



United Nations Global Compact Communication of Progress

YES BANK Ltd.

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2012

Foreword

Dear Reader,

The business case for Responsible Banking is based on the premise that sustainability principles embedded within core operations address a continuum from risk to opportunity. Sustainability mitigates social and environmental risks and identifies untapped business opportunities often coalescing business and societal objectives, people and relationships to achieve innovative new solutions to pressing development challenges.

YES BANK's operations are guided by profit; gain that is cognizant of, and guided by adherence to ESG (Environmental, Social and Governance) principles. The Bank's commitment to ESG is encapsulated by our Responsible Banking philosophy which given our strategic and revenue generating approach is divided into, 'Responsible Banking - in thought' and 'Responsible Banking - in action'. "Action" entails specific business verticals that are dedicated to integrating our vision of ESG within our operations and going beyond financial gain to address social and environmental concerns.

Further, we provide specialized knowledge and insight for Government agencies and the Agribusiness sector through our two strategic research units, Strategic Initiatives & Advisory Government (SIAG) and Food and Agribusiness Advisory and Research (FASAR) teams. YES BANK believes that investing in business units that create and enhance knowledge gives the organization unparalleled competitive edge. The overarching emphasis on accumulating industry specific information and deep insights into India's development issues enables our employees to structure innovative scenario specific financial solutions and identify sunrise sectors that will lead the triple bottom line growth of India.

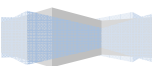
All this complements core banking services, in particular, corporate client relationships which are subjected to our Environment & Social Policy (ESP) which is a key tool that guides decisions on every transaction, utilizing economic, social and environmental impact as a determining factor for funding. We believe that we are the only private Indian bank to be applying such an ESG based screening tool for advanced business decision making. We also track and measure our Carbon Footprint and report this to the CDP (we were first Indian CDP signatory).

This Communication of Progress will highlight how YES BANK has achieved business successes through Responsible Banking by focusing on corporate governance, knowledge banking, greening operations and triple bottom line accountability. YES BANK has been a proud recipient of the FT -IFC Sustainable Bank of the Year Award (Asia Pacific Region) for 2011 and the CII-ITC Sustainability Award for 'Significant Achievement' in 2010 and 2011. These recognitions stand testament to YES BANK's Responsible Banking strategy and inspire us to accelerate our performance in the field of sustainable development.

Thank you,



Dr. Rana Kapoor
Founder, Managing Director & CEO
YES BANK Ltd

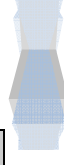


1. The Foundations of Sustainability & Responsible Banking at YES BANK

Consistent Balance Sheet growth (Table 1)

#	ITEM	2006-2007		2007-2008		2008-2009		2009-2010		2010-2011	
		Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual
1	Turnover (Rs. cr.)	567.90	782.18	1,548.80	1,665.36	2,226.00	2,438.34	2,674.40	2,945.24	3936.16	4665.01
2	Operating Profit [EBIDTA Earnings Before Interest, Depreciation, Tax & Amortisation], (Rs. cr.)	117.50	183.47	245.30	369.23	255.30	557.75	359.20	863.33	980.609	1190.39
3	Profit After Tax [PAT] (Rs. cr.)	60.00	94.37	120.00	200.02	150.50	303.84	181.10	477.73	549.8	727.13
4	Net Value Addition [NVA] (Rs. cr.)	208.90	289.87	402.50	552.41	421.10	745.67	601.10	1120.22	1307.64	1550.09
5	Capital investment (Rs. cr.)	1,087.70	787.06	1,629.40	1,318.92	1,941.40	1,624.20	1805.30	3089.55	3939.54	3794.07
6	Gross Block (Rs. cr.)	95.10	88.25	129.50	136.90	206.60	195.27	246.00	206.40	248.47	255.3
7	Net Fixed Assets (Rs. cr.)	74.10	70.87	106.70	101.17	138.20	131.11	146.00	115.47	123.26	132.43

#	ITEM	2006-2007		2007-2008		2008-2009		2009-2010		2010-2011	
		Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual
	Cash & Cash Equivalent (Rs. cr.)	236.90	1,292.8 ₄	1,146.20	1,627.57	1,612.90	1,922.70	1347.70	2673.25	3265.4	3495.98
9	Debt (Rs. cr.)	825.60	1,345.9 ₂	1,247.50	1,713.71	2,485.10	3,701.68	3317.30	4749.07	7412.7 ₅	6690.91
10	Equity (Rs. cr.)	318.00	280.00	316.00	295.79	311.40	296.98	297.00	340.00	339.67	347.15
11	Earnings per Share [EPS] (Rs.)	1.89	3.46	3.81	7.02	4.83	10.24	6.06	15.65	16.18	21.12
12	Market Capitalisation (Rs. cr.)	N/A	3,920.0 ₀	N/A	4,998.85	N/A	1,478.96	N/A	8682.92	N/A	10747.7
13	Capital Employed (Rs. cr.)	1,913.30	2,132.9 ₈	2,876.90	3,032.63	4,426.50	5,325.88	5122.60	7838.62	11052.1	10485
14	Net Worth (Rs. cr.)	1,087.70	787.06	1,629.40	1,318.92	1,941.40	1,624.20	1805.30	3089.55	3639.5 ₄	3794.07
15	Economic Value Addition [EVA] (Rs. cr.)	N/A	56.19	N/A	121.21	N/A	203.03	N/A	230.57	N/A	Not available
16	Interest Costs (Rs. cr.)	246.20	416.26	1,027.20	974.11	1,446.10	1,492.14	1875.00	1581.76	2333.2 ₆	2794.82
17	Taxes Paid [Excise Duty, Income Tax, etc.] (Rs. cr.)	30.50	49.26	61.00	106.46	76.10	162.07	91.60	248.75	293.46	365.04



#	ITEM	2006-2007		2007-2008		2008-2009		2009-2010		2010-2011	
		Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual
18	Turnover per Employee (Rs.)	0.29	0.32	0.57	0.53	0.80	0.91	0.88	0.97	1.00	1.19
21	Sustainability Investment (Rs. cr.)	**N/A	**N/A	**N/A	**N/A	**N/A	**N/A	**145	**135	**13	**12.3



YES BANK's Environment & Social Policy (ESP)

As a financial institution, YES BANK's predominant impact on society and the environment is delivered indirectly through our core activities of providing banking services, i.e. lending, financial/business advisory services and investing. Since inception, YES BANK's exhaustive and one of a kind 'Environment and Social Policy' has provided guidance to all our business decisions (it is an integral part of Credit Risk Analysis) where we have made a conscious commitment to not do business with unethical companies and those engaged in nefarious activities.

The ESP is clearly communicated to our shareholders where they expect us to continually imbibe the policy in all our internal and external operations. We have used the ESP as a guideline to shape the focus of our Responsible Banking in Action business streams which are specifically designed to tackle the environmental and social disparities in the country with financial and business advisory solutions. We regularly communicate the progress made and work done by the RB in Action business streams through our Annual and Sustainability Reports where every year we strive to continually grow these units and deliver shareholder value through achieving triple bottom line success. With the foundational practices of reporting business growth and success in attaining triple bottom line objectives a success through RB in Action we have decided to take leaps and bounds by including the ESP in our Credit Approval Memorandums (CAM).

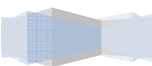
Robust Corporate Governance, Compliance and Audit

The Compliance philosophy of the Bank is zero tolerance towards 'Non Compliance', which is repeatedly emphasized by the top management of the Bank including the MD & CEO.

In some areas of controls and risk management, the Bank goes beyond statutory compliance. For instance, proactive identification and labeling of stress accounts including additional provisioning beyond the statutory requirement, setting up enterprise wide units like Portfolio Analytics Unit (monitors the entire credit portfolio across all segments and responsible for industry studies and determining industry outlook.), Capital Compliance Unit (Responsible for BASEL II compliance, ICAAP review, Bank wide Stress testing which helps the Bank in ensuring that sufficient capital is maintained against the various risks that are identified) within the Risk function to enable integrated risk management.

Some highlights:

1. The Bank has in place various policies like Compliance Policy, Know Your Customer and Anti Money Laundering Policy, Credit Policy, Investment policy, Insider trading policy, Sexual Harassment Policy & Anti-Gifting Policy etc which lay down guiding principles for the effective management of the Bank, which are approved by the Board of Directors.
2. Audits are conducted of the policies and processes by the Internal Audit team and the Concurrent Auditors of the Bank. The Compliance function also undertakes periodic reviews of the policies and processes.
3. The Compliance Unit reports on a periodic basis on compliance aspects to Board/Audit & Compliance Committee /MD & CEO and top management.
4. Submission of regulatory returns is tracked centrally.
5. All regulatory letters, notices, and circulars are also tracked centrally.



6. Training is provided to the employees on a regular basis.
7. The Bank has centralized operating centres which ensure uniform processing of the transactions in accordance with the relevant regulations, thus minimizing compliance risk.

In case of rare instances of non compliances are identified, the Bank takes remedial measures by analyzing the reasons for non compliance and putting in place processes and controls to ensure continuing compliance.

Financial Risk Management

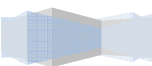
Our products and services do not have any direct sustainability impacts but we ensure the sustainable consumption/utilization of YES BANK's financial products, especially amongst groups of people who are new to formal financial system is of prime importance to the Bank and its stakeholders. In order to achieve this goal, YES BANK lays emphasis on strong and stringent credit and equity approval processes where adherence to our ESP is as critical as financial due diligence. Further, YES BANK's service excellence mandate ensures that our network of professional Relationship Managers continually engage the customer and provide the highest levels of knowledge and financial advisory.

It is important for our customers to understand all the features and risks of the financial products and services being sold to them. This not only ensures the correct and effective utilization of the product/service by the customer but also mitigates the risk of lending money by the bank. Being a public trust institution, YES BANK goes beyond its obligation of thorough due diligence and has built in several additional checks in the credit approval process to ensure we have the lowest Net Non-Performing Assets ratio in the financial industry, currently standing at 0.03% of Net advances as of March 2011

Transformative Human Capital Development & Management

Sustainability is deeply embedded in the DNA of the Bank where socio-environmental consciousness espoused by the ESP guides all business decisions, internally and externally. By having dedicated business units focused on sustainability issues, staff are attuned to innovations in the market, e.g. the emergence of social entrepreneurship, and feedback their assessments to Responsible Banking business heads to develop products and services catering to dynamic market changes and challenges. By having our ear to the ground in the form of highly attentive and observant staff, quick decision making and a strong belief to convert adversities and challenges into opportunities, YES BANK is able to respond to market changes with innovative products and services, thus staying ahead of the curve and maintaining transformative competitive thought leadership and action.

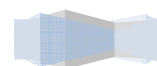
Hence, since YES BANK's dynamism and market intelligence is actually generated by our employees, the BANK firmly believes that the success and transformational growth of any organization is truly dependent on its High Quality Human Capital. In order to source the best intellectual talent from the best business schools and institutions nationally and internationally, the Bank invests in knowledge competitions and partnerships with educational institutions.



Training programs (Table 2)

#	Topic for Training	Duration of Training [hrs or days]	Trainer(s) [Internal or External]	# of Persons Trained	Description of Persons Trained [Internal or External]	Level of Persons Trained
1	"YESsentials" Induction Program	1 day	Internal	3698 in the last 3 yrs	All new YBL executives	General, Junior, Middle & Senior Mgmt

On a quarterly basis, the Human Capital Management team conducts multiple choice tests through YES BANK's intranet system which are mandatory for all employees to undertake. The tests are conducted to measure employee understanding or specific banking products, brand pillars equally important the absorption of the Bank's financial performance figures.



2. Corporate Strategy : Responsible Banking

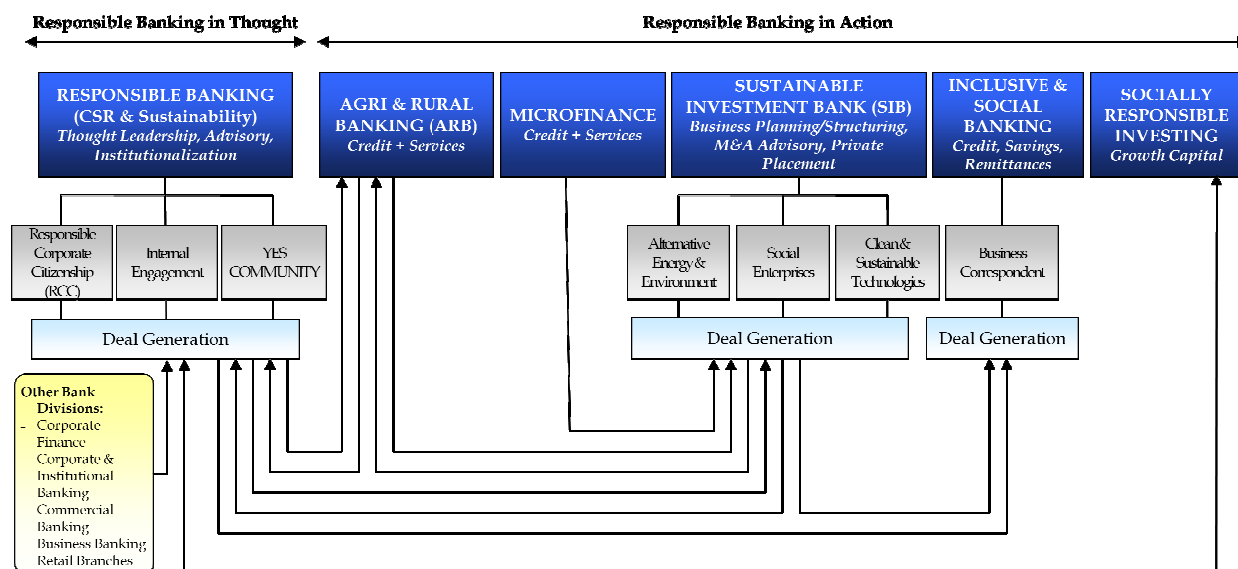
YES BANK has incorporated Sustainability in its DNA as part of its core business philosophy, which ensures that the Bank uses sustainability as a **strategic business tool** rather than the charity based approach of traditional CSR. The Bank's approach is encapsulated in our RB strategy which is:

- Aligned to our core business
- A strategic differentiator in a crowded marketplace
- Aimed at developing business solutions for development problems

As a financial institution and emerging corporate, we are involved in the sustainability space along its entire value chain – in green and renewable technologies, BOP markets, both social enterprises and non-profit entities, in our dealings with our diverse client base, consumers, producers, suppliers, investors, regulators and employees.

At YES BANK we believe that to achieve long-term sustainability it is imperative to demonstrate the Business Case for Sustainability – proving that financial solutions to social and environmental issues work, are profitable and open up new markets hitherto untapped by mainstream financial institutions. Therefore, we evaluate our sustainability initiatives along the lines of both enhancing the Bank's social and environmental value add as well as having a positive financial impact.

The Responsible Banking Framework



Resources for Responsible Banking

Since Responsibility is a key brand pillar it is espoused as a Bank wide proposition at YES BANK, all teams ranging from Risk Management to Retail Banking constitute as the resources

allocated for the Bank to achieve its vision of being responsible. However, the Bank has allocated dedicated resources in the form the RB-in thought and action teams to implement the above mentioned strategies.

Since the Bank approaches sustainability neither from a special interest perspective nor from a principle of charity but rather as a clear recognition of the **Business Case for Sustainability** – financial solutions to social and environmental problems work are profitable and open up new markets – the total budget for our Responsible Banking operations is substantially significant at ~ **Rs 12.48 crore (not including the cost of the Corporate Finance team)**, comprising manpower costs, overheads, operating, annual capital allocation and revenue expenditure. The RB division currently comprises about 62 people and has five verticals which are broadly classified under ‘RB in Thought and Action’. The following table presents the structure and hierarchy of the RB division:

Responsible Banking Human Resources (Table 3)

	Group President	CSS/ Project Lead	Sr. VP / VP / AVP	Sr. Manager / Manager	Associate / Field Staff
RB in Thought (6)	1	1	2	1	2
SIB/SRI Funds (12)		2	2	6	2
ARSB (11)		1	8	9	10
Microfinance & ISB (99)		0	9	3	2

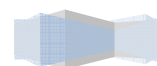
YES BANK's Sustainability Radar

Climate Change

The Issue: Extreme weather events can ruin companies and destroy economical values. Climate Change would frequent the occurrence of extreme weather events such as flooding and storms leading to physical damage to corporate assets and real estate. This poses a considerable risk to YES BANK's debt and equity portfolios. The changing weather pattern may pose a threat not just to the physical structures also alter the needs and demand for financial products and services. Insurance products in the health, agricultural sector would be affected.

In addition, rapid and unexpected changes in fuel and commodity prices resulting from storms and typhoons can pose risk in financial portfolios while prolonged impairment of infrastructure can impair customers' access to banking and financial services and timely transactions.

Direct losses will be incurred due to drought, precipitation, soil erosion and flood; physical risks being higher in case of YES BANK offices/branches located close to the sea coast.



Our Approach:

Internal: YES BANK has an Environment and Social Policy (ESP), approved by its Board of Directors that enables the Bank to recognize, evaluate, and monitor, the environmental and social facets of its clients. Though the ESP has been developed in-house, it has been benchmarked against key sustainability financing principles of multilateral and bilateral institutions such as the World Bank Group and the Asian Development Bank as well as the Equator Principles.

External: Social considerations addressed by the Bank's ESP include social exclusion, livelihoods, indigenous peoples and human rights, child labour, discrimination, rehabilitation and resettlement, and community development. Environmental considerations included in the policy are air and water pollution, natural resource depletion, climate change, energy use and efficiency, land degradation and deforestation.

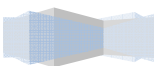
Clean Technology

The Issue: YES BANK considers clean technology and energy generation as 'sunrise sectors' that will play an integral role in powering the sustainable growth of the Indian economy. Supporting the adoption of green technologies and energy through business and investment advisory will not only enable Indian companies to become responsible organisations on comparable to the global business leaders, but also set a precedent in the financial world through thought leadership.

The Approach: The **Sustainable Investment Bank (SIB)** at YES BANK was created to address the financial advisory gap faced by businesses operating in the social and environmental space, especially SMEs. SIB also provides Investment Advisory services to clients in the sustainability sector and develops links with Socially Responsible Investors (SRI) who are equally interested in the socio-environmental impact of their investments.

- In 2010, the SIB team facilitated a record number of sustainable deals, for example assisting Jain Irrigation Systems to raise USD 36 million equity for a 13.2 MW wind power project at Theni, Tamil Nadu.
- It has also placed a private placement of shares (USD 46 million) for Greenko Energies Pvt. Ltd.
- Worked with Sunengy, Australia, that has patented a Liquid Solar Array (LSA) technology to produce low cost solar power with wide applications in grid and distributed power.

The group acts as an exclusive advisor to the GEF's Emerging Markets Fund. **The Private Equity (PE) team** at the Bank focuses on making equity investments in the Sustainability space. Currently, the PE team is co-sponsoring The South Asia Clean Energy Fund (SACEF), a US\$200 million private equity fund in collaboration with the Global Environment Fund, USA. SACEF will target investments in clean energy, clean technology and energy efficiency across India, Sri Lanka, Nepal and Bangladesh.



Agri-business & Rural Development

The Issue: YES BANK believes that the sustained growth of the nation will be led by the acceleration of agricultural development. Agricultural activity comprises 16% of the nation's GDP but 60% of India's population is dependent on agriculture and allied sectors. It is only through the development of agri businesses, commercial agriculture and rural business development that the nation's food sector will be streamlined. Food security which is today a critical concern is thereby also addressed. YES BANK has developed strategic business units to address the critical issues prevailing in agrarian India through knowledge advisory and financial services.

Our Approach: To actualize its focus and commitment for the holistic development of the Food and Agribusiness sector, a specialized "Food and Agribusiness Advisory and Research" (FASAR) division has been domiciled within the Development Banking department at YES BANK. The division houses industry practitioners with relevant experience and expertise in key sectors of the Agri-value-chain and has been involved in the conceptualization and implementation of some path breaking projects and knowledge initiatives for both Government as well as Corporate clientele in the Agribusiness sector.

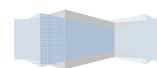
A specialized business stream, **Agribusiness, Rural & Social Banking (ARSB)** develops innovative financial models, which leverage the outreach of various stakeholders in the Agri-Value Chain to address 'last mile' issues. It is the team's constant endeavour to increase financial access and to support both farmer-friendly as well as environmentally friendly agriculture techniques such as organic farming, fair trade, and drip irrigation, which saves precious water and electricity resources as well as ensures long term sustainable productivity.

The ARB team also provides a range of financial services to emerging social enterprises that work with or serve disadvantaged groups through offering services or products designed to tackle specific socio-environmental problems. Although social enterprise is a relatively new business concept, it is already attracting the attention of mainstream financial institutions and smaller niche venture capitalists that are strategically focusing on this sector. Here, YES BANK firmly believes that the future of business in a developing country like India will be dependent on the organization's ability to cater to and develop services and products that directly address the basic needs of the underserved population.

Financial Literacy

The Issue: The RBI estimates that approximately 41% of the adult population in India is unbanked. While a large part of the blame lies in the lack of outreach efforts made by the formal financial sector, a significant part of the problem can be attributed to the lack of awareness about the availability and potential benefits of most financial products and services. Thus, for us at YES BANK, financial inclusion begins with financial literacy which in itself goes beyond simply communicating risks associated with various financial products to provide comprehensive engagement with clients to raise overall awareness of the formal financial ecosystem around them, enabling them to make informed financial decisions.

Our Work: YES BANK has partnered with the Learning Links Foundation, a Delhi based NGO that specializes in implementing education programs at the grassroots, to develop a Financial



Education Program for school children. In its first phase, the campaign will be launched across 1000 urban and rural schools across a wide socio-economic spectrum, pan-India. The Financial Education Program aims to empower students to be wise consumers, smart investors and farsighted financial planners. Once the program is fully evaluated, we will present it for inclusion in the CBSE curriculum to take the program nationally.

Financial Inclusion – Access to Finance is a Human Right

The Issue: Nearly 45.9 million farmer households out of total of 89.3 million households do not have access to credit either from the institutional or non institutional sources (NSSO, 2008).. With these prevalent facts and figures in place, a significant business challenge and opportunity faces YES BANK and the entire banking community as a whole. Going beyond the frameworks for financial inclusion developed and propagated by the RBI, YES BANK has developed specialized business divisions to address the financial inclusion objective by utilizing the Bank's physical infrastructure, technological edge and urban/rural business partnerships.

Our approach: In a bid to address financial inclusion strategically, YES BANK has adopted a two pronged approach:

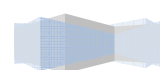
Microfinance Institutions Group (MIG) is a relationship management group that works with commercially sustainable microfinance institutions (MFIs) offering loans, loan syndications and advocacy on policy and regulatory issues, to create an enabling macro environment for stakeholders including investors, rating agencies, policymakers, government agencies and regulators. MIG's approach is based on instituting specific transactions to position microfinance as a new asset class appealing to a broad base of investors and lenders, thus expanding its potential sources of capital. It aims to catalyze the growth of Indian microfinance and reduce the costs of funds to enable scale up, thereby ensuring provision of affordable, fairly priced and customized financial solutions to the Bottom of the Pyramid (BOP).

Inclusive & Social Banking (ISB) is a specialized division of the Bank that provides easy access to fairly priced, transparent and suitable financial products and services accompanied with appropriate financial education to un-banked, low income communities across urban and rural India. With the start of commercial operations in July 2007, it is amongst the pioneers in India to provide direct micro-credit to micro-entrepreneurs. ISB provides the last mile connect with the BOP offering affordable, customized financial services including credit, savings and insurance. In addition to simple Group Borrowing Products ISB has added more complex credit products like individual loans without group guarantees, working capital for micro entrepreneurs and salary-linked loans for the unorganized sector, e.g. house-maids and drivers.

Our other RB-in action business verticals i.e. ARSB and SIB also provide critical financial advisory and solutions which impact individual farmers and small rural business owners, thus also contributing to YES BANK's objective of addressing financial inclusion.

Social Entrepreneurship & Livelihood creation

The Issue: Although social enterprise is a relatively new business concept, it is already attracting the attention of mainstream financial institutions and smaller niche financial institutions that are strategically focusing on this sector. Here, YES BANK firmly believes that



the future of business in a developing country like India will be dependent on the organization's ability to cater to and develop services and products that directly address the basic needs of the underserved populations.

Our Approach: We have instituted a strategic think tank, Responsible Banking - in Thought that incubates new business opportunities in the sustainable development space through CSR and sustainability initiatives. CSR policy formation, encapsulated in YES BANK's Environmental and Social policy, is lead by this team where it also nurtures thought leadership in the sustainability space by establishing linkages with domestic and international associations. For example, the team has taken the lead in involving YES BANK in global forums like the United Nations Environment Program – Financial Institutions (UNEP-FI) and the United Nations Global Compact (UNGC) to share and absorb global best practices to address local developmental issues on a day to day basis.

Therefore, the **RB-in Thought** team provides specialised consulting services to social businesses by developing and integrating multi-stakeholder business models to address development issues. The team also serves as a specialized resource division for mainstreaming sustainability into other key business groups in the Bank by developing sustainable banking products (retail and wholesale) as well as establishing strategic business units.

The RB - in thought team provides the following advisory services to existing and potential YES BANK clientele, social businesses, civil society organisations and government agencies with the overall objective of establishing YES BANK as a corporate citizen of repute by actively generating sustainable economic, social and environmental value with all stakeholders:

- 1) Social and environmental auditing
- 2) Knowledge/research partnerships with public and private institutions
- 3) Developing synergy platforms for PPP
- 4) Developing CSR practices
- 5) Social enterprise planning and scalability

The ARSB team also provides a range of debt related services to emerging Social Enterprises, businesses which work with or serve disadvantaged groups through offering services or products designed to tackle specific socio-environmental problems. The SIB team provides the gamut of investment banking advisory to social enterprises.

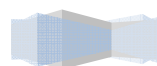
Quantifying Responsible Banking's contribution to YES BANK's growth (Table 4)

#	Growth Strategy [refer Glossary for terms named below]	Activity	Expenditure* (Rs. lakhs)			Benefit to Business (Rs. lakhs)		
			2008 - 2009	2009 - 2010	2010- 2011	2008 - 2009	2009 - 2010	2010- 2011
1	Clean technology solutions	Sustainable Investment Bank & Private Equity Group	150	220	310	285	1199	300
5	Base-of-the-	Microfinance	6360	7155	3040	57200	76510	Figure

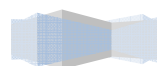
#	Growth Strategy [refer Glossary]	Activity	Expenditure* (Rs. lakhs)			Benefit to Business (Rs. lakhs)		
	pyramid	Institutions Group & Inclusive Social Banking				(loan advances)	(loan advances)	s not available due to SBU restructuring
6	Unserved markets	Agribusiness, Rural & Social Banking	3960	4455	4122	157390 (loans)	221400 (loans)	368253 (loans)
7	Social entrepreneurship	RB-in Thought	60.0	67.5	53	60.0 (advisory fees & intangibles)	70.0 (advisory fees & intangibles)	70.0 (advisory fees & intangibles)

Special Business Initiatives for Sustainable growth (Table 5)

#	Growth Strategy	Activity
1	Eco-efficiency	<p>R³ (Reduce, Reuse, Recycle) is an employee engagement initiative aimed at reinforcing our commitment to the environment by incorporating resource saving activities at YES BANK. As part of the program 400 suggestions from employees were received for various aspects of efficient operation.</p> <p>With the overall objective of reducing the Bank's Carbon Footprint, R³ focuses on:</p> <ul style="list-style-type: none"> a. Reducing consumption of energy, electricity and other natural resources through technology and 'conscious' internal campaigns, b. Reducing and re-using paper and plastic originally destined for landfills, c. Designing effective waste management and disposal methods,



#	Growth Strategy	Activity
		d. Engaging local NGOs for waste recycling and disposal, thereby generating livelihood opportunities for marginalized communities while caring for the environment.
2	Ecological footprint reduction	<p>Travel reduction through Video Conferencing hence reducing air travel by at least 150 trips annually</p> <p>Among the most used products in a bank is paper, both for printing and photocopying and YES BANK has shifted to eco -friendly and recycled paper for its printing and photocopying requirements. Instituting double sided printing help reduce paper usage by 3 million pages annually, resulting in a phenomenal operational cost saving</p> <p>YES BANK is in the process of instituting an intelligent Environment Management System which includes the installation of a GHG measurement tool that will enable the Bank to measure its GHG footprint by tracking the following parameters: electricity consumption, water usage, paper usage and waste management. The approximate cost of setting the system up with be INR 15 lacs where the expecting operational cost savings will be approximately INR 50 lacs per annum in the short term and INR 1.5 cr in the long term</p>
4	Risk management	YES BANK has an ESP, approved by its Board of Directors that enables the Bank to recognize, evaluate, and monitor, the environmental and social facets of its own operations and those of its customers
5	Integration of management systems	In 2008, YES BANK developed an Intranet portal for all employees. The thought behind the portal was to develop an online information resource for all YES BANKers where they can access information ranging from in depth product knowledge to information regarding Responsible Banking initiatives. Through this portal YES BANK's branches can see and



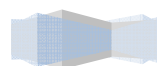
#	Growth Strategy	Activity
		compare their consumption of electricity and other resources with other branches.
7	Stakeholder engagement	<p>External stakeholders – Annual Report, YES COMMUNITY and volunteering initiatives</p> <p>Internal stakeholders – Professional training programs, YES CONNECT initiatives and Internal award ceremonies</p> <p>External stakeholder and investors are engaged with Annual General Meetings, Investor Group Meetings etc.</p> <p>Civil society is engaged through Responsible Banking – in thought team through partnerships to address social and environmental agendas</p>
11	Sustainability reporting	YES BANK is the first Indian Bank to publish a Sustainability Report. We have released the FY09 Sustainability Report for internal circulation and intend to publish a subsequent Report for the public. Since inception, YES BANK has always reported on its sustainability initiatives in the annual report that is circulated amongst all internal and external stakeholders

YES BANK's Community & Social Development Initiatives

The Bank approaches sustainability neither from a special interest perspective nor from a principle of charity or philanthropy but rather as a clear recognition that the best way to achieve long-term sustainability is to demonstrate the Business Case for Sustainability – proving that financial solutions to social and environmental issues work, are profitable and open up new markets hitherto untapped by mainstream financial institutions.

To complement the existing work and to expand its focus, YES BANK has decided to set up a separate Foundation as the management now feels that a separate entity to engage community through downstream social impact is a contribution for the well being of Indian society.

The **RB-in Thought** team acts as a think tank for the Bank, akin to a Research and Development centre, and continuously addresses and assesses sustainability issues along with operationally aligning the Bank to international sustainability practices. Using a multi-stakeholder approach the Bank liaises with peers, industry, academia and civil society and has developed business practices across the sustainability spectrum to address social and environmental issues ranging from financial exclusion and lack of adequate social infrastructure i.e. health and education to the need for clean technologies, renewable energy and energy efficiency. Engaging with its



entire gamut of stakeholders, the Bank taps into local knowledge of sustainability issues and dovetails this with international best practices. The RB verticals all work closely with the non-profit sector and social enterprises, which are a focus segment for the division.

Physical Infrastructure

Habitat for Humanity: Habitat for Humanity (HFH) is a well known international NGO that partners with corporates across the country to build homes for destitute women. The land is allocated by the government to these women, one third of the cost for building the home is borne by the owner and the rest is provided by HFH. Once the money and the material are arranged, what is left behind is the labor. The event, spearheaded by Ms. Anuradha Sarin, SVP & Regional Head of Branch Banking South India, and the team of 25 volunteers from YES BANK helped HFH in completing the roofing for two houses and thereby saving Rs. 2,500 as labor charges for each house. The amount might appear insignificant but it is a large number for someone earning less than that in an entire month.

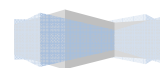
D.light Energy: D.light Energy has a social vision to replace every kerosene lantern in the world with safer, brighter, and more affordable lighting, thus providing universal access to safe, healthy and bright light. D.light manufactures and markets solar lanterns that are the most effective and affordable solar lanterns available in Indian markets. They are easy to operate, durable and can accommodate heavy handling. YES BANK has supported D.light by providing strategic advisory by creating market linkages and facilitating a rural distribution partnership model with Buldana Urban Credit Cooperative Society. By facilitating this partnership, YES BANK has enabled D.light to sell 2,100 lamps in rural Maharashtra, thus affecting the lives of almost 10,000 people.

Livelihood Creation

TERI-YES BANK Light a Billion Lives Financing Program: The TERI Light a Billion Lives (LaBL) campaign has the goal of enabling a billion lives to access clean light by displacing kerosene and paraffin lanterns with solar lighting devices. TERI installs one Solar Lantern Charging Station capable of charging 50 lanterns in each village, where an enterprising and respected community member is trained to manage the station and market the LaBL campaign. Responsible Banking at YES BANK has partnered with TERI to facilitate the scaling up of the LaBL campaign by developing and piloting semi-commercial business models to augment the donations received by TERI.

YES BANK Microfinance and Sustainable Investment Bank

Microfinance: Direct Lending is accomplished through ISB (English translation - fulfillment), with a +2700 active client portfolio of USD 1.08 million. The unit is projected to rise to a 500,000 client base of USD 100-150 million in 3 years offering products such as micro loans for working capital, insurance and savings schemes. With the start of commercial operations in July 2007 in Mumbai, YES BANK became the first Bank in India to provide direct microfinance to low income households. As of March 2009, Wholesale Lending stood at USD 90 million with 500,000 clients in over 1000+ villages. The Bank leverages on the ground infrastructure of external micro-lenders to reach target groups in rural and urban India. As of March 2009, Wholesale Lending stood at USD 90 million with 500,000 clients in over 1000+ villages. The Bank leverages



on the ground infrastructure of external micro-lenders to reach target groups in rural and urban India.

Public Health

Malnutrition Matters - VitaGoat Program: YES BANK has partnered with Malnutrition Matters (MM), a Canada based non-profit, that designs small-scale food technology systems to address malnutrition and develop micro-enterprises, thereby inducing economic growth and social change at the Bottom of the Pyramid. As part of the partnership with MM, RCC advisory has been helping to expand their outreach in India, as well as providing facilitation and advisory services, including to develop an ultra low-cost, cottage industry version soymilk system to enable even greater outreach and access to the technology developed by MM. Approximately 3000 children have been directly impacted through YES BANK's facilitation of the installation of 2 VitaGoats in Buldana and Gujrat through our partner NGO, SevaMandir.

Sarvajal: Piramal Water, operating under the brand 'Sarvajal' is a social enterprise that develops sustainable drinking water solutions for rural and urban populations where water is often the cause of more than 60% of common health ailments. Their business is designed around scalable innovations, technical/process improvements, ensuring livelihoods for local entrepreneurs, and developing customized community water filtration systems that can produce ultra-affordable drinking water for the masses. With the overall commitment of producing quality water that affordable to all, YES BANK is partnering with the organization to accelerate their scalability through grassroots partnerships.

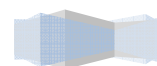
Education

Financial Education Program: There is a growing demand of creating awareness about budgeting and planning, and the intricacies of credit, savings and investments. This awareness and guidance from an early age will enable the young generation to make wiser and more informed financial decisions.

YES BANK believes that it is a key responsibility of banks and financial institutions to make the wide spectrum of stakeholders informed and educated about the nuances of the financial system and the salient features of banking products and services. In this regard we have developed a 'Basics of Banking & Financial Management' module in house which is currently undergoing testing with a small focus group of school children to test efficacy before wider dissemination.

Other - Knowledge initiatives - Unlocking sustainable development issues for the financial sector

Knowledge Paper - Electric Vehicles in India: This paper is being done in partnership with Mahindra Reva to identify the challenges and opportunities in this sector. It aims to identify all the roadblocks to EV and EV charging infrastructure development in India and conduct an assessment of existing and to be launched Indian central and state policies that attempt to address these roadblocks. It will also analyze policies of the UK, US, Europe, Japan and other developing nations/emerging markets that enable the mainstreaming of EV and EV charging



infra and suggest policy changes and augmentation to Indian policy makers that will address the roadblocks, strengthen the EV value chain and enable the industry to grow.

Environmental Accountability

Carbon Disclosure Project - Partnership for Outreach: YES BANK is the first Indian Bank to be a signatory to the Carbon Disclosure Project where the Bank has been reporting its GHG emissions consistently for the last 3 years. Since YES BANK is a strong supporter of the Project, the Bank has partnered with CDP to promote membership and GHG emissions disclosure amongst its clients and business partners. Over the last 2 years, YES BANK has reached out to India's top 200 corporations to introduce and promote the benefits of membership.

Community & Social Development Program Tracking & Monitoring

Since the work conducted by the Responsible Banking - in Thought is mostly project based, it is planned and monitored using a gamut of project management software, i.e. Microsoft Project. Here, each project is divided into sub activities with completion markers input to highlight deadlines and critical project milestones. At the end of each sub activity milestone, the teams compile a comprehensive report outlining the achievements, shortfalls and corrective measures taken to ensure the next step of the next sub activity in the macro project plan can begin. This sub activity report is crucial because consultancy fees are usually linked to the completion of specified milestones, hence these interim reports are not only useful for internally assessing the progress of the project, it is an extremely useful tool to keep clients informed and ensuring a consistent flow of milestone linked consultancy fees. At the end of each project, the teams conduct detailed project assessments and produce an evaluation report which is submitted to the Group President for his final review before it is shared with the CEO/MD, Board of Directors, Business Partners and Clients.

Quantifying the success of our Community & Social Development Initiatives (Table 6)

#	Category	Initiatives	Expenditure (Rs. lakhs)			Benefit to Community* (Rs. lakhs)		
			2008 - 2009	2009 - 2010	2010- 2011	2008 - 2009	2009 - 2010	2010- 2011
1	Physical infrastructure	Habitat for Humanity - Building homes for the underprivileged	N/A	0	0.32	N/A	2	2
		D.light Energy	0.5	1	0	10	20	Completed
2	Livelihood creation	TERI-YES BANK Light a Billion Lives Financing Program	N/A	3.5	5	N/A	2	5

#	Category	Initiatives	Expenditure (Rs. lakhs)			Benefit to Community* (Rs. lakhs)		
		RB-in thought & Action: Microfinance, ARB and Sustainable Investment Banking	12000	13500		Loans - 215310 Advisory fees - 4680	Loan - 297910 Advisory fees - 6710 Positively affecting the lives of over 1 million farmers	Loan- 36825.3 Advisory fees - 1370
3	Public health	Shriram Transport Finance Corporation HIV-AIDS awareness program	3	2	0	6	4	0
		Malnutrition Matters Partnership	5	3	2	7	2	6
		Clinton Foundation (Strategic Fundraising for Nursing Institute)	6	3	6	N/A	Renewed commitments	In the process of raising funds for the foundation

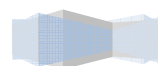
#	Category	Initiatives	Expenditure (Rs. lakhs)			Benefit to Community* (Rs. lakhs)		
		Sarvajal - Networking for scale/expansion	N/A	4	4	N/A	Potent ial to impac t 100,00 0 peopl e throu gh pilot	In discuss ions
4	Education	Financial Education Program	4	4	3	N/A	Projec t is yet to be imple mente d	Project downsi zed to 10 schools
		Indian School Finance Company - Providing debt to low-income Indian schools	N/A	8	0	N/A	Advis ory is in proces s	0 (Deal was not structu red by YES BANK)
		Judge Business School	N/A	N/A	4	N/A	N/A	N/A (We got an interna tional perspec tive on the strateg y behind setting up the founda tion)
5	Skill development	National Skills Development	N/A	N/A	0	N/A	N/A	Project in

#	Category	Initiatives	Expenditure (Rs. lakhs)			Benefit to Community* (Rs. lakhs)		
								exploratory stages
6	Others	Corporation (NSDC)						
		Technoserve (EEE) Program	N/A	2	0	N/A	50	0 (Project completed)
		Knowledge Report on 'Mitigating Migration in rural India' in collaboration with AIF	3	N/A	0	Report utilized by our partner, AIF for policy change and advocacy on social infrastructure development	N/A	N/A
		Developed sustainability report for Jain Irrigation Systems	4	N/A	0		N/A	Exploring follow-up action
		Carbon Disclosure Project - Partnership for outreach	1	1	2	Report utilized for communicating with	Outreach to top 200 Indian corporate and	Outreach to top 300 Indian corporates and several financi

#	Category	Initiatives	Expenditure (Rs. lakhs)			Benefit to Community* (Rs. lakhs)		
						stakeholders	several financial institutions for participation	al institutions for participation
		Blood donation drives with the Rotary Club of Bangalore	N/A	N/A	0	Outreach to top 200 Indian corporates	N/A	0 (92 donors)
		Clean Bengaluru, an NGO to adopt a slum to recycle and segregate waste materials	N/A	N/A	0	N/A	N/A	0 (In discussion stage)
		Electric Vehicles in India - Strategic knowledge paper with Mahindra REVA	0	0	3	0	0	Paper is being used for policy advocacy and bolstering the National mission on hybrid and Electric vehicles

#	Category	Initiatives	Expenditure (Rs. lakhs)			Benefit to Community* (Rs. lakhs)		

* **Note:** Includes financial / non-financial and tangible / non-tangible



3. Stakeholder Engagement

YES BANK uses a multi-stakeholder approach to mainstreaming sustainability through its Responsible Banking strategy wherein all stakeholders – broadly categorised as People, Planet and Profits (see figure above) – play an equally important role in the implementation of our vision. Therefore ranking our stakeholders in any order of priority would be a self-defeating exercise as we truly believe that each is critical to the success of our mission.

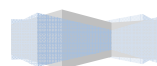
YES BANK has sustainability in the core of its business and engages all internal and external stakeholders in distinct initiatives. As a financial institution and emerging corporate, the Bank is involved in the sustainability space along its entire value chain – in green and renewable technologies, in BoP markets, in its dealings with its diverse client base, investors, regulators and employees. Several programs run within the organization to involve:



Modes & benefits derived from stakeholder relationships (Table 7)

#	Stakeholder [by priority]	Engagement			Benefits* to	
		Method	Mode	Frequency	Business	Stakeholder
1	Customers	YES COMMUNITY	Branch micro events	Once a month	Increase footfall into branches. Serves as a networking and customer engagement tool for YES BANK's relationship managers.	Customer consciousness around pertinent environmental and social themes are enhanced.
2	Investor/Shareholder	Direct, Investor Groups and Annual Reports Conference calls, Investor	Direct meetings with individual investors, Conference calls	Ongoing basis	Augmented trust in YES BANK through the consistent demonstration of transparency and dialogue.	Investors and stakeholder are duly informed and kept up to date regarding the financial performance of the Bank thus enabling and

		meetings, direct meeting	with group investors , Investor meetings arranges through road shows with brokerages houses			empowering them with the requisite information required to make a financial and/or personal commitment towards the Bank.
3	Employees	Human Capital Management	Intranet, email and training sessions	Daily engagement	A positive and highly motivated team	More informed, effective and empowered to achieve personal, professional and organisational objectives
4	Government Regulators	Strategic Initiatives and Advisory Group, Responsible banking, Compliance	Knowledge partnerships, thought leadership and policy advocacy	Ongoing basis	YES BANK remains fully compliant with Regulations and builds deep ties with Government agencies/ departments through advocacy initiatives	A compliant and responsible organisation that contributes knowledge and expertise to various development conundrums
5	Civil Society	Responsible Banking - in thought and the Retail Banking team	Direct engagement in providing business and financial solutions to development challenges. The	Ongoing basis	YES BANK regularly partners with civil society to address social and environmental issues. Thus it is essential that we maintain a transparent relationship with civil society since	Civil society organisations that have partnered with YES BANK have received the finest business and financial advisory in the industry. Further, the Responsible Banking - in



			Retail Banking team has also designed a special account for Trusts, Associations, Societies and Clubs, dubbed the TASC account		they help implement YES BANK's sustainability projects. Furthermore, many leading civil society organisations are banking with us or have appointed YES BANK as an official business and financial advisor, and like any other stakeholder, YES BANK is obliged to continually and transparently engage with civil society.	thought team comprises of professionals from the social and corporate sectors who understand the inner workings of civil society in great detail. It is the expertise and attention that civil society cherishes when interacting and partnering with YES BANK. Some organisations have availed the fantastic services of the Retail Banking team by opening a TASC account at YES BANK.
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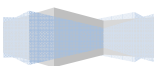
Details on specific stakeholder engagement programs

YES BANK Employees

GiveIndia Employees Payroll Deduction Program: A payroll giving program that channels voluntary contributions to credible NGOs working in the development space. Through the program over 255 employees have together contributed over approximately INR 10 lakhs to select NGOs.

Volunteering: YES BANK has an volunteering philosophy which is employee driven. Employees have initiated several volunteer opportunities such as the Akanksha Mentoring program, Habitat for Humanity home building event and fundraising for NGOs during city marathons.

The Responsible Times: A monthly newsletter that is circulated to generate internal awareness on socio-environmental issues and drive employee participation in volunteering and donation programs.



Bank Customers

Private Banking & Wealth Management Practice - offering strategic philanthropy advisory and services and sustainable assets as viable investment options to our clients

Wholesale Clients & Corporate Finance - advisory to business banking and corporate finance clients to strategically adopt Corporate Social Responsibility & Sustainability practices in their business activities

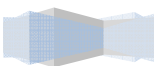
Retail Banking: YES COMMUNITY, a Responsible Banking Retail initiative, is driven by the belief that the smallest of immediate changes in behavior can create a 'ripple effect', impacting long-term and large-scale sustainable development. The goal of YES COMMUNITY is to work towards a safer and healthier society by engaging communities surrounding our retail branches across the country. YES COMMUNITY has adopted the theme of 'Planet Earth' for the Fiscal Year 2009-10 and 2010-2011 and is implemented through micro-events around the following themes:

YC incorporates community development initiatives such as clean and green drives, energy efficiency practices, workplace health and safety and the development of local disaster management plans through monthly events that are held across YES BANK branches. YC is being deepened within the Bank and is expanding to more branches allowing for greater outreach to communities. In 2008-09, the Bank began a focus on 'Planet Earth' in accordance with the United Nations 'Year of Planet Earth'. Topics included:

- a. Pollution Prevention
- b. Recycling and Minimizing Waste
- c. Conserving Energy
- d. Conserving Water
- e. Improving Sanitation and cleanliness

Both children and adults participate in these events, which aim at reinforcing sub-themes such as pollution prevention, recycling waste, conserving energy and water, improving sanitation. The benefits of this innovative CSR programme for the Bank are two-fold. It helps to build strong relationships with civil society and also builds trust for the 'YES' Brand among existing/potential retail and SME clients.

To mark YES COMMUNITY's second anniversary, the Bank conducted a special event pan-India on World Environment Day in partnership with the Centre for Environment Education (CEE), where the theme of 'Many Species, One Planet, One Future' was addressed in an informative and interactive format. Through 1200 branch events since June 2008, the Bank has reached out to over 20000 clients nationwide.



Customer Satisfaction – Risk & Reputation Management

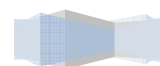
As part of its mission to be the Best Quality Bank and to foster trust amongst our customers, the Bank's management has made effective use of technology and put in place mechanisms and robust processes to ensure ongoing feedback from customers and speedy complaint resolution. Policies with common protocols have been implemented across locations and functions to ensure standardization, such as complaint handling guidelines covering all units in the complaint resolution chain and published system procedures for handling complaints. Customer complaints are handled in a structured manner in the following ways:

- Any complaint received is entered in a Customer Service, Complaint and Query Management System, which generates a reference number for the customer
- Specific turnaround times are assigned to each category of complaints that are inbuilt in the system and help in timely and automated escalation in case of non-resolution within the stipulated time
- Root cause analysis of complaints and necessary corrective/preventive actions (process improvement projects) are undertaken
- All final responses urge the customer to escalate the complaint to a Banking Ombudsman if they are not satisfied

There are monthly Branch Service Committee meetings where customers from different segments provide their feedback and on the 7th of every month customers can meet the branch head without an appointment to discuss any concerns and/ or provide feedback. Customers are also invited to the Standing Committee Meeting with the Managing Director & CEO of YES BANK on a quarterly basis to obtain their feedback, which is presented to the concerned team and top management for further action.

Managing Customer Complaints (Table 8)

	2008-2009	2009-2010	2010-2011
Customer complaints			
No. of complaints pending at the beginning of the year	86	8	5
No. of complaints received during the year	5315	3483	629
Number of complaints redressed during the year	5393	3489	628
Number of complaints pending at the end of the year	8	5	6
Awards passed by the Banking Ombudsman			
No. of unimplemented awards at the beginning of the year	0	0	0
No. of awards passed by Banking Ombudsman during year	0	0	0



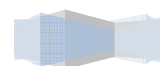
Number of awards implemented during the year	0	0	0
Number of unimplemented awards	0	0	0

Internal and External Stakeholder Engagement during Sustainability Reporting & Review

YES BANK has dedicated segments that take up social projects internally with employees and externally with clients, investors, the government and other stakeholders, in addition to the project finance deals and financing pertaining to climate change/ renewable energy projects taken up by the SIB and Private Equity teams and the financial inclusion initiatives of the Agribusiness, Rural and Social Banking and Microfinance teams. We then assess each project, project by project for the effectiveness of deployed resources. We choose projects based on their intended benefits to the community.

In reporting its sustainability initiatives, including its social development programmes, the Bank puts forth its efforts to various stakeholders for their feedback which is then incorporated to improve business processes and practices. Using a multi-stakeholder engagement model, the Bank has put in place a concrete feedback loop that feeds in to our strategy helping to enhance implementation. Internally there are reports produced to assess the progress of projects undertaken in the area of sustainable development. This ensures monitoring, evaluation and identification of gaps that helps in the continual improvement of the projects and initiatives in place so that they are better executed and result in greater outreach. Client feedback is also included in such reports to get an independent assessment on the requirements and effectiveness of the project.

Since inception, The Bank's social performance has always been incorporated in our Annual Report, however, it has not been done so extensively and in detail. Before moving towards true Integrated Reporting, YES BANK will release a Sustainability Report for FY12 using GRI guidelines and methodologies.



4. YES BANK's Environmental Performance

Documenting our sustainability initiatives on a year by year allows us to set 'responsibility' targets across the organization. For example, conducting the internal exercise of collecting and reporting data on GHG emissions for the exhaustive CDP reporting is an eye opener that provides a deep insight into the levels of resource consumption and direct/indirect impacts on the environment. With the results of the report clearly and tangibly laid out, we can set realistic GHG reduction targets for each year. With the targets in sight we address each resource consuming activity in the Bank. As mentioned earlier, the RB - in thought team along with YES BANK's technology and Quality Assurance team has developed an in-house GHG accounting tool that has the capability to measure the Bank's GHG emissions in real time. We are currently testing the effectiveness of the tool through a pilot program for 10 of YES BANK's office locations. With YES BANK investing in developing and installing such a sophisticated system for managing GHG emissions demonstrates how important GHG management is to reducing the organisation's cost and improving systemic efficiencies.

Notable Environment Management Practices at YES BANK:

- Electricity savings at Branches and off-site ATM's by regulating the timings for signage lightings/ ACs
- Electricity savings through YES MENTOR program – giving regular advisory messages to Branches / other YES BANK offices to switch off lights, PC's, Air-conditioners when not required. All branches are able to view their electricity, water, stationary and conveyance expenses month over month and target reduction in the same.
- Advisory campaigns for double sided printing and judicious use of stationary
- Advisory campaigns to encourage employees to use car-pool. This was also facilitated/enabled through YES BANK's intra-net portal.
- Travel reduction through Video Conferencing facilities.
- Piloting server and desktop virtualization to reduce power consumption
-

YES BANK's Resource Consumption (Table 9)

#	Resource Category	Specific Consumption*			Practice to Reduce
		2008 - 2009	2009- 2010	2010-2011	
1	Raw material 1 [insert rows if needed]	10.8 million pages of paper	15.5 million pages of paper	20.3 million pages of paper	R3, YES SAVE, E-statement initiation
2	Non-renewable Energy	12092 MW	13970 MWH*	16090 MWH	Intelligent Environment/Resource Management System to be instituted

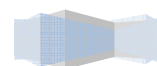
YES BANK's GHG Emissions (Table 10)

Parameter	Specific Generation*			Absolute Quantity			Practice to Reduce
	2008 - 2009	2009 - 2010	2010-2011	2008 - 2009	2009 - 2010	2010-2011	
Scope 3	3.9 CO ₂ e per employee (Scope 2 & 3)	5.29 CO ₂ e per employee (Scope 2 & 3)	3.2 CO ₂ e per employee (Scope 2 & 3)	13875 metric tonnes CO ₂ -e (Scope 2+3)	15385 metric tonnes CO ₂ -e (Scope 2 + 3)	13987.5 metric tonnes CO ₂ e	R ³ Programs, including video conferencing, Employee engagement, Intelligent Environmental Management System

E-Waste Management at YES BANK

YES BANK does not use a lot of products categorized as hazardous or toxic. YES BANK does not generate any e-waste since all computers and telephonic hardware is leased by WIPRO.

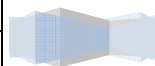
WIPRO is an extremely responsible vendor that disposes off inundated hardware in an environmentally responsible manner through its tie-up with a notable e-recycling company.



5. YES BANK's List of Awards

#	Name of Award / Rating Certification	Name of Awarding / Rating / Certifying Organisation	Year	Theme of the Award*
1	Bloomberg UTV Financial Leadership Awards 2011	Bloomberg UTV	2011	India's fastest growing bank of the year award
2	FT/IFC Sustainable Finance Awards 2011	Financial Times/IFC, London	2011	Sustainable Bank of the Year award - Asia/Pacific Region
3	The Asian Banker Technology Implementation Awards	The Asian Banker, Singapore	2011	Best Multi Channel capability and best financial supply chain
4	6th Social and Corporate Governance awards	Bombay Stock Exchange (BSE)	2010	Best Corporate Social Responsibility Practice
5	Best bank awards	Businessworld	2010	Awarded fastest growing Bank (balance sheet > INR 30,000 cr)
6	Best Banks annual survey	Businesstoday	2010	Awarded India's best, fastest & strongest mid-sized bank
7	Best HR Systems Implementation Project	The Asian Banker, Singapore	2010	Efficient Payments Solutions & Technology/Service Excellence
8	CII-ITC Sustainability Awards - Asia Summit	CII-ITC centre for excellence and sustainable development	2010	Commendation Certificate for 'Significant achievement'
9	Compass Award	BestPrax Rating	2010	BestPrax Compass award in the service sector for Knowledge Banking
10	Employer Branding Awards	Employer Branding Awards	2010	Innovation in recruitment, Continuous Innovation in HR strategy, Excellence in HR through technology, BEST HR strategy in Line with Business, HR Excellence in

				an Emerging Organisation
11	Financial Insights Innovation Award	Financial Insights/FIIA - Singapore	2010	Innovation in business excellence
12	IMC Ramkrishna Bajaj National Quality Awards	IMC RBNQ	2010	Performance Excellence trophy
13	Information Systems Audit & Controls Association Award	ISACA	2010	Award for Implementation of IT Governance
14	Quimpro Innovation awards	Quimpro	2010	Innovation in the service
15	Survey of India's best banks	Financial Express - Ernst & Young	2010	Ranked No.1 New Private sector bank
16	The Karmayog CSR Ratings	Karmayog.org	2010	Business Excellence - YES BANK is the youngest company among 13 companies to be given a rating of 4 (highest ranking of 5) in the Karmayog CSR ratings for India's top 500 companies
17	Best Bank Awards	Businessworld	2009	Institutional Excellence - Fastest Growing Bank (balance sheet <30,000 cr)
18	Best Banks annual survey	Business Today - KPMG	2009	Institutional Excellence - First amongst Medium Size Banks
19	Compass Award for Innovative Practices in Customer Service Channels	Quimpro Bestprax	2009	Efficient Payments Solutions & Technology/Service Excellence
20	IMC Ramkrishna Bajaj National Quality Awards	IMC Ramkrishna Bajaj	2009	Efficient Payments Solutions & Technology/Service Excellence - Certificate of Merit in the Services Category
21	India's most valuable companies, Annual Survey	Business Today	2009	Institutional Excellence - Fifth in the Banking Services Sector Business Today 500
22	Most Valuable Indian	Businessworld	2009	Institutional Excellence - Mr. Rana Kapoor ranked as the 3 rd Most



	CEO			valuable Indian CEO
23	Sustainability Awards at the 4 th Sustainability Asia Summit	CII-ITC centre for excellence and sustainable development	2009	Business Excellence - Strong Commendation to excel
24	Top 25 'unsung' innovative companies in the World	BusinessWeek	2009	Institutional excellence - Recognized as amongst the top 25 'unsung' Innovative companies in the world.
25	The New economy Annual Banking and Finance Awards	NewEconomy	2008/2009	Institutional Excellence - Most innovative bank in India award
26	India's Best Banks	Financial Express - Ernst & Young	2008	Institutional Excellence - Third amongst New Private sector Banks and First on Credit Quality & Growth
27	Most Innovative e-Payments solution award - Asia	Financial Insights/FIIA - Singapore	2008	Efficient Payments Solutions & Technology/Service Excellence - Innovation in business intelligence
28	Sustainable Bank of the Year award - Asia	Financial Times/IFC, London	2008	Business Excellence - No.1 Emerging Markets Bank - Asia
29	Top bookrunners of Indian Rupee Bonds	Thomsson Financial	2008	Business Excellence - Ranked 8 th

