Annexure V

Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURE

I. Details of the Listed Entity

1	**Corporate Identity Number (CIN) of the Listed Entity**	: L65100MH2009PLC268160
2	**Name of the Listed Entity**	: IndoStar Capital Finance Limited
3	**Year of incorporation**	: 2009
4	**Registered office address**	: Unit No. 505,5th Floor, Wing 2/E, Corporate Avenue Andheri- Ghatkopar Link Road, Chakala NA, Mumbai Mumbai City MH 400099 IN
5	**Corporate address**	: Same as registered office address
6	**E-mail**	: icf.legal@indostarcapital.com
7	**Telephone**	: 022 – 4315 7000
8	**Website**	: www.indostarcapital.com
9	**Financial year for which reporting is being done**	: 2022-23
10	**Name of the Stock Exchange(s) where shares are listed**	: BSE Limited National Stock Exchange of India Limited
11	**Paid-up Capital**	: ₹ 1,36,07,92,950
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. Vinodkumar Panicker Chief Financial Officer Phone: 022 – 4315 7000 Email id: vpanicker@indostarcapital.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).**	: Disclosures made in this report are on a standalone basis and relates only to the Company

II. Product and Services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Financial and Insurance Service	Other financial activities	100%

15. Products/Services sold by the entity (accounting for 90% of the turnover)

S. No.	Product/Service	NIC Code	% of Turnover of the entity
1	Non-Banking Financial Company engaged in lending and allied activities	649	100%

III. Operations

16. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
National	-	427	427
International	-	-	-

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	22
International (No. of Countries)	-

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

Nil. The Company does not have export business.

c. A brief on types of customers

The Company being a non-banking finance company mainly focuses on retail lending, particularly in vehicle finance, housing and SME finance. Following are the types of customers based on products:

Commercial Vehicle Finance: The Company mainly focuses on transport entrepreneurs mainly Small Road Transport Operators (SRTO) including finance for farm equipment, two wheelers, four wheelers and constructions vehicles and desires to be a lender of choice for them. The Company aims to enhance its market presence in this segment and provide relatively affordable credit to customers, garnering healthy demand and also factoring in the risks.

Housing Finance: The Company, through its 100% subsidiary i.e., IndoStar Home Finance Private Limited (IHFL) - a non-deposit taking housing finance company registered with National Housing Bank (NHB), focuses on customers in Tier 2 & 3 cities and those on the outskirts of urban markets. It serves those seeking loans for purchase and self-construction of residential properties.

SME Finance: IndoStar's SME Finance business is primarily aimed at lending to small and medium enterprises for their business financing needs, including working capital, business expansion or other requirements. SME loans are predominantly offered against the collateral of a self-occupied residential or commercial property. Our key customers in this segment are traders, manufacturers, self-employed professionals and service businesses. Nearly 40% of our SME loans are being disbursed to customers qualifying under the Priority Sector lending (PSL) category.

Corporate Lending: IndoStar Capital Finance specialises in offering customised structured solutions to meet funding requirements of mid-to-large corporates. IndoStar has financed projects across several sectors including real estate, steel, cement, media and entertainment, dairy, financial services, pharmaceuticals, FMCG and more.

IV. Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1	Permanent (D)	2,057	1,963	95%	94	5%
2	Other than Permanent (E)	179	172	96%	7	4%
3	Total employees (D + E)	2,236	2,135	95%	101	5%
WORKERS						
1	Permanent (F)	Not applicable				
2	Other than Permanent (G)					
3	Total employees (F+G)					

The Company being in financial service sector is not required to employ workers.

b. Differently abled Employees and workers: Nil

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	8	1	12.50%
Key Management Personnel	3	0	-

20. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	50%	2%	52%	26%	2%	28%	17%	2%	19%
Permanent Workers	Not Applicable								

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

21. (a) Names of holding/subsidiary/associate companies/joint ventures

S. No.	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	BCP V Multiple Holdings Pte. Ltd.	Holding Company	56.20%	No
2	IndoStar Home Finance Private Limited	Wholly-owned subsidiary	100%	Yes
3	IndoStar Asset Advisory Private Limited	Wholly-owned subsidiary	100%	No*

**Presently, IndoStar Investment Advisory Private Limited does not have any business and have applied for closure of Alternate Investment Funds being managed by it.*

VI. CSR Details

(i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	No*
(ii) Turnover (in Lakhs)	97,324.98
(iii) Net worth (in Lakhs)	3,00,985.64

**The Company was not required to spend any amount on CSR activities during the financial year 2022-23 as the Company had incurred losses during the preceding three financial years.*

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:

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 2022-23			FY 2021-22		
		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		-	-	-	-	-	-
Investors (other than shareholders)		-	-	-	-	-	-
Shareholders		-	-	-	-	-	-
Employees and workers	-	-	-	-	-	-	
Customers	https://www.indostarcapital.com/contact-us	681	2		405	15	
Value Chain Partners	-	-	-	-	-	-	
Other (please specify)	-	-	-	-	-	-	

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:

Sr. No.	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	Corporate Governance	Opportunity	The Company continues to maintain the highest standards of integrity and transparency in operations, excellence in service to all stakeholders and strong Corporate Governance standards.		Positive
2	Data Privacy and Cyber Security	Risk	The Company's technology infrastructure plays a big role in it's operations. Most transactions are completed digitally, which raises the risk for cyber and information security.	We have adopted measures to mitigate the cyber security risks included through appropriate firewalls, providing regular advisories, providing training to users, taking adequate backups, review of the information technology assets, etc.	Negative
3	Employee Well-being (Health and Safety)	Opportunity	Enables employees to develop health as a personal asset and emphasizes the Company as an organization that prioritizes employee well-being. The Company ensures that the employees are consistently provided with opportunities for empowerment and growth.		Positive
4	Corporate Social Responsibility	Opportunity	Corporate Social Responsibility is one of the key areas through which the Company endeavours to give back to society. The core focus areas under Corporate Social Responsibility include health care, education, ecology, art and culture.		Positive
5	Branding and Reputation	Opportunity	Enhances credibility and trust among diverse stakeholders and emphasizes the Company's reputation as an ethically managed business.		Positive
6	Diversity and Inclusiveness	Opportunity	The Company encourages social inclusion and merit-based engagement of employees, customers, suppliers etc.		Positive

Sr. No.	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)
7	Regulatory Compliance	Risk	Regulatory Compliance occupies a crucial position in determining the Company's responsibility towards its stakeholders. Any lapse in regulatory compliance can affect the reputation of the Company negatively. The Company has always focused on ensuring that it is fully compliant with all laws and regulatory provisions relating to its operations, which has enabled it to earn the respect of all stakeholders.	Adequate steps have been taken to identify, assess, manage and report all instances of compliance risk across the various levels in the Company. Senior Management plays a crucial role in effective compliance of risk management.	Negative

SECTION B: MANAGEMENT AND PROCESS DISCLOSURE

	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	**Policy and management processes**									
	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	NA	Y	Y	Y	Y	NA	Y	Y
	b. Has the policy been approved by the Board? (Yes/No)	Y	NA	Y	Y	Y	Y	NA	Y	Y
	c. Web Link of the Policies, if available	https://www.indostarcapital.com/investors-corner#investor-services								
2	**Whether the entity has translated the policy into procedures. (Yes/No)**	Y	NA	Y	Y	Y	Y	NA	Y	Y
3	**Do the enlisted policies extend to your value chain partners? (Yes/No)**	Yes								
4	**Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trusts) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.**	-								
5	**Specific commitments, goals and targets set by the entity with defined timelines, if any.**	Our Company recognises the importance of predefined goals and commitments as a barometer for assessing the Company's progress towards the principles of the National Guidelines on Responsible Business Conduct (NGRBC). Our Company has already taken short and medium-term initiatives primarily focusing on sustainability. We fully acknowledge the responsibility we have towards our community and intend to set targets and goals in the future reporting cycles. We are taking concerted efforts in anticipating the adverse effects of our business operations and are dedicated towards taking appropriate actions to mitigate the negative implications of ESG-related factors across all our business operations.								
6	**Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.**	Considering we are in the initial years of implementing the ESG Framework, we anticipate to provide a thorough and extensive update in the upcoming reporting cycles. We look forward to achieving our business targets along with our sustainability goals.								

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)

We take pride in presenting the BRSR Report of our Company Indostar Capital Finance Limited for the FY 2022-23. Led by a retail focused business model and having a strong liquidity and capital position, we are competitively placed in the industry. The range of services provided by us include vehicle finance, housing finance, SME finance and corporate lending. We strongly believe that integrating ESG considerations into our day-to-day decision making processes are essential towards achieving long term sustainability. The Company is committed to remain compliant with sound corporate governance and risk management practices. Thus, we strive to constantly monitor the impact our operations and investments have on the environment. We are focused on bringing about a meaningful change in the communities. Towards this end, we work towards supporting initiatives like education, women empowerment, health care, sanitation and environment protection which drive value creation. We extend our support to organisations in their initiatives towards education, inequity reduction, learning improvement, dropout reduction and psychological support through the Company or its subsidiaries. Woman empowerment is one of our utmost priorities and thus we have contributed to projects which encourage and train women to become professional commercial drivers alongside enhancing their awareness in legal rights, first aid, self-defence, English language, personal presentation, hygiene and financial literacy. We expressly advocate that commitment to corporate governance is essential for delivery of strategic priorities and enhancement of shareholder value. We have also adopted an Anti-Corruption Policy to further affirm the Company's zero-tolerance approach towards corruption and to conduct business in an honest and ethical manner.

We are also committed to employee welfare and provide comprehensive benefits like medical and term insurance. We also conduct various seminars and engagement programmes to encourage the overall well-being of our employees.

Our ultimate goal is to incorporate Environmental, Social, and Governance (ESG) factors in every facet of our business operations to achieve continued success and sustainability while adhering to sound corporate governance practices.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

(a) Details of the Director/Directors responsible for implementation of the BR policy/policies

Name: Mr. Karthikeyan Srinivasan

Designation: Whole-time Director and Chief Executive Officer

DIN: 10056556

(b) Details of the BR head*

Name: Mr. Vinodkumar Panicker

Designation: Chief Financial Officer

**Chief Financial Officer of the Company is the BR Head as per the Company's Internal Policy.*

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 Board of Directors constituted ESG Working Committee with an object to implement and oversee the Business Responsibility Policies. The committee comprises of Ms. Priya Prasad, Head – Human Resource, Mr. Mihir Bhavsar, Chief Information Security Officer and Mr. K V Bharadwaj, Head – Credit.

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
Performance against above policies and follow up action	Policies, as stated, have been approved by the Board, it's Committees or the Senior Management of the Company. Policies are reviewed annually considering various parameters like statutory requirements and the frequency as stated in the policy document								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company complies with all the statutory requirements to the extent applicable.								
Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency	No. All policies and processes are subject to audits and reviews done internally in the Company from time to time.								

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)	-	-	-	-	-	-	-	-	-
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	-	-	-	-	-	-	-	-	-
The entity does not have the financial or/ human and technical resources available for the task (Yes/No)	-	-	-	-	-	-	-	-	-
It is planned to be done in the next financial year (Yes/No)	-	-	-	-	-	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-

PRINCIPLE 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

Essential Indicator

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	%age of persons in respective category covered by the awareness programmes
Board of Directors	9	Business strategy, Risk Management System, Regulatory changes, recent developments in operations and IT of the Company, new initiatives taken by the Company, corporate governance and succession planning	100%
Key Managerial Personnel	1	Strategic Meet	100%
Employees other than BoD and KMPs	1	LMS training	50%
Workers	Not applicable		

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):**

   Please refer section on details on non-compliance under General Disclosure of Report on Corporate Governance which form part of this Annual Report.

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.**
   None

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 Company believes in conducting its business in an honest and ethical manner. The Company has a zero-tolerance approach to corruption and is committed to act professionally with integrity in all its business dealings and relationships wherever it operates and to that effect is inclined towards implementing and enforcing effective systems to prevent/counter corruption. Consistent with its core values, the Company is committed to complying with applicable anti-corruption and sanction laws and has adopted an Anti-Corruption Policy. The policy is available on the website of the Company at https://www.indostarcapital.com/sites/default/files/document/Codes%20and%20Policies/Anti-Corruption%2520Policy.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:**

	FY 22-23 (Current Financial Year)	FY 21-22 (Previous Financial Year)
Directors	-	-
KMPs	-	-
Employees	-	-
Workers	-	-

6. **Details of complaints with regard to conflict of interest:**
   None

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.**
   Not applicable

PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicator

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.**

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	-	-	
Capex	As the Company is in the financial services sector, CAPEX investments are mostly in information technology. Investments in capital assets in the form of IT infrastructure like, equipment and software were made.		

2. a. **Does the entity have procedures in place for sustainable sourcing?** (Yes/No)

No. The consumption of resources is limited to running the operations and therefore the Company follows sustainable sourcing practices wherever feasible.

b. **If yes, what percentage of inputs were sourced sustainably?**
Not applicable

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 that the Company is in the financial services sector, it does not manufacture any products hence this indicator is not applicable to its operations.

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.**
Given that the Company is in the financial services sector, this indicator is not applicable.

PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicator

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

Category	100 % of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	1,963	1,963	100%	1,963	100%	-	-	1,963	100%	-	-
Female	94	94	100%	94	100%	94	100%	-	-	-	-
Total	**2,057**	**2,057**	**100%**	**2,057**	**100%**	**94**	**5%**	**1,963**	**95%**	**-**	**-**
Other than Permanent employees											
Male	172	172	100%	172	100%	-	-	-	-	-	-
Female	7	7	100%	7	100%	7	100%	-	-	-	-
Total	**179**	**179**	**100%**	**179**	**100%**	**7**	**4%**	**-**	**-**	**-**	**-**

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

Category	100 % of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	Not applicable										
Female											
Total											
Other than Permanent employees											
Male	Not applicable										
Female											
Total											

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

Benefits	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	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/N.A.)	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/N.A.)
PF	100%	-	Y	100%	-	Y
Gratuity	100%	-	Y	100%	-	Y
ESI	20%	-	Y	25%	-	Y
Others – please specify	Not Applicable					

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.

Currently, the Company does not have any differently abled employees, however the shared premises in which corporate offices of the Company is located has necessary provision for differently abled persons and the Company is committed to take necessary steps to make the work place safe and friendly for differently abled persons as and when the need arises.

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.

No, while the Company does not have Equal opportunity policy, the Company is committed to treat all employees and job applicants equally.

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

	Permanent employees				Permanent workers			
Gender	Return to work rate		Retention rate		Return to work rate		Retention rate	
Male	-	-	-	-	-	-	-	-
Female	5	0.24%	5	100%	-	-	-	-
Total	**5**	**0.24%**	**5**	**100%**	**-**	**-**	**-**	**-**

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	-
Other than Permanent Workers	-
Permanent Employees	The Company provides a platform to raise any concerns pertaining to work by any employee of the Company. An employee can convey his/her grievances to their respective departmental heads or even directly to a HR representative. IndoStar has 'Code of Ethics and Personal Conduct' (CoEPC), 'Whistle Blower', and 'Prevention of Sexual Harassment' framework serving as grievance mechanisms for its employees to report or raise their concerns confidentially and anonymously, and without fear of any retaliation.
Other than Permanent Employees	

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

Though not prohibited, the employees are currently not part of any employee associations.

8. Details of training given to employees and workers:

Category	FY 2022-23					FY 2021-22				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	(B) % (B/A)	No. ©	% (C/A)		No. (E)	(B) % (E/D)	No. (F)	% (F/D)
Employees										
Male	1,963	-	-	623	32%	2,498	-	-	-	-
Female	94	-	-	33	35%	115	-	-	-	-
Total	**2,057**	**-**	**-**	**656**	**32%**	**2,613**	**-**	**-**	**-**	**-**
Workers	Not applicable									
Male										
Female										
Total										

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	1,963	1,750	89%	2,498	-	-
Female	94	77	82%	115	-	-
Total	**2,057**	**1,827**	**89%**	**2,613**	**-**	**-**
Workers	Not applicable					
Male						
Female						
Total						

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 such system?**

Given that the Company is in the financial services sector, this indicator is not applicable.

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

Given that the Company is in the financial services sector, this indicator is not applicable.

c. **Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)**

Given that the Company is in the financial services sector, this indicator is not applicable.

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

Yes, the Company provides medical and term insurance for employees of the Company.

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

None.

12. Describe the measures taken by the entity to ensure a safe and healthy work place.

Given that the Company is in the financial services sector, this indicator is not applicable.

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

	FY 2022-23			FY 2021-22		
	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					
Health and safety						

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	Not applicable
Working Conditions	

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.

Not applicable

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicator

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

Individuals or a group of individuals, agencies, institutions who are interested or impacted by the activities of the company's businesses and vice-versa now or in the future are identified as key stakeholder by the Company. The key stakeholders thus identified are customers, investors, lenders, government, shareholders, regulators, value chain partners, employees and the society.

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 application, in-person engagement at branches	Periodic	To achieve customer satisfaction, feedback for product customization and customer relationship management and ensuring fairness in dealing with the customers
Investors/ shareholders	No	Press releases and publications, Investor meets, Annual General Meeting, Stock exchange communication, Website disclosures, Through RTA (Registrar and Transfer Agent)	Continuous	To inform company's performance, business developments, address investor queries and general updates
Lenders	No	Press releases and publications, Investor meets, Stock exchange communication, Website disclosures	Periodic	To inform company's performance, business developments and to address queries

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
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 and working with them to benefit all the stakeholders of the company
Employees	No	Multiple channels both physical and digital	Periodic	To provide a safe and secure work environment and merit-based opportunities towards fulfilment of the Company's vision, mission and achieving sustainability objectives and for help the employee achieve long term professional and personal growth

PRINCIPLE 5: Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees	Please refer note below					
Permanent						
Other than permanent						
Total Employees						
Workers	Not Applicable					
Permanent						
Other than permanent						
Total Workers						

Note: The Company through its Code of Conduct for Directors and Employees mandates every employee of the Company to work honestly, ethically and with integrity and requires every employee to follow principles of mutual respect, privacy, equal opportunities and non-discrimination.

2. **Details of minimum wages paid to employees and workers, in the following format:**

Category	FY 2022-23 Current Financial Year					FY 2021-22 Previous Financial Year				
	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)
Employees										
Permanent										
Male	1,963	-	-	1,963	95%	2,498	-	-	2,498	96%
Female	94	-	-	94	5%	115	-	-	115	4%
Other than Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Workers										
Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

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

	Male		Female	
	Number	Median remuneration/ salary/wages of respective category	Number	Median remuneration/ salary/wages of respective category
Board of Directors (BoD)	1	2,25,00,000	0	0
Key Managerial Personnel	2	1,40,00,000	0	0
Employees other than BoD and KMP	1,960	4,58,365	94	4,32,092
Workers	Not Applicable		Not Applicable	

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 Chairman of Audit Committee under whistle blower policy or to the 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:**

	FY 2022-23			FY 2021-22		
	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					
Discrimination at workplace						
Child Labour						
Forced Labour/ Involuntary Labour						
Wages						
Other human rights related issues						

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.

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

9. **Assessments for the year:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Sexual Harassment	Nil
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Other human rights related issues	

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

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

Essential Indicator

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

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A)	15,36,383.19	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumption (A+B+C)	15,36,383.19	-
Energy intensity per rupee of turnover		
(Total energy consumption/turnover in rupees)		
Energy intensity (optional) – the relevant metric may be selected by the entity		

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.**

   Given that the Company is in the financial services sector, this indicator is not applicable.

3. **Provide details of the following disclosures related to water, in the following format:**

   The Company's usage of water is limited to employees and visitors' consumption only. Given that most offices/branches of the Company are present in shared premises, total freshwater consumption is not accounted. Efforts have been made to ensure that water is consumed judiciously in the office/branch premises.

4. **Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.**

   Given that the Company is in the financial services sector, this indicator is not applicable.

5. **Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:**

   Given that the Company is in the financial services sector, this indicator is not applicable.

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

   Given that the Company is in the financial services sector, this indicator is not applicable.

7. **Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.**

   Given that the Company is in the financial services sector, this indicator is not applicable.

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

   As the Company is in the financial services sector, it does not manufacture any products hence this indicator is not applicable to its operations.

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

   As the Company is in the financial services sector it does not generate any hazardous and toxic chemicals due to nature of it's business. However, we take steps to reduce the negative implications that waste generation can have on our environment in the following ways:-

   - **Paper** – Most of our processes are digitalized to avoid use of paper. In addition, shredded paper is also recycled. Additionally, with a view to leverage technology and to contribute to environment conservation, your Company has adopted an electronic Board / Committee Meetings application where the agenda and all supporting documents are hosted online, to the extent possible, documents / agenda papers are sent through the digital mode to ensure minimum usage of paper.

   - **E-waste** – LED lights are installed instead of conventional lights, which reduce the harmful effects of mercury, as well as the negative impacts on health and environment.

   - **Plastic** – The Company has reduced the usage of plastic items to the extend viable and opts to use glass items instead.

   - **Water** – The Company promotes conscious use of water and encourages employees to be conscious users as well.

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:**

    Not applicable

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

    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 thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:**

The Company is in compliance with environmental norms applicable to the nature of its business.

PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicator

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

2 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.**

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
	-	

3. **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.**

None

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

Essential Indicator

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

Not applicable

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

Not applicable

3. **Describe the mechanisms to receive and redress grievances of the community.**
We would like to inform that our Company hasn't received any grievances of the communities in which we carry out business operations. However, we have sound processes in place and will actively strive to implement an efficient and effective community grievance mechanism should we receive any grievances in the near future.

4. **Percentage of input material (inputs to total inputs by value) sourced from suppliers:**
As a financial services organisation, the Company does not require any substantial input material to conduct financial service business

PRINCIPLE 9: Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicator

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

Customer complaints are received in 3 ways:-

1. Direct customer complaints received in CRM
2. Escalations via email to PNO
3. RBI & CP Grams Complaints received via CMS portals.

All these complaints are addressed via the respective channel. In case of RBI complaints, the concerned Branch/Operations/Legal/Collections team are informed along with relevant Senior Management. The status of the loan, matter of complaint and communication exchanged in this regard are collated and replies are sent to the customers/Regulatory Bodies along with the relevant documentary evidences.

There is no separate mechanism for feedback monitoring as of now. In case the customer is not satisfied with our revert/resolution, they write back to us seeking further processing/clarification.

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

   Transparency and fairness in dealings with customers is followed across the Company. None of the products withhold any relevant information needed by the customers to make informed decisions.

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

   Not applicable

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

   Not applicable

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.

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.**

   Not applicable