

ANNEXURE VI

Business Responsibility And Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L65100TN1949PLC002905
2. Name of the Listed Entity	Cholamandalam Financial Holdings Limited
3. Year of incorporation	September 9, 1949
4. Registered office address	'Dare House', No. 234, NSC Bose Road, Chennai - 600 001
5. Corporate address	'Dare House', No. 234, NSC Bose Road, Chennai - 600 001
6. E-mail	investorservices@cfhl.murugappa.com
7. Telephone	044-42177770-5
8. Website	www.cholafhl.com
9. Financial year for which reporting is being done	April 1, 2022 to March 31, 2023
10. Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited and BSE Limited
11. Paid-up Capital	₹18.78 Crore
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Sridharan Rangarajan, Director Phone : 044 - 2530 6204 E-mail : sridharanr@corp.murugappa.com
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	This report is prepared on a consolidated basis including the Company's subsidiaries viz., Cholamandalam Investment and Finance Company Limited ('CIFCL') and Cholamandalam MS General Insurance Company Limited ('MSGICL') (Together the entities are referred to as 'group' in this Report)

II. Products/services

14. Details of business activities (accounting for 90% of the turnover):

SN.	Description of Main Activity	Description of Business Activity	% of Turnover of the group
1.	Financial Services	Lending Business	70.20%
2.		General Insurance Business	29.06%

15. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

SN.	Product/Service	NIC Code	% of total Turnover contributed
1.	Lending [Vehicle Finance, Loan Against Property, Home Loans, Secured Business and Personal Loans (SBPL), Consumer and Small Enterprise Loans (CSEL), Small and Medium Enterprise Loans (SME)]	K649	70.20%
2.	General Insurance	6512	29.06%

III. Operations

16. Number of locations where plants and/or operations/offices of the entity are situated as on March 31, 2023:

Location	Number of plants	Number of offices	Total
National	NA*	1343	1343
International		Nil	Nil

* The entity is not engaged in manufacturing activities

17. Markets served by the entity:

a. Number of locations

Location	Number
National	
Lending:	29 States, 5 Union Territories
General Insurance:	22 States, 4 Union Territories
International	Nil

b. What is the contribution of exports as a percentage of the total turnover of the entity? Nil

c. A brief on types of customers

Lending Business: The company focuses on retail customers including first time borrowers (FTB) and new to credit customers (NTCC) ensuring financial inclusion. Following are the types of customers based on products:

- (i) **Vehicle Financing:** Transport entrepreneurs, FTB and NTCC predominantly in geographies with limited presence of banks and organized financiers.
- (ii) **Loan against Property:** Focus on lending to small businesses against the collateral of self-occupied residential property.
- (iii) **Affordable Housing:** Underserved customers in tier III, IV, V, VI cities to enable them to achieve their dream of owning a home, customers from unorganised segments and women borrowers.
- (iv) **SBPL:** Underserved self-employed non-professional customers (eg: grocery shop, dairy owners, unskilled labourers, low salaried/cash salaried workers).
- (v) **SME Loans:** Micro, Small and Medium Enterprises (MSME) and Inventory Funding products to support SME customers.
- (vi) **CSEL:** Unsecured lending to retail customers including NTCC through partnership business to support lower income segment people.

General Insurance Business:

Provides wide range of products and services to both commercial and retail customers. The customer base includes corporates, small, micro, medium enterprises and individuals. The vehicle insurance business provides insurance coverage for two wheelers, four wheelers, commercial vehicles and tractors. The property and casualty insurance business comprises the marine, fire, engineering, commercial, SME and bancassurance services. The business also provides health, accident and travel insurance.

IV. Employees

18. Details as at March 31, 2023:

a. Employees and workers (including differently abled):

SN.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	14417	13888	96%	529	4%
2.	Other than Permanent (E)	11	8	73%	3	27%
3.	Total employees (D + E)	14428	13896	96%	532	4%

b. Differently Abled Employees:

SN.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	50	50	100%	-	-
2.	Other than permanent (E)	-	-	-	-	-
3.	Differently Abled employees (D + E)	50	50	100%	-	-

19. Participation/Inclusion/Representation of women - as on March 31, 2023:

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	6	1	16.6%
Key Management Personnel	2	1	50%

20. Turnover rate for permanent employees and workers:

Particulars	FY 23			FY 22			FY 21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	19%	19%	19%	16%	22%	16%	13%	12%	13%

V. Holding, Subsidiary and Associate Companies (including joint ventures)

21. Name of holding/subsidiary/associate companies/joint ventures:

SN.	Name of the holding/subsidiary/associate companies/joint ventures (A)	Indicate whether holding/Subsidiary/Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Cholamandalam Investment and Finance Company Limited	Subsidiary*	45.36%	Yes
2.	Cholamandalam MS General Insurance Company Limited	Subsidiary	60.00%	Yes
3.	Cholamandalam MS Risk Services Limited	Joint Venture	49.99%	No

* Under Ind-AS.

VI. CSR Details22. (i) **Whether CSR is applicable as per section 135 of Companies Act, 2013? (Yes/No)**

Yes. The Company on a standalone basis does not have CSR obligation for the reporting financial year. Details on a consolidated basis are furnished below:

(ii) **Turnover (in ₹):** 18,376.03 Crore(iii) **Net worth (in ₹):** 16,258.02 Crore

VII. Transparency and Disclosures Compliances

23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct (NGRBC):

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)*	FY 23			FY 22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	http://www.cholafhl.com/docs/CFHL-Business-Responsibility-Policy.pdf	-	-	-	-	-	-
Investors (other than shareholders)	http://www.cholafhl.com/docs/CFHL-Whistle-Blower-Policies.pdf	-	-	-	-	-	-
Shareholders	http://www.cholafhl.com/docs/CFHL-Business-Responsibility-Policy.pdf	10	-	-	2	-	-
Employees	http://www.cholafhl.com/docs/CFHL-Whistle-Blower-Policies.pdf	2	-	-	1	-	-
Customers*		2108	-	-	2191	-	-
Value Chain Partners	http://www.cholafhl.com/docs/CFHL-Business-Responsibility-Policy.pdf	1	-	-	-	-	-
Others - Society		-	-	-	2	-	-

*Group entities have grievance redressal mechanism in place which are available in their respective websites <https://www.cholamandalam.com/> and <https://www.cholainsurance.com/>.

24. Overview of the entity's material responsible business conduct issues:

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format:

SN.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Regulatory changes	Risk	The businesses shall comply with regulatory norms at all times. Non-compliance with regulatory requirements may result in regulatory action and damage the entity's reputation.	Systems are in place to track regulatory changes. Risk assessments are carried out to identify potential compliance related risks.	Negative implication
2.	Data Privacy and security	Risk	Improper use or data leakage may lead to impairment of stakeholders' confidence and disrupt business operations.	The group has policies in place to monitor and ensure data privacy & security. Internal and IT audit is conducted to check implementation of the policies and procedures. Non disclosure agreements are entered with service providers/vendors to ensure data privacy.	Negative implication

SN.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3.	Employee growth and development	Opportunity	Skilled employees are considered the most valuable resources in financial services sector. Focus on employee growth and development helps in talent retention, enhance productivity and foster innovation which enables business to tackle market challenges.		Positive implication
4.	Technology (Innovation and Digitalisation)	Opportunity	Technology advancements has made it possible to enter previously hard-to-access markets at lower cost and value creation for customers and other stakeholders.		Positive implication
5.	Financial Inclusion	Opportunity	Enhancing quality of life for customers, particularly those residing in semi-urban and rural areas of India, where the availability of financial products and services is limited.		Positive implication
6.	Corporate Governance (Transparency and Disclosures)	Opportunity	Corporate governance is a fundamental element of sustainable business operations. Ethical governance will help in enhancing stakeholders' trust and strengthen brand value.		Positive implication
7.	Customer Support and Satisfaction	Opportunity	Strong relationships enhances loyalty and retention.		Positive implication
8.	Branding and Reputation	Opportunity	Enhances credibility and trust among diverse stakeholders and emphasises the company's reputation as an ethically managed business.		Positive implication
9.	Human Rights	Opportunity	Respect and promotion of human rights improves talent retention and business reputation.		Positive implication
10.	Climate Change (emissions, renewables/ energy efficiency)	Risk	Has implications for managing impact on the climate changes.	The group will ensure its offices are operating in LEED certified green buildings.	Negative implication
11.	Diversity and Inclusiveness	Opportunity	Reiterates the company's commitment to social inclusion and merit-based engagement of employees, customers, suppliers, etc.		Positive implication
12.	CSR	Opportunity	The group's brand is leveraged as a force for good to support community development.		Positive implication

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	http://www.cholafhl.com/docs/CFHL-Business-Responsibility-Policy.pdf								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/labels /standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	-	ISO 31000:2018	ISO 30408:2016	-	-	ISO 9001:2015	-	-	-
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Ensure 0% data breaches in customer data protection	For lending business - Increase electric vehicle loan disbursements by 5% YOY from 2023-2025	To achieve and sustain zero accident culture through the group's road safety awareness initiatives and programs.	-	-	Replace 100% of CFL lighting with LED systems at all operations by 2025	-	-	Attain ISMS certification by the year 2025
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	NA								
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements.	Kindly refer the Company's website at: https://www.cholafhl.com/article/subsidyfinancials/400								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name: Mr. Sridharan Rangarajan, Director DIN: 01814413 E-mail: sridharanr@corp.muruqappa.com								
9. Does the entity have a specified committee of the Board/Director responsible for decision making on sustainability related issues? (Yes/No). If yes, provide details.	Yes. The group entities have their own policies as approved by their respective Boards. The implementation of the policies is monitored through their respective board/management committee.								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee									Frequency (Annually/Half yearly/Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Yes. Review is undertaken by the management periodically and placed before the respective Boards.									Annually								

Subject for Review	Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee									Frequency (Annually/Half yearly/Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	Yes. Review of compliance with statutory requirements as applicable to each entity is undertaken by the respective management committees.									Quarterly								

11. Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9	No. Evaluation is a continuous process and is carried out internally by the respective entities.								
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12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	NA								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA								
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NA								
It is planned to be done in the next financial year (Yes/No)	NA								
Any other reason (please specify)	NA								

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1:- BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY, AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors (BoD)	4	ESG strategy and awareness aimed at conducting business with integrity and in a ethical and transparent manner	100%
Key Managerial Personnel	4		100%
Employees other than BoD and KMPs	125	Trainings include topics such as prevention of sexual harassment, company's code of conduct, customer relationship management, KYC/AML policies, etc.	57%
Workers	NA	NA	NA

2. Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by directors/KMPs) with regulators/law enforcement agencies/judicial institutions, in the financial year, in the following format: (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website)

Monetary					
Particulars	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine			Nil		
Settlement					
Compounding fee					

Non-Monetary				
Particulars	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment				
Punishment				

3. Of the instances disclosed in Question 2 above, details of the Appeal/Revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
	NA

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

The group is committed to ethical and lawful business conduct. The employees shall follow governance guidelines and abide by the code of conduct framed by the respective group entities in addition to the applicable legal, regulatory and internal compliance standards. The policy is available at: <http://www.cholafhl.com/docs/Code-of-Conduct-Annex.pdf>

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/corruption:

Particulars	FY 23	FY 22
Directors	Nil	Nil
KMPs		
Employees		
Workers	NA	NA

6. Details of complaints with regard to conflict of interest:

Particulars	FY 23		FY 22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	-	Nil	-

7. Provide details of any corrective action taken or underway on issues related to fines/penalties/action taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest.

NA

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the principles during the financial year:

The group aims to create awareness through fair practices code and business agreements with third parties.

2. Does the entity have processes in place to avoid/manage conflict of interests involving members of the Board? (Yes/No) If yes, provide details of the same.

Yes, the company has Code of Conduct for directors and senior management which provides clear guidelines for avoiding and disclosing actual or potential conflict of interest with the company. Annual declaration by board of directors and senior management confirming compliance with the code of conduct is obtained. The policy is available on the company's website at: <http://www.cholafhl.com/docs/Code-of-Conduct-Annex.pdf>

PRINCIPLE 2:- BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE

Essential Indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

Particulars	FY 23	FY 22	Details of improvements in environmental and social impacts
R&D	-	-	-
Capex	₹8.30 Crore [23.4%]	₹1.56 Crore [5.9%]	The group being engaged in financial service businesses, focuses on digitalisation of its processes. Expenses are largely on investments in technology and software licenses to improve customer experiences and manage customer data.

2. Does the entity have procedures in place for sustainable sourcing? (Yes/No). If yes, what percentage of inputs were sourced sustainably?

Yes. Though, the group is engaged in financial services business, it values conservation of resources. Through digitalisation and promotion of innovative practices, the group aims to ensure sustainable practices.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

Given the nature of the group's business, e-waste is generated in the form of IT related hardware and networking equipments. The group has e-wastage management policy. E-waste generated are disposed off as per the policy.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/No)? If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

No.

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective/Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

NIC Code	Name of Product/ Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
NA					

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products/services, as identified in the Life Cycle Perspective/Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Name of Product/Service	Description of the risk/concern	Action Taken
NA		

3. Percentage of recycled or reused input material to total material (by value) used in Products (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or re-used input material to total material	
	FY 23	FY 22
NA	NA	NA

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

Particulars	FY 23			FY 22		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NA			NA		
E-waste						
Hazardous waste						
Other waste						

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category:

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
NA	NA

PRINCIPLE 3:- BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS

Essential Indicators

1. a. Details of measures for the well-being of employees:

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B/A)	No.(C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Employees											
Male	13888	13792	99%	4836	35%	NA	NA	9930	72%	-	-
Female	529	511	97%	271	51%	511	97%	NA	NA	6	1.13%
Total	14417	14303	99%	5107	35%	511	4%	9930	69%	6	0.04%
Other than Permanent Employees											
Male	8	6	75%	2	25%	-	-	-	-	-	-
Female	3	3	100%	1	33%	-	-	-	-	-	-
Total	11	9	82%	3	27%	-	-	-	-	-	-

- b. Details of measures for the well-being of workers:

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Workers											
Male	NA										
Female											
Total											

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Other than Permanent Workers											
Male	NA										
Female											
Total											

2. Details of retirement benefits, for Current FY and Previous Financial Year:

Benefits	FY 23			FY 22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/NA)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/NA)
PF	100%	NA	Yes	100%	NA	Yes
Gratuity	100%		NA	100%		NA
ESI	100%*		Yes	100%*		Yes

*Represents coverage of employees eligible to be covered under ESI schemes

3. Accessibility of workplaces:

Are the premises/offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes, the group has an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016. The policy is available to employees through the company portal.

5. Return to work and Retention rates of permanent employees that took parental leave:

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	NA	NA
Female	100%	100%	NA	NA
Total	100%	100%	NA	NA

6. Is there a mechanism available to receive and redress grievances for the following categories of employees? If yes, give details of the mechanism in brief.

Particulars	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employees	Grievances of employees can be raised with the Head of department. Further, grievances could also be addressed to the Ombudsman under whistle blower policy or to chairperson of the Prevention of Sexual Harassment (POSH) committee, as the case may be. Grievances are investigated based on the procedures under each policy and appropriate corrective actions are taken.
Other than Permanent Employees	

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:

Category	FY 23			FY 22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)
Total Permanent Employees	Nil					
Male						
Female						
Total Permanent Workers	NA					
Male						
Female						

8. Details of training given to employees and workers:

Category	FY 23					FY 22				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No.(E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	13888	4525	33%	8136	59%	9552	1472	15%	2448	26%
Female	529	172	33%	248	47%	353	84	24%	96	27%
Total	14417	4697	33%	8384	58%	9905	1556	16%	2544	26%
Workers										
Male	NA									
Female										
Total										

9. Details of performance and career development reviews of employees:

Category	FY 23			FY 22		
	Total (A)*	No. (B)	% (B/A)	Total (C)*	No. (D)	% (D/C)
Employees						
Male	8494	8494	100%	8517	8517	100%
Female	292	292	100%	290	290	100%
Total	8786	8786	100%	8807	8807	100%
Workers						
Male	NA					
Female						
Total						

*Employees eligible for performance review.

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such a system?

Yes. Systems are in place to ensure health and safety at workplace. Emergency response teams have been set up and initiatives such as fire safety drills, training sessions and awareness programs are conducted. The group strives to inculcate a culture of behaviour safety across business operations.

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Employee feedback and walk through approach are used as a mechanism to identify and address workplace related hazards.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No) Yes

d. Do the employees of the entity have access to non-occupational medical and healthcare services? (Yes/ No) Yes

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY 23	FY 22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	NA	NA
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	NA	NA
No. of fatalities	Employees	Nil	Nil
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	NA	NA

12. Describe the measures taken by the entity to ensure a safe and healthy workplace:

The group considers safety at the workplace as the topmost priority. It upholds the highest standards of health, safety and well-being for employees. The employees are covered under health and accident insurance. Doctors are available at the head offices to cater to medical needs. The group caters to the mental and physical well-being of all employees through awareness programs conducted periodically. Moreover, the head office is located in a certified Green building. The safety measures in the office premises taken by the group to ensure healthy work place includes sign boards on electrical devices, emergency exit marking and fire extinguishers. The employees are also provided training through regular safety awareness programs.

13. Number of Complaints on the following made by employees:

Particulars	FY 23			FY 22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	-	Nil	Nil	-
Health & Safety	Nil	Nil	-	Nil	Nil	-

14. Assessments for the year:

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	Nil
Working Conditions	Nil

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks/concerns arising from assessments of health & safety practices and working conditions.

There has been no concern or significant risk arising from health & safety practices and working conditions. Therefore, no corrective action was required to be taken during the year.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of:

(A) Employees (Y/N) - Yes

(B) Workers (Y/N) - NA

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

Statutory compliance by the value chain partners is ensured through contractual agreements based on responsible business conduct and periodic audits.

3. Provide the number of employees / workers having suffered high consequence work- related injury / ill-health /fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Particulars	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 23	FY 22	FY 23	FY 22
Employees - Group Medical Policy	Nil	Nil	Nil	Nil
Employees - Group Term Insurance	Nil	Nil	Nil	Nil
Workers	NA			

- 4 Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No) No.

5. Details on assessment of value chain partners:

Particulars	% Of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	100%
Working Conditions	100%

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

There has been no concern or significant risk arising from health & safety practices and working conditions, hence, corrective action is not applicable.

PRINCIPLE 4:- BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

The group recognizes that their activities can affect individuals or groups, both present and future. Such individuals or groups, who have an interest or are impacted by the business activities are identified as key stakeholders. The group engages with its stakeholders through various formal and informal communication channels. The key stakeholders who have a significant impact on the business operations of the entity are determined based on these engagements.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Digital platforms and applications, in - person engagement	Periodic	To achieve customer satisfaction, feedback for product customization and customer relationship management
Investors/ Shareholders	No	Press releases and publications, Investor meets, Annual General Meeting, Stock exchange communication, Website disclosures, Through RTA (Registrar and Transfer Agent)	Quarterly	To inform company's performance, business developments, address investor queries and general updates

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Communities	Yes	Through corporate social responsibility initiatives	Periodic	To promote well-being of the society at large
Regulators	No	Statutory filings, meetings	Periodic	To achieve compliance with statutory requirements and industry updates
Value chain Partners	No	E-mails, Meetings, Training Programs.	Periodic	To achieve an understanding of the portfolio of services offered by the business
Employees	No	Multiple channels both physical and digital	Periodic	To provide a safe and secured work environment and merit-based opportunities towards fulfilment of company's vision, mission and achieving sustainability objectives and for professional capacity building

Leadership Indicators

- Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.**

The group uses a combination of formal and informal communication channels to actively engage with its stakeholders. These channels include digital means such as e-mail and social media, as well as initiatives that aim to promote transparency and accountability. Senior executives participate in these engagements based on the requirement. The Board is updated periodically on such developments.

- Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

Yes. The key ESG issues of the Company are identified from consultation with stakeholders. Activities and implementation plans have been set in place as measures to mitigate the risk arising from these issues.

- Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalized stakeholder groups.**

The group through its CSR initiatives has undertaken various activities for the benefit of different segments of the society with focus on the marginalised, under-privileged and differently abled persons.

PRINCIPLE 5:- BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

Essential Indicators

- Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:**

Category	FY 23			FY 22		
	Total (A)	No. employees covered (B)	% (B/A)	Total (c)	No. employees covered (D)	% (D/C)
Employees						
Permanent	14417	5871	41%	9905	2041	21%
Other than permanent	11	0	0%	-	-	-
Total Employees	14428	5871	41%	9905	2041	21%

Category	FY 23			FY 22		
	Total (A)	No. employees covered (B)	% (B/A)	Total (c)	No. employees covered (D)	% (D/C)
Workers						
Permanent	NA					
Other than permanent						
Total Workers						

2. Details of minimum wages paid to employees in the following format:

Category	FY 23					FY 22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No.(B)	% (B/A)	No.C	% (C/A)		No.(E)	% (E/D)	No.(F)	% (F/D)
Permanent	14417	-	-	14417	100%	9905	-	-	9905	100%
Male	13888	-	-	13888	100%	9552	-	-	9552	100%
Female	529	-	-	529	100%	353	-	-	353	100%
Other than permanent	11	-	-	11	100%	-	-	-	-	-
Male	8	-	-	8	100%	-	-	-	-	-
Female	3	-	-	3	100%	-	-	-	-	-

3. Details of remuneration/salary/wages, in the following format:

Category	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	5	12.70 Lakh	1	12.70 Lakh
Key Managerial Personnel	1	106.47 Lakh	1	33.07 Lakh
Employees other than BoD and KMP	13888	8.45 Lakh	529	7.85 Lakh

4. Do you have a focal point (Individual/Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No) Yes

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

Grievances related to human rights can be raised with the Head of department. Further, grievances could also be addressed to the Ombudsman under whistle blower policy or to chairperson of the Prevention of Sexual Harassment (POSH) committee, as the case may be. Grievances are investigated based on the procedures under each policy and appropriate corrective actions are taken.

6. Number of Complaints on the following made by employees and workers:

Particulars	FY 23			FY 22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	Nil	Nil	-	Nil	Nil	-
Discrimination at workplace	Nil	Nil	-	Nil	Nil	-
Child Labour	Nil	Nil	-	Nil	Nil	-
Forced Labour/Involuntary Labour	Nil	Nil	-	Nil	Nil	-
Wages	Nil	Nil	-	Nil	Nil	-
Other human rights related issues	2	Nil	-	1	Nil	-

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases:

The whistle blower policy and the Code of conduct include relevant clauses that no harm will be caused to the complainant in case of discrimination and harassment cases. The mechanism also provides for adequate safeguards against victimization of complainants. An ombudsperson is appointed to deal with the complaints appropriately.

8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes.

9. Assessments for the year:

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%. As per the recruitment policy, the group does not engage child labour and prohibits any forced/involuntary labour. The group has framed a policy for prevention of sexual harassment at work place. There were no referrals received during the year under the policy. Further the group is driven by governance standards and does not discriminate employees and other stakeholders either on gender, caste or race.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	NA
Others - please specify	-

10. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 9 above.

NA.

Leadership Indicators**1. Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints:**

The group believes that it upholds the basic principles of human rights in all its dealings. A Code of Conduct has been implemented for its employees, senior management and Board of Directors. There were no significant human rights grievances necessitating modification of business process.

2. Details of the scope and coverage of any Human rights due-diligence conducted.

The scope covers a broad spectrum of human rights concerns, such as child labour, forced labour, harassment, discrimination and wages.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes, the premise of the entity is accessible to differently-abled visitors. Facilities such as elevators, ramps and wheelchairs are available in head office. Appropriate steps are being taken to improve access to differently abled visitors across the main branches.

4. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	100%
Discrimination at workplace	100%
Child Labour	100%
Forced Labour/Involuntary Labour	100%
Wages	100%
Others - please specify	-

5. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 4 above.

No significant risks have been identified to mitigate remedial actions.

PRINCIPLE 6: BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 23	FY 22
Total electricity consumption (A) (in GJ)	66,646	52,126
Total fuel consumption (B) (in GJ)	2,606	3,594
Energy consumption through other sources (C)	-	-
Total energy consumption (A+B+C)	69,252	55,720
Energy intensity per rupee of turnover (Total energy consumption/turnover in '000 crore rupees)	3.78	3.77
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

2. Does the entity have any sites/facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any. No
3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 23	FY 22
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	40,919	34,904
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	-	-
Total volume of water consumption (in kilolitres)	40,919	34,904
Water intensity per rupee of turnover (Water consumed/'000 crore turnover)	2.23	2.36

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency. No

4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation. No
5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY 23	FY 22
NOx	MT/m ³	NA	NA
SOx	MT/m ³		
Particulate matter (PM)	MT/m ³		
Persistent organic pollutants (POP)	-		
Volatile organic compounds (VOC)	-		
Hazardous air pollutants (HAP)	-		
Others – please specify			

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

6. Provide details of green house gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 23	FY 22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	194	267
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	14676.06	11484.17
Total Scope 1 and Scope 2 emissions per rupee of turnover	Tonne CO ₂ per '000 INR crores	0.81	0.79

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

7. Does the entity have any project related to reducing Greenhouse Gas emission? If yes, then provide details.

Yes. Steps have been taken for enhanced energy efficiency in order to minimize emissions of greenhouse gases into the atmosphere and create awareness about energy within the organization and among its customers. The group is making efforts for all its new office buildings to be LEED certified green buildings. As a step towards creating a green and clean future, lending business has started financing electric vehicle loans.

8. Provide details related to waste management by the entity, in the following format:

Parameter	FY 23	FY 22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	NA	NA
E-waste (B)	5.44	59.59
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)	NA	NA
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector) (Carton, White Paper, Colour Paper, New Paper, Plastics, Tissues, Paper Cups, Mixed Paper, Metal Waste)	37.96	51.41
Total (A + B + C + D + E + F + G + H)	43.4	111.0
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	7.5	5.7
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	7.5	5.7
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	35.9	105.3
Total	35.9	105.3

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No.

9. a. Briefly describe the waste management practices adopted in your establishments.

As the group is engaged in financial services business, its major source of waste is paper and E-waste. The group is cognizant of the environmental impact of improper management of e-waste and has adopted appropriate e-waste management systems to minimize adverse outcomes. It strives to ensure that e-waste is disposed off in an appropriate manner.

b. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

NA

10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones, etc.) where environmental approvals/clearances are required, please specify details in the following format:

SN.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Not applicable as there are no operations near above-mentioned zones.			

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes/No)	Relevant Web link
No project is undertaken. Therefore, EIA is not applicable.					

12. Is the entity compliant with the applicable environmental law/regulations/guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules there under (Y/N). If not, provide details of all such non-compliances, in the following format:

Yes, it is compliant with the environmental norms as applicable based on the nature of business.

SN.	Specify the law/ regulation/ guidelines which was not complied with	Provide details of the non- compliance	Any fines/penalties/action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
-	-	-	-	-

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 23	FY 22
From renewable sources		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	-	-
From non-renewable sources		
Total electricity consumption (D) (in GJ)	66,646	52,126
Total fuel consumption (E) (in GJ)	2,606	3,594
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F) (in GJ)	69,252	55,720

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency. No.

2. Provide the following details related to water discharged:

Parameter	FY 23	FY 22
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	NA	NA
- No treatment		
- With treatment - please specify level of treatment		
(ii) To Groundwater	NA	NA
- No treatment		
- With treatment - please specify level of treatment		
(iii) To Seawater	NA	NA
- No treatment		
- With treatment - please specify level of treatment		
(iv) Sent to third-parties	NA	NA
- No treatment	-	-
- With treatment - please specify level of treatment		
(v) Others	NA	NA
- No treatment		
- With treatment - please specify level of treatment		
Total water discharged (in kilolitres)	NA	NA

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency. No

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

For each facility/plant located in areas of water stress, provide the following information: NA

(i) Name of the area

(ii) Nature of operations

(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 23	FY 22
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed/turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
Total water discharged (in kilolitres)	-	-

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

4. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter*	Unit	FY 23	FY 22
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	8032	2883 (Scope 3 Emissions consist of business travel)
Total Scope 3 emissions per rupee of turnover	Tonne CO ₂ per INR crores	0.62	0.30

* Details pertain to only lending business.

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency. No

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities. NA
6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions/effluent discharge/waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

SN.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Use of energy efficient LEDs	LED bulbs are used wherever it is feasible at the Headquarters, regional branches and workstations.	Reduction of Energy cost
2.	Sustainable Financing	Initiatives are being taken to reduce impact due to emissions by initiating electric vehicle financing and attempting to increase loan disbursements in these specific domains.	Scope 3 emissions in terms of vehicle fumes are reduced.
3.	Digitization	Digitization initiatives have been taken to reduce the use of paper from end-to-end business operations.	Reduction of paper waste

7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

Yes, a robust Disaster Recovery as well as Business Continuity Plans are in place which has enabled the group to run critical functions efficiently. The business continuity team is responsible to carry out activities to ensure continuity of business. The team organises a drill periodically and required training programs are conducted as a measure for the employees to be prepared in times of emergency/crises.

8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

Given the nature of our core business operations in the service sector, no significant adverse impact on environment has been observed.

9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

No specific assessment has been conducted for value chain partners to assess environmental impacts.

PRINCIPLE 7:- BUSINESSES, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT

Essential Indicators

1. a. **Number of affiliations with trade and industry chambers/associations.**

The group entities are a member of 6 Trade and Industry chambers and associations in total.

- b. List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the entity is a member of/affiliated to.

SN.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1.	General Insurance Council	National
2.	Confederation of Indian Industry	National
3.	Federation of Indian Chambers of Commerce and Industry	National
4.	Finance Industry Development Council	National
5.	Finance Companies' Association (India)	National
6.	South India Hire Purchase Association	National

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.

Name of authority	Brief of the case	Corrective action taken
NA		

Leadership Indicators

1. Details of public policy positions advocated by the entity:

SN.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/Half yearly/Quarterly/ Others – please specify)	Web Link, if available
-	-	-	-	-	-

PRINCIPLE 8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
NA					

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

SN.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
NA						

3. Describe the mechanisms to receive and redress grievances of the community.

The group has a robust grievance mechanism to receive and redress complaints or any concerns raised by the community. We engage with local communities through various means such as personal visits, surveys, meetings, etc. to understand their concerns and take appropriate actions to resolve them.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers: Not Applicable

	FY 23	FY 22
Directly sourced from MSMEs/small producers	NA	NA
Sourced directly from within the district and neighbouring districts		

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above): Not applicable

Details of negative social impact identified	Corrective action taken
NA	

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

SN.	State	Aspirational District	Amount spent (₹ in Cores)
1.	Telangana	Adilabad	1.02
2.	Bihar	Aurangabad	0.04
3.	Bihar	Muzaffarpur	0.04
4.	Chhattisgarh	Korba	0.04
5.	Andhra Pradesh	Visakhapatnam	0.04
6.	Telangana	Warangal Rural	0.04

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/vulnerable groups? (Yes/No) No
 (b) From which marginalized/vulnerable groups do you procure? NA
 (c) What percentage of total procurement (by value) does it constitute? NA
4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

SN.	Intellectual Property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating benefit share
NA				

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Name of the authority	Brief of the case	Corrective action taken
NA		

6. Details of beneficiaries of CSR Projects:

SN.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Sight savers Truckers Eye Health Project Phase-VI	124510	11.538%
2.	The Gift of Life	39	0.004%
3.	Strengthening the Maternal Health Project	31	0.003%
4.	Arts in Education	289	0.027%
5.	My Dream Scholarship Program	235	0.022%
6.	Financial Literacy plus allied services	19450	1.802%
7.	Swachha Odisha Gram Vikas	207	0.019%
8.	Swaach Hathiyana Village	50	0.005%
9.	Cancer treatment for children	46	0.004%
10.	Action for Rural Rejuvenation	23712	2.197%
11.	Free Yoga	149892	13.891%
12.	Arogyasarthy	1423	0.132%

SN.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
13.	The Dakshina Chitra Museum-Cholamandalam Arts & Museum Management Project	19	0.002%
14.	New class rooms at Government Girls Higher Secondary School, Mogappair	931	0.086%
15.	Expansion of Toilets in B1 North Beach Chennai Police Station	100	0.009%
16.	AKKAM- STEM Education & Labs in Government School	4106	0.381%
17.	CNC Tutor Machine for WORTH Technical Training Centre, Pondicherry	32	0.003%
18.	ISHA Farmer Producer Organization (FPOs)	5525	0.512%
19.	Swaccha Telangana Project-Phase VI	12675	1.175%
20.	Mini-Library for 40 Anganwadis	2040	0.189%
21.	Mobile Health Van-Sarigam	16749	1.552%
22.	Mobile Health Van-Assam	21283	1.972%
23.	Mobile Health Van-Uttarakhand	20909	1.938%
24.	Mobile Health Van-Nagercoil	19140	1.774%
25.	Mobile Health Van-Sivagangai	6615	0.613%
26.	Solar Panel-SISH & MPC	500000	46.335%
27.	Murugappa Scholarship	88	0.008%
28.	AMM Hospital	141143	13.080%
29.	School of Social Work	6000	0.556%
30.	Murugappa Youth Football Academy	250	0.023%
31.	Murugappa Polytechnic College	1598	0.148%
32.	Mobile Medical Unit for providing free treatment for underprivileged at 12 places in North Chennai	10472	-
33.	Medical equipment to Sankara Eye Foundation Hospital-Coimbatore, TN and Guntur, AP	-	-
34.	Vocational skill training programs, Chennai, Tamil Nadu	20	-
35.	Provision of Medical Equipment - Automated Immunoassay Analyser for the use of Type 1 dialysis Patients	250	-
36.	Security and Housekeeping Maintenance of Neonatal Step-down wards at GGH, Kakinada	-	-
37.	Support for Neonatal Cardiac Surgeries for babies from low Socio-Economic backgrounds	12	-
38.	Provision of medical equipment-Autoclave machine for use of sterilizing medical devices	-	-
39.	Infrastructure of BML Munjal Green Meadows School, Haridwar to provide quality education to underprivileged students	-	-
40.	Support Sir Ramaswami Mudaliar Higher Secondary School, Chennai	2060	-
41.	Educational support to underprivileged children from tribal families	-	-
42.	Healthcare support for underprivileged children with cancer	-	-
43.	Provision of Ambulance to Nellai Cancer care Centre at Thirunelveli, Tamil Nadu	-	-
44.	Promoting Art and culture through Lecture demonstration and Musical concerts at R.R Sabha, Mylapore, Chennai	-	-

Note: In the table above, '-' is mentioned wherever beneficiaries could not be quantified.

PRINCIPLE 9:- BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

The group has a robust grievance redressal mechanism to address customer complaints. The customer relationship management (CRM) team regularly engages with customers through calls/visits/surveys to understand their feedback. Periodic consumer satisfaction surveys are conducted to seek consumer feedback on our services.

2. Turnover of products and/services as a percentage of turnover from all products/service that carry information about:

	As a percentage to total turnover
Environmental and social parameters relevant to the product	Nil
Safe and responsible usage	
Recycling and/or safe disposal	

3. Number of consumer complaints in respect of the following:

	FY 23			FY 22		
	Received during the year	Pending resolution at the end of the year	Remarks	Received during the year	Pending resolution at the end of the year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	7	-	-
Other	2855	-	-	2191	-	-

4. Details of instances of product recalls on account of safety issues:

	Number	Reasons for recall
Voluntary recalls	NA	NA
Forced recalls		

5. Does the entity have a framework/policy on cyber security and risks related to data privacy?

(Yes/No) If available, provide a web-link of the policy. Yes, the group has cyber security and data privacy policies in place to minimize the risk.

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on safety of products/services.

As there were no concerns regarding advertising, cyber security, data privacy of customers, and no penalties or actions imposed by regulatory authorities, no corrective measures were required. Nonetheless, the group actively keeps an eye on potential cyber and brand threats and any legitimate alerts are notified and addressed through legal or take-down procedures.

Leadership Indicators

1. **Channels/platforms where information on products and services of the entity can be accessed (provide web link, if available).**
The group provides wide range of financial and insurance services. The information can be accessed from the websites, <https://www.cholamandalam.com/> and <https://www.cholainsurance.com/>
2. **Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.**
Several formal and informal communication channels are available to educate and create awareness about its services to the customers. Further customer awareness initiatives are undertaken through meetings, camps, workshops and digital platforms. The insurance business conducts policy awareness campaigns and educates customers through their call centre facility about the features of the insurance products. With regard to lending business, the customers are made aware about the product usage through a list of Do's and Don'ts available on the Company's website. The list specifies the steps that a customer should take in situations when there is a malpractice or a fraud.
3. **Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**
Any such information is communicated through formal means such as e-mail, website, phone calls, SMS, WhatsApp, etc.
4. **a. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief.**
The information about the products and services are provided on the respective entity's websites, social media platforms and advertisements.
- b. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)** Yes, through CRM. Various surveys are conducted on a regular basis to understand and address the needs of the customers.
5. **Provide the following information relating to data breaches:**
 - a. **Number of instances of data breaches along-with impact:** Nil
 - b. **Percentage of data breaches involving personally identifiable information of customers:** Nil

Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements

Cholamandalam Financial Holdings and its group entities are committed to promoting Environmental, Social and Governance practices. The group has a robust governance mechanism to conduct business in a responsible and sustainable manner. Some of the ESG initiatives undertaken by the group includes deploying digital solutions for business operations, conduct of paperless board meetings, investment in technologies like virtual inspection surveys thereby reducing environmental footprint, safe disposal of e-waste, encouraging LED lighting, adopting measures to optimise the usage of water etc.,

As part of its BRSR governance process, material issues responsible for business conduct and sustainability issues that could impact the business performance have been identified and risk mitigation measures are implemented. Further, the group has implemented several policies including the Code of Business Conduct, Human Resources enabling policies, data and information security policy, KYC / AML policy, stakeholder engagement and grievance redressal policy, whistle-blower policy, corporate social responsibility policy and POSH (Prevention of Sexual Harassment) policy, to support its operations in an ethical and sustainable manner. Adequate training on these policies is provided to the operational teams besides conduct of various awareness programs for all employees.

The group will focus on achieving its targets as indicated in the report as per the timelines set by the respective businesses.

Warm Regards,

Sridharan Rangarajan
Director