BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

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 (referred to as 'IndoStar', 'ICFL', or 'the Company')
3.	Year of incorporation	July 21, 2009
4.	Registered office address	Silver Utopia, Third Floor, Unit No 301-A, Opposite P & G Plaza, Cardinal Gracious Road, Chakala, Andheri (E), Mumbai – 400 099
5.	Corporate address	Silver Utopia, Third Floor, Unit No 301-A, Opposite P & G Plaza, Cardinal Gracious Road, Chakala, Andheri (E), Mumbai – 400 099
6.	E-mail	icf.secretarial@indostarcapital.com
7.	Telephone	022-4315 7000
8.	Website	www.indostarcapital.com
9.	Financial year for which reporting is being done	2024-25
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited National Stock Exchange of India Ltd.
11.	Paid-up capital	₹ 1,36,09,74,470/-
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Shikha Jain Company Secretary & Compliance Officer Phone: 022 – 4315 7039 Email id: sjain4@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)	The disclosures presented in this report pertain solely to the Company and have been provided on a standalone basis
14.	Name of assurance provider	Not applicable for 2024-25
15.	Type of assurance obtained	Not applicable for 2024-25

II. Products/services

16. 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%

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

S. No.	Product/Service	NIC Code	% of total turnover contributed
1	Non-banking financial company involved in financing and related services	649	100%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	NA	446	446
International	NA	NA	NA

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of states)	23
International (No. of countries)	NA

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

Nil. The Company is not engaged in any export-related activities.

c. A brief on types of customers

The Company, as a non-banking financial institution, primarily focusses on retail lending with key areas, including vehicle finance, housing finance, corporate lending, and SME finance. The customer segments vary across product categories, as outlined below:

Vehicle Finance:

The Company primarily caters to transport operators, particularly Small Road Transport Operators (SRTOs), and provides financing solutions for farm equipment, two-wheelers, four-wheelers, and construction vehicles. It aims to become the preferred lender for this customer base by offering competitive credit facilities that meet their needs while managing associated risks and tapping into the ongoing demand in this space.

Housing Finance:

Through its former wholly-owned subsidiary, Niwas Housing Finance Private Limited (NHFPL) (erstwhile IndoStar Home Finance Private Limited), a non-deposit taking housing finance company registered with the National Housing Bank (NHB), the Company served customers in Tier 2 and Tier 3 towns as well as peripheral urban regions. The focus was on individuals looking to purchase or construct residential properties for self-use.

SME Finance:

The SME lending business supports small and medium-sized enterprises in meeting their business funding requirements, which may include working capital, business expansion or other commercial needs. These loans are typically secured against self-occupied residential or commercial property. The key clientele includes traders, manufacturers, professionals, and service-based businesses. A considerable share of disbursements under this segment qualifies as Priority Sector Lending (PSL).

Corporate Lending:

IndoStar Capital Finance Limited extends tailored structured finance solutions to mid-sized and large corporates. Lending activities span multiple sectors such as real estate, steel, cement, pharmaceuticals, FMCG, financial services, media and entertainment, and dairy, among others, addressing project funding and other business requirements.

Micro LAP:

The Micro LAP product primarily serves small-scale traders, manufacturers, and service providers in Tier 2 and Tier 3 towns, offering fully secured, small-ticket loans to meet working capital, business expansion, and other productive needs. Its customers typically seek collateral-backed credit with manageable tenures and ticket sizes, ensuring strong repayment discipline and risk coverage.

IV. Employees

20. Details as at the end of financial year

a. Employees and workers (including differently abled)

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
	EMPLOYEES					
1.	Permanent (D)	4,304	4,155	96.54	149	3.46
2.	Other than permanent (E)	132	130	98.48	2	1.52
3.	**Total employees (D + E)**	4,436	4,285	96.60	151	3.40
	WORKERS					
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than permanent (G)	NA	NA	NA	NA	NA
6.	**Total workers (F + G)**	NA	NA	NA	NA	NA

As a Company operating in the financial services sector, there is no requirement to employ workers for its business operations.

b. Differently abled Employees and workers

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
	DIFFERENTLY ABLED EMPLOYEES					
1.	Permanent (D)	Nil	Nil	Nil	Nil	Nil
2.	Other than permanent (E)	Nil	Nil	Nil	Nil	Nil
3.	**Total differently abled workers (D + E)**	Nil	Nil	Nil	Nil	Nil
	DIFFERENTLY ABLED WORKERS					
4.	Permanent (F)	Nil	Nil	Nil	Nil	Nil
5.	Other than permanent (G)	Nil	Nil	Nil	Nil	Nil
6.	**Total differently abled workers (F + G)**	Nil	Nil	Nil	Nil	Nil

21. 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	4	1	25.00%

22. Turnover rate for permanent employees and workers

	2024-25 (Turnover rate in current FY)			2023-24 (Turnover rate in previous FY)			2022-23 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent employees	35.65%	18.91%	35.04%	29.25%	20.37%	28.87%	40.74%	44.75%	40.90%
Permanent workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

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

Sr. 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	Niwas Housing Finance Private Limited (Formerly 'IndoStar Home Finance Private Limited')^	Wholly-owned subsidiary	100%	Yes
3	IndoStar Asset Advisory Private Limited	Wholly-owned subsidiary	100%	No*

**Presently, IndoStar Asset Advisory Private Limited does not have any business and is in process of closing of Alternate Investment Funds being managed by it.*

^ Ceased to be the subsidiary of the Company w.e.f. July 17, 2025

CSR Details

24. i. Whether CSR is applicable as per section 135 of Companies Act, 2013: No*

ii. Turnover (₹ in lakhs): ₹ 1,41,241.55

iii. Net worth (₹ in lakhs): ₹ 3,41,101.18

*The Company was not required to spend any amount on CSR activities during the financial year 2024-25 as the Company had average net losses during the preceding three financial years.

VI. Transparency and disclosures compliances

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

Stakeholder group from whom complaint was received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide a weblink to the grievance redress policy)	2024-25 (Current financial year)			2023-24 (Previous financial year)		
		Number of complaints filed during the year	Number of complaints with pending resolution at the close of the year	Remarks	Number of complaints filed during the year	Number of complaints with pending resolution at the close of the year	Remarks
Communities	https://www.indostarcapital.com/investor-contact/	Nil	NA	NA	Nil	NA	NA
Investors (other than shareholders)	-	Nil	NA	NA	Nil	NA	NA
Shareholders	-	1	Nil	NA	Nil	NA	NA
Employees and workers	-	Nil	NA	NA	Nil	NA	NA
Customers	https://www.indostarcapital.com/contact-us	1,654	8	The complaints reflect pendency as these were under the process of resolution at the time of the quarter end and were resolved in the subsequent month.	640	19	The complaints reflect pendency as these were under the process of resolution at the time of the quarter end and were resolved in the subsequent month.
Value chain partners	-	Nil	NA	NA	Nil	NA	NA
Other (please specify)	-	Nil	NA	NA	Nil	NA	NA

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

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 and Ethics	Opportunity	Strong governance, ethical conduct, and transparency help sustain stakeholder trust and reduce business risks.	-	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)
2.	Data Privacy and Cybersecurity	Risk	Increasing digitisation raises exposure to cyber threats, including ransomware, phishing, and data breaches.	Investment in cybersecurity infrastructure, periodic penetration testing, staff training, access controls, and threat monitoring.	Negative
3.	Employee Well-being and Workplace Culture	Opportunity	A positive work environment drives productivity, reduces attrition, and supports long-term talent retention.	-	Positive
4.	Corporate Social Responsibility	Opportunity	CSR enhances societal impact and contributes to reputation-building, especially in core sectors like healthcare and education.	-	Positive
5.	Branding and Reputation	Opportunity	A strong reputation enhances investor confidence and customer loyalty.	-	Positive
6.	Diversity, Equity and Inclusion (DEI)	Opportunity	DEI drives innovation, broadens perspectives, and supports social equity within the workplace.	-	Positive
7.	Regulatory Compliance	Risk	Frequent regulatory updates from RBI, SEBI, and MCA require strong compliance systems to avoid penalties and reputational damage.	Real-time compliance tracking, periodic audits, internal training, and strengthened internal controls.	Negative
8.	Financial Inclusion and Access to Credit	Opportunity	Reaching underserved segments aligns with national goals and opens new growth opportunities.	-	Positive
9.	Responsible Lending Practices	Risk	Poor risk assessment and aggressive lending may lead to high NPAs and reputational fallout.	Strengthening credit policies, borrower education, grievance redressal systems, and early warning mechanisms.	Negative
10.	Sustainable and Responsible Finance	Opportunity	Increasing preference for ESG-compliant financial products demands a responsible approach to capital allocation.	-	Positive
11.	Digital Transformation and FinTech Integration	Opportunity	Rapid digitisation is reshaping NBFCs. Seamless digital services improve customer experience and operational efficiency.	-	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)
12.	Customer Experience and Satisfaction	Opportunity	Enhancing customer satisfaction builds trust, promotes retention, and supports long-term profitability.	-	Positive
13.	Risk and Crisis Management	Risk	Proactive risk and crisis management is crucial to maintain business continuity amid economic, operational, or environmental shocks.	Enterprise Risk Management (ERM) frameworks, scenario planning, stress testing, and crisis response protocols.	Negative

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Sr. No.	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	NA	Yes	Yes	Yes	Yes	NA	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes	NA	Yes	Yes	Yes	Yes	NA	Yes	Yes
	c. Weblink of the policies, if available	**Policy Web-page:** https://www.indostarcapital.com/investors-corner/ **Principle 1:** https://www.indostarcapital.com/wp-content/uploads/2025/04/ICFL_Code-of-Conduct-Policy_Final.pdf https://www.indostarcapital.com/wp-content/uploads/2025/03/Policy-on-Related-Party-Transactions.pdf https://www.indostarcapital.com/wp-content/uploads/2025/03/Policy-on-determination-of-materiality-of-events-and-information.pdf **Principle 2:** NA **Principle 3:** https://www.indostarcapital.com/wp-content/uploads/2025/02/ICF_Whistleblower-Policy_Final.pdf https://www.indostarcapital.com/wp-content/uploads/2025/05/Remuneration-Policy.pdf **Principle 4:** https://www.indostarcapital.com/wp-content/uploads/2025/03/Dividend-Distribution-Policy.pdf								

Sr. No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
		Principle 5: https://www.indostarcapital.com/wp-content/uploads/2025/02/ICF_Whistleblower-Policy_Final.pdf **Principle 6:** https://www.indostarcapital.com/wp-content/uploads/2025/04/ICFL_Code-of-Conduct-Policy_Final.pdf **Principle 7:** NA **Principle 8:** https://www.indostarcapital.com/wp-content/uploads/2025/04/ICFL_Code-of-Conduct-Policy_Final.pdf **Principle 9:** https://www.indostarcapital.com/wp-content/uploads/2025/04/ICFL_Code-of-Conduct-Policy_Final.pdf https://www.indostarcapital.com/privacy-policy/								
2	Whether the entity has translated the policy into procedures. (Ye/No)	Yes	NA	Yes	Yes	Yes	Yes	NA	Yes	Yes
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	No. However, the Company promotes involvement of its business associates and representatives in its Business Responsibility initiatives.								
4	Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustees) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	NA								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company considers well-defined commitments crucial for monitoring its alignment with the principles outlined in the National Guidelines on Responsible Business Conduct (NGRBC). Sustainability remains a key area of focus, supported by various short- and medium-term measures already underway. Recognising the value of setting structured goals, the Company plans to define measurable targets in upcoming reporting periods. Efforts are also being made to evaluate the environmental and social impacts of its operations, with a continued emphasis on embedding ESG considerations into organisational decision-making.								
6	Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	As the Company continues to integrate ESG principles into its operations during these initial phases, it anticipates providing a more detailed and comprehensive update in future reporting cycles. The objective remains to support business growth while aligning with long-term sustainability goals. In line with this commitment, the Company has undertaken the digitisation of various loan approval processes to minimise paper usage and has replaced CFLs with energy-efficient LED sensor lighting at its corporate office.								

Sr. No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Governance, leadership and oversight										
7	Statement by the director responsible for the business responsibility report, highlighting ESG-related challenges, targets and achievements We take pride in presenting the BRSR Report of ICFL for FY 2024–25. Backed by a strong liquidity and capital position, and a retail-focussed business model, we continue to serve customers through vehicle finance, SME finance, corporate lending, and micro LAP. At IndoStar, we believe that integrating Environmental, Social, and Governance (ESG) factors into everyday decision-making is critical for long-term sustainability. During the year, we focussed on aligning internal policies with evolving ESG regulations, enhancing data systems, and deepening awareness across the organisation. **Key ESG achievements include:** • Strengthening governance with Board and ESG Working Committee oversight. • Adopting an Anti-Corruption Policy, reinforcing our zero-tolerance stance. • Supporting community initiatives in education, healthcare, sanitation, and women's empowerment, including programmes to train women as commercial drivers and build awareness in legal rights, hygiene, and financial literacy. • Extending support to NGOs focussed on dropout reduction, inequity, and psychological well-being. • Prioritising employee welfare through medical and term insurance, wellness seminars, and engagement initiatives. Looking ahead, we aim to further embed ESG principles across business functions, enhance transparency, and drive meaningful community impact while remaining committed to responsible growth and sound governance.									
8	Details of the highest authority responsible for implementing and overseeing the Business Responsibility policy(ies).	**Name**: Mr. Randhir Singh **Designation**: Managing Director designated as Executive Vice Chairman **DIN**: 05353131 **Name**: Mr. Jayesh Jain **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 have constituted an ESG Working Committee with an object to implement and oversee the Business Responsibility Policies. The Committee comprises Ms. Shikha Jain, Company Secretary and Compliance Officer, Mr. Mihir Bhavsar, Chief Information Security Officer and Mr. K V Bharadwaj, Chief Credit Officer.								

10 **Details of Review of NGRBCs by the Company:**

Subject for Review	Review undertaken by Director / Committee of the Board / Any other Committee									Frequency (Annually/ Half yearly/ Quarterly								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against the above policies and follow-up action	All stated policies have been approved by the Board, its Committees, or the Senior Management of the Company. These policies are reviewed on an annual basis, considering applicable regulatory requirements and the review timelines specified within each policy document.																	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company ensures compliance with all statutory requirements, as and when applicable.																	

		P1	P2	P3	P4	P5	P6	P7	P8	P9
11	Has the entity carried out an independent assessment / evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.	All policies and processes undergo periodic internal audits and reviews conducted within the Company.								

12 If the 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)	-	Y	-	-	-	-	-	-	-
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)	-	-	-	-	-	-	Y	-	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-

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 no of training and awareness programmes held	Topics / principles covered under the training and impact	% age of persons in respective category covered by the awareness programme
Board of Directors	15	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	9	Management Training at IIM Mumbai, POSH training, training on Anti-Bribery and Corruption and Anti Money Laundering Law, Health and safety training, training on insider trading regulations	100%
Employees other than BOD & KMPs	15	POSH training, training on Anti-Bribery and Corruption and Anti Money Laundering Law, Health and safety training, training on Insider Trading Regulations, skill up-gradation training	66%
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

   Kindly refer to the section on non-compliance details under the General Disclosures of the Report on Corporate Governance, which forms 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 is committed to conducting its business with honesty, integrity, and ethical standards. With a zero-tolerance stance on corruption, it strives to maintain professionalism in all operations and relationships across locations. To support this approach, the Company has implemented effective systems to deter and address corrupt practices. In line with its core values and in adherence to relevant anti-corruption and sanctions laws, the Company has adopted an Anti-Corruption Policy, which is available on its official website at: https://www.indostarcapital.com/wp-content/uploads/2024/12/ICF_Anti-Bribery-and-Anti-Corruption-Policy_Final.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:

	2024-25 (Current financial year)	2023-24 (Previous financial year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	2024-25 (Current financial year)	2023-24 (Previous financial year)
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. 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

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

	2024-25 (Current financial year)	2023-24 (Previous financial year)
Number of days of accounts payables	NA*	NA*

   * Considering the nature of business, cost of goods sold/services procured cannot be ascertained and hence, the said ratio cannot be computed.

9. Open-ness of business

   Details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	**Metrics**	2024-25 (Current financial year)	2023-24 (Previous financial year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	-	-
	b. Number of trading houses where purchases are made from	-	-

Parameter	Metrics	2024-25 (Current financial year)	2023-24 (Previous financial year)
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	-	-
	b. Number of dealers / distributors to whom sales are made	-	-
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	-	-
Shares of RPT in	a. Purchases (Purchases with related parties / Total Purchases)	-	-
	b. Sales (Sales to related parties / Total Sales)	-	-
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0%	0%
	d. Investments (Investments in related parties / Total Investments made)	25%	29%

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.

	2024-25 (Current financial year)	2023-24 (Previous financial year)	Details of improvements in environmental and social impacts
R&D	Nil		
Capex			

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

   No.

   b. If yes, what percentage of inputs were sourced sustainably

   NA

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.

   As the Company operates within the financial services sector and is not engaged in any form of manufacturing, this indicator is not applicable.

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.

   Extended Producer Responsibility (EPR) is not applicable to ICFL's business activities.

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	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	4,155	4,155	100%	4,155	100%	0	0.00%	4,155	100%	4,155	100%
Female	149	149	100%	149	100%	149	100%	0	0.00%	149	100%
Total	4,304	4,304	100%	4,304	100%	149	3.46%	4,155	96.54%	4,304	100%
Other than permanent employees											
Male	130	130	100%	0	0.00%	0	0.00%	130	100%	130	100%
Female	2	2	100%	0	0.00%	2	100%	0	0.00%	2	100%
Total	132	132	100%	0	0.00%	2	1.52%	130	98.48%	132	100%

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	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent workers											
Male	4,285	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	151	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	4,436	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than permanent workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –

	2024-25 (Current financial year)	2023-24 (Previous financial year)
Cost incurred on well-being measures as a % of total revenue of the company	1%	0.57%

2. Details of retirement benefits, for current financial year and previous financial year

Benefits	2024-25 (Current financial year)			2023-24 (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 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 authority (Y/N/N.A.)
PF	100%	NA	Y	100%	NA	Y
Gratuity	100%	NA	Y	100%	NA	Y
ESI	6%	NA	Y	21%	NA	Y
Others – please specify	NA	NA	NA	NA	NA	NA

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.

The shared office spaces where ICFL's corporate functions are housed are designed to be accessible for persons with disabilities. The Company remains fully committed to fostering an inclusive and supportive work environment and will proactively implement necessary accessibility measures should such requirements emerge in the future.

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 Company is committed to upholding the principles of equality, dignity, and non-discrimination in line with the Rights of Persons with Disabilities Act, 2016. The Company has adopted an Equal Opportunity approach as mentioned in its Code of Conduct, which ensures fair and equitable treatment for all stakeholders, including persons with disabilities. Employment decisions are based solely on merit, performance, and potential, irrespective of any personal characteristics such as physical or mental disability, gender, caste, or background. The policy also promotes a respectful, inclusive, and safe work environment that supports freedom of speech and humane working conditions.

The Code of Conduct can be accessed through the weblink - https://www.indostarcapital.com/wp-content/uploads/2025/04/ICFL_Code-of-Conduct-Policy_Final.pdf

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	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 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	The employees can write to hr@indostarcapital.com to share their grievances.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

While there are no restrictions in place, employees are presently not affiliated with any employee associations.

8. Details of training given to employees and workers:

Category	2024-25* (Current financial year)					2023-24 (Previous financial year)				
	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	4,155	NR	NR	2,170	52%	2,947	-	-	1,335	45%
Female	149	NR	NR	82	55%	120	-	-	65	54%
Total	4,304	NR	NR	2,252	52%	3,067	-	-	1,400	46%
Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

Category	2024-25 (Current financial year)			2023-24 (Previous financial year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	4,155	3,301	79.45%	2,947	2,031	69%
Female	149	132	88.59%	120	102	85%
Total	4,304	3,433	79.76%	3,067	2,133	70%
Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

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?

As the Company operates within the financial services sector, this indicator does not apply.

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

As a financial services organisation, this indicator is not applicable to the Company's operations. However, the Human Resources team remains committed to cultivating a positive and supportive workplace environment that prioritises employee well-being.

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

As the Company operates within the financial services sector, this indicator does not apply.

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

Yes, the Company provides both medical and term insurance coverage to all employees as part of its overall benefits programme.

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

As the Company operates within the financial services sector, this indicator does not apply.

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

IndoStar is committed to maintaining a safe and healthy workplace through a combination of wellness initiatives, awareness programs, and preventive health measures. During 2024-25, the Company conducted multiple employee-centric sessions, including Stress Management, Personal Growth, and Women's Health awareness, alongside observances such as World No Tobacco Day and International Yoga Day. Additionally, health check-up camps including covering eye and dental care, were organised across offices, and a Mock

Fire Drill was conducted to reinforce safety preparedness, collectively engaging over 1,000 employees throughout the year.

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

	2024-25 (Current financial year)			2023-24 (Previous financial year)		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working Conditions	Nil	Nil	NA	Nil	Nil	NA
Health & Safety	Nil	Nil	NA	Nil	Nil	NA

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	NA
Working conditions	NA

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.

As the Company operates within the financial services sector, this indicator does not apply.

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

Essential Indicators

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

The Company identifies key stakeholders as individuals, groups, institutions or agencies that are either affected by or have an influence on ICFL's business activities, whether currently or in the future. These stakeholders include customers, investors, lenders, government bodies, shareholders, regulatory authorities, value chain partners, the Board of Directors, employees, and the wider community.

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 & Marginalised 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
Customer	No	Digital platforms and application, in-person engagement at branches	Periodic	To achieve customer satisfaction, grievances resolution, feedback for product customisation and customer relationship management
Shareholders/ Investors	No	Press releases and publications, Investor meets, Annual General Meeting, SMS and Email Communication, Stock exchange communication, Website disclosures, Through RTA (Registrar and Transfer Agent)	Quarterly	To inform about the Company's performance, business developments, address investor queries and general updates

Stakeholder Group	Whether identified as Vulnerable & Marginalised 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
Lenders	No	Press releases and publications, Investor meets, Stock exchange communication, Website disclosures	Periodic	To inform about the Company's performance, business developments and to address queries
Regulators	No	Statutory filings, meetings	Periodic	To achieve compliance with statutory requirements and industry updates
Value chain Partners	No	E-mails, Meetings, Training Programmes	Periodic	To achieve an understanding of the portfolio of services offered by the business
Employees	No	Emails and meetings, Internal portals, Employee satisfaction survey, Training programmes, Performance appraisal, Grievance redressal mechanisms	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 professional capacity building

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	2024-25 (Current financial year)			2023-24 (Previous financial year)		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
			Employees			
Permanent	4,304	3,824	88.85%	3,067	NR	NA
Other than permanent	132	73	55.30%	126	NR	NA
Total employees	4,436	3,897	87.85%	3,193	NR	NA
			Workers			
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total workers	NA	NA	NA	NA	NA	NA

Note: Through its Code of Conduct, the Company expects all employees to uphold the highest standards of honesty, ethical behaviour and integrity. The Code outlines clear expectations around maintaining mutual respect, safeguarding privacy, promoting equal opportunity and non-discrimination, ensuring a healthy and safe workplace, and preventing sexual harassment.

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

Category	2024-25 (Current financial year)					2023-24 (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	4,304	0	0.00%	4,304	100.00%	3,067	0	0.00%	3,067	100.00%
Male	4,155	0	0.00%	4,155	100.00%	2,947	0	0.00%	2,947	100.00%
Female	149	0	0.00%	149	100.00%	120	0	0.00%	120	100.00%
Other than permanent	132	0	0.00%	132	100.00%	126	0	0.00%	126	100.00%
Male	130	0	0.00%	130	100.00%	119	0	0.00%	119	100.00%
Female	2	0	0.00%	2	100.00%	7	0	0.00%	7	100.00%
Workers										
Permanent	NA									
Male										
Female										
Other than permanent										
Male										
Female										

3. Details of remuneration/salary/wages

a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of the respective category (Amount in ₹)	Number	Median remuneration/ salary/ wages of the respective category (Amount in ₹)
Board of Directors (BoD)*	2	2,88,17,773	0	NA
Key Managerial Personnel**	1	1,59,62,104	1	17,54,964
Employees other than BoD and KMP	4,152	4,79,396	148	6,01,200
Workers (including contractual workers)	Not Applicable			

* Consist of two whole-time Directors

**Excluding 2 KMPs already covered under BoD

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	2024-25 (Current financial year)	2023-24 (Previous financial year)
Gross wages paid to females as % of total wages	5%	4%

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.

Employees may raise human rights-related concerns with their respective department heads or the Disciplinary Action Committee (DAC). Additionally, such grievances can be escalated to the Chairperson of the Audit Committee under the Whistle Blower Policy or to the Chairperson of the POSH Committee, depending on the nature of the issue. All complaints are handled in accordance with the prescribed procedures of the relevant policy, and suitable corrective measures are implemented where necessary.

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

	2024-25 (Current financial year)			2023-24 (Previous financial year)		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	0	0	NA	1	0	NA
Discrimination at Workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other Human Rights-Related Issues	0	0	NA	0	0	NA

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	2024-25 (Current financial year)	2023-24 (Previous financial year)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	1
Complaints on POSH as a % of female employees / workers	NA	0.83
Complaints on POSH upheld	NA	1

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

   The Whistle Blower Policy and the Code of Conduct contain specific provisions to ensure that individuals raising concerns related to discrimination or harassment are protected from any adverse consequences. These frameworks include safeguards to prevent victimisation of complainants and assure them that no harm or retaliation will result from reporting such matters in good faith.

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

   No.

10. Assessments for the year:

	% of your plants and offices that were assessed (by the entity or statutory authorities or third parties)
Child labour	Nil
Forced/involuntary labour	Nil
Sexual harassment	Nil
Discrimination at workplace	Nil
Wages	Nil
Others – please specify	Nil

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

    Nil

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	2024-25 (Current financial year)	2023-24 (Previous financial year)
From renewable sources (in GJ)		
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 (in GJ)		
Total electricity consumption (D)	14,235.08	8,383.36
Total fuel consumption (E)	-	-
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	14,235.08	8,383.36
Total energy consumed (A+B+C+D+E+F) (in GJ)	14,235.08	8,383.36
Energy intensity per rupee of turnover (Total energy consumption in GJ/Revenue from operations in ₹)	0.000001	0.000001
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed in GJ/ Revenue from operations in ₹ adjusted for PPP)	0.000021	0.000016
Energy intensity in terms of physical output (Total energy consumed in GJ/employee)	3.21	2.63
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, the name of the external agency.:

No independent assessment/ evaluation/assurance have been conducted.

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.

   As the Company operates within the financial services sector, the PAT Scheme of the Government of India does not apply.

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

Parameter	2024-25 (Current financial year)	2023-24 (Previous financial year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third-party water	59,886.00	43,105.50
(iv) Seawater/Desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	59,886.00	43,105.50

Parameter	2024-25 (Current financial year)	2023-24 (Previous financial year)
Total volume of water consumption (in kilolitres)	59,886.00	43,105.50
Water intensity per rupee of turnover (Water consumed in KL/Revenue from operations in ₹)	0.000004	0.000004
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption in KL/Revenue from operations in ₹ adjusted for PPP)	0.000088	0.000080
Water intensity in terms of physical output (Total water consumption in KL/ employee)	13.50	13.50
Water intensity (optional) – the entity may select the relevant metric	-	-

4. Provide the following details related to water discharged:

   As the Company operates within the financial services sector, this indicator does not apply.

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

   No

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

   Not recorded

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & their intensity in the following format:

Parameter	Unit	2024-25 (Current financial year)	2023-24 (Previous financial year)
Total Scope 1 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	Metric tonnes of CO_2 equivalent	-	-
Total Scope 2 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	Metric tonnes of CO_2 equivalent	2,874.70	1,692.97
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO_2 equivalent/ Revenue from operations in ₹	0.0000002	0.0000002
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric tonnes of CO_2 equivalent / Revenue from operations in ₹ adjusted for PPP	0.0000042	0.0000031
Total Scope 1 and Scope 2 emission intensity in terms of physical output	Metric tonnes of CO_2 equivalent / employee	0.65	0.53
Total Scope 1 and Scope 2 emission intensity (optional) – the entity may select the relevant metric	-	-	-

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

   The Company has not carried out any projects related to reducing Green House Gas emissions during the year.

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

   IndoStar follows a structured approach to waste management, focusing on reducing, reusing, and responsibly disposing of waste generated across its operations. The Company implements segregation of waste at source, ensures safe disposal of waste, and promotes paperless and digital processes to minimise environmental impact.

10. 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.

    Given the nature of its business in the financial services sector, the Company's operations do not involve the use or generation of hazardous or toxic chemicals. However, it remains conscious of the environmental impact of its activities and has implemented various measures to minimise waste and encourage responsible consumption:

    - **Paper**: The Company has made considerable progress in digitalising its operations to reduce reliance on paper. Any paper used is shredded and recycled. An electronic platform has also been introduced for Board and Committee meetings, where agendas and related documents are circulated digitally to avoid printing
    - **E-waste**: Traditional lighting has been replaced with energy-efficient LED lights, helping to reduce the environmental risks linked to mercury exposure
    - **Plastic**: The use of single-use plastic has been minimised wherever feasible, with a preference for more sustainable alternatives such as glass
    - **Water**: Employees are regularly encouraged to use water responsibly, and awareness around mindful water consumption is promoted across office locations

11. 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.

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

    Not Applicable

13. 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 complies with all environmental regulations applicable to the financial services sector and remains committed to conducting its operations in a responsible and sustainable manner.

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.

   Nil

   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)
	Not Applicable	

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

   Nil

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.

   As the Company operates within the financial services sector, this indicator does not apply.

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

   As the Company operates within the financial services sector, this indicator does not apply.

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

   The Company has not received any grievances from the communities in which it operates. Nonetheless, it remains committed to establishing a structured and responsive grievance redressal mechanism to address any concerns that may arise in the future. Details about the grievance redressal system can be found here: https://www.indostarcapital.com/investor-contact/

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

   As a financial services company, the Company's operations do not depend on substantial input materials.

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Location	2024-25 (Current financial year)	2023-24 (Previous financial year)
Metropolitan	60%	65%
Urban	30%	28%
Semi-urban	6%	6%
Rural	4%	1%

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.

   IndoStar offers multiple platforms for customers to raise queries, requests, and complaints, including:

   - **Email**: (contact@indostarcapital.com / pno@indostarcapital.com)
   - **Call Centre:** (022-50799503 / 080-44070071)
   - **PNO Contact**: (044-4004 5818)
   - **IndoMitra App** (Android only)
   - **Website:** www.indostarcapital.com
   - **Facebook**: IndoStar Capital Finance Ltd
   - **WhatsApp Bot:** AskIndo
   - **Branch Walk-ins** (logged via Zoho)

   All customer interactions are routed through the Company's centralised Customer Management System (CMS/SCRM). Responses are also issued from this system to ensure consistency and traceability. If customers do not have an email ID, responses are communicated through the Call Centre and call recordings are retained for records.

   Complaints can also be received through regulatory platforms such as RBI CMS and CPGRAMS. These are escalated to the relevant departments (Operations, Legal, Collections, Branch) and senior management, as needed. Each case is reviewed with reference to details like loan status and complaint history before responding to the customer or regulator with appropriate documentation.

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

The Company follows a transparent and fair approach in all customer dealings. It ensures that product-related information is communicated clearly and comprehensively, enabling customers to make informed decisions.

	As a percentage of total turnover
Environmental and social parameters relevant to the product	Not Applicable
Safe and responsible usage	Not Applicable
Recycling and/or safe disposal	Not Applicable

3. Number of consumer complaints in respect of the following

	2024-25 (Current financial year)		Remarks	2023-24 (Previous financial year)		Remarks
	Received during the year	Pending resolution at the end of the year		Received during the year	Pending resolution at the end of the year	
Data privacy	Nil	Nil	NA	Nil	Nil	NA
Advertising	Nil	Nil	NA	Nil	Nil	NA
Cybersecurity	1	Nil	NA	Nil	Nil	NA
Delivery of essential services	Nil	Nil	NA	Nil	Nil	NA
Restrictive trade practices	Nil	Nil	NA	Nil	Nil	NA
Unfair trade practices	Nil	Nil	NA	Nil	Nil	NA
Other	Nil	Nil	NA	Nil	Nil	NA

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

   The Company consistently upholds transparency and fairness in all customer interactions. Every product provides customers with all necessary information to enable informed decision-making.

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

   (Yes/No) If available, provide a weblink to the policy.

   Yes, the Company has policies in placeto address cybersecurity and data privacy risks. These are covered under its IT Policy and Data Privacy Policy, as referenced in the Code of Conduct. The Code outlines responsibilities regarding the secure use of company assets, protection of confidential information, and adherence to data protection standards, ensuring appropriate safeguards for both customer and employee data. Details about the Code of Conduct can be found here: https://www.indostarcapital.com/wp-content/uploads/2025/04/ICFL_Code-of-Conduct-Policy_Final.pdf

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 the safety of products/services.

   No corrective measures were required during the reporting period, as there were no reported concerns or violations related to advertising practices, delivery of essential services, customer data privacy or cybersecurity, product safety, or service recalls. Additionally, no penalties or regulatory actions were imposed regarding the safety of our products or services.

7. Provide the following information relating to data breaches:

   a. Number of instances of data breaches: Nil

   b. Percentage of data breaches involving personally identifiable information of customers: NA

   c. Impact, if any, of the data breaches: NA