, including and not limited to the provisions of the Transgender Persons (Protection of Rights) Act, 2019 {including the Transgender Persons (Protection of Rights) Rules, 2020} and “the Rights of Persons with Disabilities Act, 2016 including the Rights of Persons with Disabilities Rules, 2017.

3. Ownership and Approvals

Owner Function – Human Resources

Approved by – Nomination & Remuneration Committee of the Board & the Board of Directors of SBI Card.

4. Operating Guidelines

We are committed towards providing a safe, diverse, conducive and comfortable workplace for our employees with complete fairness in the matters of employment including but not limited to recruitment, compensation, training and promotion, etc.

We strive to ensure:

- i. A culture of mutual respect and equal opportunities free from any discrimination and prejudice.
- ii. A conducive work environment which encourages every individual to discharge their duties basis their competence and qualification regardless of any differences.
- iii. No discrimination on the grounds of any disability in matters of employment, compensation, and promotion. As such, all such matters would be decided and evaluated based on individual's competence, ability, trainability and suitability in relation to the overall job requirements.
- iv. Ensuring that the workplace and all necessary facilities, including washrooms, cafeteria, parking, etc., are freely and easily accessible to PwDs by making workplace adjustments in order to ensure persons with Disabilities are not put at a disadvantage by employment arrangements or any physical feature of the workplace.
- v. SBI Card has a transparent and standard rewards framework applicable to all employees which is objective driven basis individuals' roles, qualification, experience and duties.
- vi. A robust grievance redressal mechanism is available to address any grievances or issues related to discrimination.
- vii. That a liaison officer is appointed who will oversee the compliance and implementation of this policy.

5. Privacy

Information about an employee's/NFTE's transgender/LGBTQ+ status (including the gender they were assigned at birth and any subsequent change) or declaration of disability as per PwD act is a sensitive and confidential information and its privacy shall be maintained.

6. Official Records

SBI Card will change an employee's/NFTE's official record to reflect a change in name or gender status upon request from the employee/NFTE subject to receipt of necessary documents as are required under the applicable law.

If any employee wants to be covered by the PwD Act, individual may contact their respective HR Manager. The declaration of Disability will be completely on voluntary grounds subject to submission of disability certificate from the government authorized personnel and will be kept confidential.

7. Infrastructural Facilities

In order to provide a safe and conducive working environment, all necessary infrastructural facilities, measures for security and safety and amenities as may be required under the applicable law or otherwise required, shall be provided at SBI Card offices to enable PwD/transgender/LGBTQ+ community individuals to effectively discharge their duties.

8. Complaint Mechanism

This policy is an integral constituent of SBI Card values and policy framework and hence any violation of the same would be handled as per the Corrective Action Policy (CAP) of the Company. Any PwD/transgender/LGBTQ+ individual eligible to raise a complaint for violation of this policy can approach the relevant committee / authority under the CAP for such grievance.

In addition, the timeline for handling of such complaints from transgenders shall be as per Rule 13(2) and 13(3) of the Transgender rules. All investigations should be completed within 15 days of receipt of such complaint and same should be decided within 15 days of submission of investigation report.

For all types of complaints, grievances of PwD employees can be raised to the Ombuds, who will also act as a Liaison Officer for persons with disabilities.

9. Retaliation

The Company shall ensure that victims, complainants, or witnesses are not victimized or discriminated against while dealing with complaints from PwD/transgender/LGBTQ+ individuals and any such act of retaliation against the victim, complainant or the witness shall be dealt with strictly.