

ANNEXURE VI

Business Responsibility And Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L65100TN1949PLC002905
2. Name of the Listed Entity	Cholamandalam Financial Holdings Limited
3. Year of incorporation	9 th September, 1949
4. Registered office address	'Dare House', No. 234, NSC Bose Road, Chennai - 600 001
5. Corporate address	'Dare House', No. 234, NSC Bose Road, Chennai - 600 001
6. E-mail	investorservices@cfhl.murugappa.com
7. Telephone	044-4217 7770-5/4090 7638
8. Website	www.cholafhl.com
9. Financial year for which reporting is being done	April 1, 2023 to March 31, 2024
10. Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited and BSE Limited
11. Paid-up Capital	₹18.78 Crore
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Sridharan Rangarajan, Director Phone: 044 - 2530 6204 E-mail: sridharanr@corp.murugappa.com
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	This report is prepared on a consolidated basis including the Company's subsidiary/associate companies viz., Cholamandalam Investment and Finance Company Limited ('CIFCL'), referred to in this report as lending business and Cholamandalam MS General Insurance Company Limited ('MSGICL') referred to in this report as insurance business. (Together the entities are referred to as 'Group' in this report)
14. Name of assurance provider	Not Applicable (NA)
15. Type of assurance obtained	NA

II. Products/services

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

SN.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Financial Services	Lending Business	74.40%
2.	Insurance Business	General Insurance Business	24.40%

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

SN.	Product/Service	NIC Code	% of total Turnover contributed
1.	Lending [Vehicle Finance, Loan Against Property, Home Loans, Secured Business and Personal Loans (SBPL), Consumer and Small Enterprises Loans (CSEL), Small and Medium Enterprise Loans (SME)]	K649	74.40%
2.	General Insurance [Health, Home, Motor, and Travel Insurance]	6512	24.40%

III. Operations

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

Locations	Number of Plants*	Number of offices	Total
National	NA	1,539	1,539
International	NA	Nil	Nil

* The group is not engaged in manufacturing activities, hence this criterion is not applicable.

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	Lending Business: 26 States / 6 Union Territories Insurance Business: 25 States
International (No. of Countries)	Nil

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

Nil. The group provides financial services to the Indian market.

c. A brief on types of customers

Lending Business: The company focusses on retail borrowers including First time Borrowers (FTB) and New to Credit Customers (NTCC) ensuring financial inclusion. Following are the types of customers based on the products:

- (i) **Vehicle Financing:** Transport entrepreneurs, FTB and NTCC predominantly in geographies with limited presence of banks and other organized financiers.
- (ii) **Loan against Property:** Small business entrepreneurs against the collateral of self-occupied residential property.
- (iii) **Affordable Housing:** Underserved customers in Tier III, IV, V, and VI cities to enable them to achieve their dream of owning a home. It also serves customers from unorganized segments who receive their salaries in cash and women borrowers.
- (iv) **Secured Business and Personal Loans (SBPL):** Under-served self-employed non-professional customers (eg, grocery shop, dairy owners, unskilled laborers, low salaried/cash salaried workers).
- (v) **SME Loans:** Funding to Micro, Small, and Medium Enterprises (MSME) customers through various products like Term Loan against property as collateral, Equipment Finance as against machinery as collateral, and supply chain finance for purchase & sales of inventory to their customers. This supports SME customers for their working capital needs. The company has also forayed into leasing thereby enhancing the loan offerings to the borrowers as per their requirements.
- (vi) **Consumer and Small Enterprises Loans (CSEL):** Unsecured lending to retail customers including NTCC through partnership business to support lower-income segment people, salaried, self employed and proprietorships/partnerships etc.,

General Insurance Business:

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

IV. Employees

20. Details as at March 31, 2024:

a. Employees and workers (including differently abled):

SN.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	39,734	38,533	97%	1,201	3%

SN.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
2.	Other than Permanent (E)	13	11	85%	2	15%
3.	Total employees (D + E)	39,747	38,544	97%	1,203	3%
WORKERS						
4.	Permanent (F)	Nil				
5.	Other than Permanent (G)					
6.	Total workers (F + G)					

b. Differently abled Employees and workers:

SN.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	21	20	95%	1	5%
2.	Other than permanent (E)	-	-	-	-	-
3.	Differently Abled employees (D + E)	21	20	95%	1	5%
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	Nil				
5.	Other than Permanent (G)					
6.	Total workers (F + G)					

21. Participation/Inclusion/Representation of women as on March 31, 2024:

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	6	1	16.7%
Key Management Personnel	2	1	50%

22. Turnover rate for permanent employees and workers as on March 31, 2024:

Particulars	FY 24			FY 23			FY 22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	33%	24%	32%	19%	19%	19%	16%	22%	16%
Permanent Workers	NA			NA			NA		

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

23. Names of holding/subsidiary/associate companies/joint ventures:

SN.	Name of the holding/subsidiary/ associate companies/ joint ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Cholamandalam Investment and Finance Company Limited ('CIFCL')	Associate*	44.39 %	Yes
2.	Cholamandalam MS General Insurance ('CMSGICL')	Subsidiary	60.00%	Yes
3.	Cholamandalam MS Risk Services Limited ('CMSRSL')	Joint Venture	49.99%	No

* Treated as a subsidiary under Ind-AS for consolidation purposes

VI. CSR Details**24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013? (Yes/No)**

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

(ii) **Turnover (in ₹):** 26,086.76 Crore

(iii) **Net worth (in ₹):** 22,124.02 Crore

VII. 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 is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 24			FY 23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	http://www.cholafhl.com/docs/CFHL-Business-Responsibility-Policy.pdf	-	-	-	-	-	-
Investors (other than shareholders)	http://www.cholafhl.com/docs/CFHL-Whistle-Blower-Policies.pdf	3	-	-	-	-	-
Shareholders	http://www.cholafhl.com/docs/CFHL-Business-Responsibility-Policy.pdf	4	-	-	10	-	-
Employees and workers	http://www.cholafhl.com/docs/CFHL-Whistle-Blower-Policies.pdf	1	-	-	2	-	-
Customers		3,111	56*	-	2,108	-	-
Value Chain Partners		-	-	-	1	-	-
Other (please specify)	http://www.cholafhl.com/docs/CFHL-Business-Responsibility-Policy.pdf	-	-	-	-	-	-

*All complaints have since been resolved.

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

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

SN.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Financial Inclusion	Opportunity	Enhancing quality of life for customers, particularly those residing in semi-urban and rural areas of India, where the availability of financial products and services is limited.		Positive Implication

SN.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2.	Regulatory Compliance	Risk	Non-compliance of applicable regulations may lead to regulatory action and reputational damage.	Systems are in place to track regulatory changes. Risk assessments are carried out to identify potential compliance risks. The group strives to ensure adherence to regulatory requirements at all times.	Negative Implication
3.	Employee Well-Being	Opportunity	Focus on employee wellbeing helps in talent retention and enhancing productivity and fosters innovation.		Positive Implication
4.	Technology	Opportunity	Digitalization and innovation have unleashed opportunities in new markets and areas that were earlier difficult to penetrate and helps enhance value creation for customers and other stakeholders.		Positive Implication
5.	Data Privacy and Cyber Security	Risk	Improper use/data leakage may lead to impairment of stakeholders' confidence and disrupt business operations.	The group has policies in place to monitor and ensure data privacy and security. All company data is secured and the multi-layer protection technology is adopted to protect stakeholders' personal information against privacy breaches. Trainings and awareness sessions are conducted for employees on significance of cyber security and data privacy. Non-disclosure agreements are entered with service providers/vendors to ensure data privacy.	Negative Implications
6.	Corporate Governance (Transparency and Disclosures)	Opportunity	Highest ethical standards and corporate governance principles are central to the group's core values and business which would enhance stakeholder's trust and strengthen the brand value.		Positive Implication
7.	Customer Support and Satisfaction	Opportunity	Strong customer relations and management enhance loyalty and customer retention.		Positive Implication
8.	Branding and Reputation	Opportunity	Enhancing credibility and trust among diverse stakeholders and emphasizing the group's reputation as an ethically managed business.		Positive Implication
9.	Diversity and Inclusiveness	Opportunity	Reiterates the group's commitment to social inclusion and merit-based engagement of employees, customers, suppliers, etc.,		Positive Implication

SN.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
10.	CSR	Opportunity	Giving back to the community ensures social license to operate, as also economic development of underprivileged, broadening economic activity and offering opportunities for financial services.		Positive Implication
11.	Risk Management	Opportunity	Risk Management provides reasonable assurance regarding achievement of the group's objectives.		Positive Implication
12.	Human Rights	Opportunity	Respect and promotion of human rights improves talent retention and business reputation.		Positive Implication
13.	Climate Change (emissions, renewables/ energy efficiency)	Risk	Increasing climate change considerations may adversely impact business operations.	Key climate risks are incorporated into business considerations. Wherever feasible, the group ensures its offices are operating in LEED certified green buildings.	Negative Implication

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	https://www.cholafhl.com/docs/CFHL-Business-Responsibility-Policy.pdf								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/ certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	-	Insurance Business: ISO 31000:2018	Lending Business: ISO 30408:2016	-	-	-	-	-	Insurance and Lending Business: ISO 9001:2015

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Lending business: Ensure 0% data breaches in customer data protection.	<ul style="list-style-type: none"> Lending business: Increase EV loan disbursements by 5% YOY from 2023-2025. Insurance business: Eliminate plastic usage and use sustainable alternatives. Development of comprehensive climate risk management framework. 	<ul style="list-style-type: none"> Lending business: To achieve and sustain zero accident culture through the company's road safety awareness initiatives. Insurance business: Implement digitization solutions for enhanced learning and development purposes. 	-	-	<ul style="list-style-type: none"> Lending business: - Achieve green building status for corporate office by 2024. - Replace 100% of CFL lighting with LED systems at all operations by 2025. - Reduce water consumption through efficient water flow solutions. Insurance business: Reduce carbon emissions and improve the environment. 	-	Insurance business: Improvement in gender diversity and inclusion	Lending business: Attain ISMS certification by 2025
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met*.	Lending business: Ensured 0% breach in data security in FY 24	Lending business: EV disbursement target of 5% improvement Y-o-Y was over achieved. ₹ 298.41 Crore disbursed in FY 24, while ₹ 91.12 Crore was disbursed in FY 23.	Lending business: To achieve zero accident culture, e-modules are assigned to all employees and road safety mailers are circulated periodically.	-	-	Lending Business: Green building status will be achieved for head office in 2024. 100% of branches were fitted with water aerators.	-	-	Lending business: Stage 1 audit completed for ISO 27001 in applicable Information technology domains.
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 are committed to deliver seamless and consistent growth to all stakeholders by conducting business in a responsible and sustainable manner through a robust governance mechanism. Some of the initiatives undertaken on ESG include sustainable local sourcing policies, safe disposal of e-waste, adopting water conservation measures, etc. Robust policies viz., code of conduct, human resource, grievance redressal and whistle blower policy are formulated for all group entities to safeguard against any materiality concerns. We are committed to following ESG principles in alignment with our BRSR policy for smooth business operations.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Sridharan Rangarajan, Director DIN: 01814413 E-mail: sridharanr@corp.murugappa.com								
9. Does the entity have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes/No). If yes, provide details.	Yes. The group entities have their own policies as approved by their respective Boards. The implementation of the policies is monitored through their respective board/management committee.								

10. Details of Review of NGRBCs by the Company:

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

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

11. Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	No. Evaluation is done internally on a continuous basis by the respective entities.								

12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

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

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	4	ESG Strategy Awareness and Responsible Business conduct.	100%
Key Managerial Personnel	4		100%

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
Employees other than BoD and KMPs	871	Various training programmes are conducted for the benefit of employees throughout the year. Trainings include topics such as prevention of sexual harassment (POSH), code of conduct, whistle blower, customer relationship management and other employee welfare policies.	63%
Workers		NA	

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

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

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

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

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

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

The group is committed to ethical and lawful business conduct. All employees shall follow governance guidelines and abide by the code of conduct in addition to the applicable legal, regulatory and internal compliance standards. A code of conduct is available for the senior management and Board of directors which includes clauses related to anti-bribery and anti-corruption. The policy is available at: <http://www.cholafhl.com/docs/Code-of-Conduct-Annex.pdf>

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

Particulars	FY 24	FY 23
Directors	Nil	Nil
KMPs		
Employees		
Workers	NA	NA

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

Particulars	FY 24		FY 23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	-	Nil	-

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

There were no fines/penalties/action taken by regulators during FY 24, therefore no corrective action is required to be taken.

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

Particulars	FY 24	FY 23
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

Provide 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	FY 24	FY 23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	NA	NA
	b. Number of dealers/distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties/Total Purchases)	NA	NA
	b. Sales (Sales to related parties/Total Sales)	NA	NA
	c. Loans & advances (Loans & advances given to related parties/Total loans & advances) (₹ in Crore)	0.24	0.17
	d. Investments (Investments in related parties/Total Investments made) (₹ in Crore)	12.61	14.90

Leadership Indicators

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

Total number of awareness programmes held	Topics/principles covered under the training	% of value chain partners covered (by value of business done with such partners) under the awareness programmes
Nil		

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

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

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

Essential Indicators

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

Particulars	FY 24	FY 23	Details of improvements in environmental and social impacts
R&D	-	-	-
Capex	1.36%	23.4%	The group being engaged in financial service businesses, focuses on automation of its processes. Expenses are largely on investments in technology and software licenses to improve customer experiences and manage customer data and for business digital initiatives, energy saving initiatives to reduce environmental and carbon footprint.

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)
- The group being engaged in financial services does not require intensive material sourcing. However, efforts to reduce its own carbon footprints through various digitization initiatives and environmentally friendly initiatives such as plastic use reduction are being taken for conservation of resources.
- b. If yes, what percentage of inputs were sourced sustainably?
- During the year, papers (A4 sheets) were sourced from local sources in a sustainable manner.
3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste:
- Given the nature of business, e-waste is generated in the form of IT related hardware and networking equipments. E-waste generated are disposed off as per the company's policy.
4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.
- No.

Leadership Indicators

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

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

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

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

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

Indicate input material	Recycled or re-used input material to total material	
	FY 24	FY 23
NA		

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

Particulars	FY 24			FY 23		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NA			NA		
E-waste						
Hazardous waste						
Other waste						

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

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

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	38,533	29,989	78%	26,770	69%	NA	NA	38,533	100%	307	1%
Female	1,201	936	78%	859	72%	936	78%	NA	0%	67	6%
Total	39,734	30,925	78%	27,629	70%	936	2%	38,533	97%	374	1%

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)
Other than Permanent Employees											
Male	11	11	100%	6	55%	0	0%	0	0%	0	0%
Female	2	2	100%	1	50%	0	0%	0	0%	0	0%
Total	13	13	100%	7	54%	0	0%	0	0%	0	0%

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	NA										
Female											
Total											
Other than Permanent Workers											
Male	NA										
Female											
Total											

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

Particulars	FY 24	FY 23
Cost incurred on well-being measures as a % of total revenue of the company	0.37%	0.31%

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

Benefits	FY 24			FY 23		
	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%	NA	Yes	100%	NA	Yes
Gratuity	100%	NA	Yes	100%	NA	NA
ESI	100%	NA	Yes	100%	NA	Yes
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.

Yes. The corporate offices have facilities for physical accessibility such as wheelchair ramps to physically challenged individuals. However, some of the branch offices located in Tier III, Tier IV, Tier V and Tier VI cities do not have such facilities as these are rented premises. The group is committed towards ensuring accessible features (physical/digital) are provided to employees.

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 policy is available to employees through intranet portal.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	95%	91%	NA	
Female	79%	40%		
Total	91%	79%		

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.

Particulars	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	NA
Other than Permanent Workers	NA
Permanent Employees	Grievances of employees can be raised with the Head of department. Further, grievances could also be addressed to the Ombudsman under whistle-blower policy or to 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.
Other than Permanent Employees	

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

Category	FY 24			FY 23		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	Nil			Nil		
- Male						
- Female						
Total Permanent Workers	NA			NA		
- Male						
- Female						

8. Details of training given to employees and workers:

Category	FY 24					FY 23				
	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	38,533	9,323	24%	11,601	30%	13,888	4,525	33%	8,136	59%
Female	1,201	520	43%	344	29%	529	172	33%	248	47%
Total	39,734	9,843	25%	11,945	30%	14,417	4,697	33%	8,384	58%

Category	FY 24				FY 23					
	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)
Workers										
Male	NA									
Female										
Total										

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

Category	FY 24			FY 23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	38,533	12,406	32%	8,494	8,494	100%
Female	1,201	466	39%	292	292	100%
Total	39,734	12,872	32%	8,786	8,786	100%
Workers						
Male	NA					
Female						
Total						

Note: The date of joining of an employee is the basic criterion to determine the eligibility for performance and career development review i.e., employees joining before 31st October will only be eligible. Also, employees already serving notice periods are not eligible for performance and career development review.

10. Health and safety management system:

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

Yes. Systems are in place to ensure health and safety of employees at workplace. Emergency Response Teams and Health and Safety officers have been appointed and initiatives such as fire safety drills, training sessions and awareness programs are conducted. The group strives to inculcate a culture of behaviour safety across its business operations.

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

The work-related hazards and risks are identified through accident investigation first information report, climate control system and work-related ergonomics besides employee feedback and walkthrough approach.

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

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

Yes. Access to non-occupational medical and healthcare services to employees, is provided in the form of group medical insurance policies. Further, awareness programs are conducted to ensure mental and physical well-being of employees.

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

Safety Incident/Number	Category	FY 24	FY 23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	5.2	Nil
	Workers	NA	NA
Total recordable work-related injuries	Employees	18	Nil
	Workers	NA	NA

Safety Incident/Number	Category	FY 24	FY 23
No. of fatalities	Employees	1	0
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	14	Nil
	Workers	NA	NA

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

The group upholds highest standards of health, safety and well-being for employees. Employees are covered under health and accident insurance. Doctors are available at the head offices to cater to medical needs. Awareness programs on mental and physical well-being of all employees are conducted periodically. Safety measures in the office premises are taken to ensure safe workplace, through placing appropriate sign boards on electrical devices, emergency exit marking and fire extinguishers. Employees are also provided training through regular safety awareness programs.

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

Particulars	FY 24			FY 23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	-	Nil	Nil	-
Health & Safety	Nil	Nil	-	Nil	Nil	-

14. Assessments for the year:

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

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

There have been no concerns or significant risks arising from health & safety practices and working conditions, hence no corrective action was required to be taken.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N):

Yes. Compensation is provided under the Group Term Life Insurance policy in the event of death of employees.

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

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

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

Particulars	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 24	FY 23	FY 24	FY 23
Employees	15	Nil	Nil	Nil
Workers	NA			

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

5. Details on assessment of value chain partners:

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

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

There has been no risk arising from assessment of value chain partners carried out on health and safety practices and working conditions. Hence, no corrective action was required to be taken.

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

Essential Indicators

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

The group engages with its stakeholders through various formal and informal communication channels. Key stakeholders who have a significant impact on the business operations of the Company are determined based on these engagements.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Digital platforms and applications, in - person engagement	Periodic	To improve service levels, customer satisfaction and address queries/ grievances, if any.
Local Communities	Yes	Corporate social responsibility initiatives	Periodic	To support the community and promote well being of the society at large.
Investors/ Shareholders	No	Press releases and publications, Investor meets, Annual General Meeting, Stock exchange communication, Website disclosures, Through RTA (Registrar and Transfer Agent)	Quarterly	To keep them informed about the company's performance, business developments, address investor queries and general updates.
Regulators	No	Statutory filings, meetings	Periodic	To meet statutory compliance requirements and industry updates.
Employees	No	Internal communication platforms, E-learning platforms and capability development programs and personalized help desk	Periodic	To provide a safe and secured work environment and merit-based opportunities towards fulfilment of company's vision, mission and achieving sustainability objectives and for professional capacity building.
Value chain Partners	No	Email, Phone, Messages and Physical	Ongoing/Need basis	To achieve an understanding of the portfolio of services offered and ensure transparency.

Leadership Indicators

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

The concerns of stakeholders are reported to the board periodically. All critical issues are communicated to the board and decisions taken at the board level is implemented by the senior management to ensure resolution. The group leverages various formal as well as informal channels of communication to engage its stakeholders with the board. These encompass digital means as well as Corporate Social Responsibility (CSR) initiatives, statutory report, learning and development platforms and events for internal communication.

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

Yes. Stakeholders' inputs are considered at regular intervals to improve business activities as well as maintain cordial business relationships. Activities and implementation plan against the same have been set in place as measures to mitigate the risk arising from these material issues.

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

The group through its CSR initiatives has undertaken various activities for the benefit of different segments of the society with focus on the marginalised, under-privileged and differently abled persons. The major focus areas of CSR include: Health, Water and Sanitation, Education, Arts and Culture, Sports, Rural Development, Environment Sustainability, R&D and Road Safety.

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 24			FY 23		
	Total (A)	No. employees/ workers covered (B)	% (B/A)	Total (c)	No. employees/ workers covered (D)	% (D/C)
Employees						
Permanent	39,734	12,121	31%	14,417	5,871	41%
Other than permanent	13	13	100%	11	0%	0%
Total Employees	39,747	12,134	31%	14,428	5,871	41%
Workers						
Permanent	NA					
Other than permanent						
Total Workers						

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

Category	FY 24					FY 23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No.(B)	% (B/A)	No. (C)	% (C/A)		No.(E)	% (E/D)	No.(F)	% (F/D)
Permanent	39,734	-	-	39,734	100%	14,417	-	-	14,417	100%
Male	38,533	-	-	38,533	100%	13,888	-	-	13,888	100%
Female	1,201	-	-	1201	100%	529	-	-	529	100%

Category	FY 24					FY 23				
	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)
Other than permanent	13	-	-	13	100%	11	-	-	11	100%
Male	11	-	-	11	100%	8	-	-	8	100%
Female	2	-	-	2	100%	3	-	-	3	100%
Workers										
Permanent	NA									
Male										
Female										
Other than Permanent										
Male										
Female										

3. Details of remuneration/salary/wages

a. Median remuneration/wages:

Category	Male		Female	
	Number	Median remuneration/salary/wages of respective category (Rs. In Crore)	Number	Median remuneration/salary/wages of respective category (Rs. In Crore)
Board of Directors (BoD)	5	0.15	1	0.15
Key Managerial Personnel	1	1.25	1	0.38
Employees other than BoD and KMP*	13,161	0.16	519	0.15
Workers	NA			

Note: * Actual earnings have been considered for the year to calculate the median

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

Particulars	FY 24	FY 23
Gross wages paid to females as % of total wages	3.30%	3.75%

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 the department. Further, grievances could also be addressed to the ombudsman under the 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:

Particulars	FY 24			FY 23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	Nil	Nil	-	Nil	Nil	-
Discrimination at workplace	Nil	Nil	-	Nil	Nil	-
Child Labour	Nil	Nil	-	Nil	Nil	-

Particulars	FY 24			FY 23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Forced Labour/Involuntary Labour	Nil	Nil	-	Nil	Nil	-
Wages	Nil	Nil	-	Nil	Nil	-
Other human rights related issues	Nil	Nil	-	2	Nil	-

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

Particulars	FY 24	FY 23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	Nil	Nil
Complaints on POSH as a % of female employees/workers	Nil	Nil
Complaints on POSH upheld	Nil	Nil

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

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

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

Yes. Human rights requirements form part of the business agreements and contracts.

10. Assessments for the year:

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

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

There were no significant risks identified from the assessments conducted and hence, no corrective action was required to be taken.

Leadership Indicators

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

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

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

The assessment was conducted across business operations to cover a wide range of human rights issues including child labour, forced labour, harassment, discrimination and wage.

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

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

4. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	100%
Discrimination at workplace	100%
Child labour	100%
Forced/involuntary labour	100%
Wages	100%
Others – please specify	100%

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

No significant risks have been identified. Therefore, no corrective action was required to be taken.

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:

(In Giga Joules)

Parameter	FY 24	FY 23
From renewable sources		
Total electricity consumption (A)	104	0
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	104	0
From non-renewable sources		
Total electricity consumption (D)	86,509	66,646
Total fuel consumption (E)	5,076	2,606
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	91,585	69,252
Total energy consumed (A+B+C+D+E+F)	91,689	69,252
Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations)	3.51	3.77
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)	296	309
Energy intensity in terms of physical output	NA	NA
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA

Indicate if any independent assessment/evaluation Assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. Yes. As per the SEBI mandate, BRSR assurance was done by Sundaram & Srinivasan, Chartered Accountants for CIFCL.

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

Parameter	FY 24	FY 23
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	6,061	-
(iii) Third party water	2,048	40,919
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	8,109	40,919
Total volume of water consumption (in kilolitres)	8,109	40,919
Water intensity per rupee of turnover (Total water consumption/Revenue from operations)	0.31	2.23
Water intensity per Rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP)	26.15	183
Water intensity in terms of physical output	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA

Note: Water usage is limited to human consumption only and tap aerators are installed to reduce consumption.

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. Yes. As per the SEBI mandate, BRSR assurance was done by Sundaram & Srinivasan, Chartered Accountants for CIFCL.

4. Provide the following details related to water discharged:

Parameter	FY 24	FY 23
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	8,109	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	8,109	-

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. Yes. As per the SEBI mandate, BRSR assurance was done by Sundaram & Srinivasan, Chartered Accountants for CIFCL.

5. **Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.** Mechanism for zero liquid discharge has not been implemented.
6. **Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:**

Parameter	Please specify unit	FY 24	FY 23
NOx	MT/m3	NA*	NA
SOx	MT/m3	NA	NA
Particulate Matter (PM)	MT/m3	NA	NA
Persistent organic pollutants (POP)	-	NA	NA
Volatile organic compounds (VOC)	-	NA	NA
Hazardous air pollutants (HAP)	-	NA	NA
Others – please specify	-	NA	NA

*Not applicable considering the nature of business.

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. Yes. As per the SEBI mandate, BRSR assurance was done by Sundaram & Srinivasan, Chartered Accountants for lending business - CIFCL.

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

Parameter	Unit	FY 24	FY 23
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	404	194
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	12,402	14,635
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations)	Metric tonnes of CO ₂ equivalent/ ₹ in crores	0.49	0.81
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/ ₹ in crores	41.29	65.62
Total Scope 1 and Scope 2 emission intensity in terms of physical output	NA	NA	NA
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	NA	NA	NA

Note: The group has adopted the GHG Protocol Standard Approach for quantification of its Scope 1 and Scope 2 emissions. The emissions sources like the use of diesel fuel, refrigeration, and electricity purchased across all offices were considered to arrive at the emissions number. The emission factors from CEA, Defra, IPCC were used for GHG quantification.

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. Yes. As per the SEBI mandate, BRSR assurance was done by Sundaram & Srinivasan, Chartered Accountants for CIFCL.

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

Yes. Measures to minimise emissions of greenhouse gases into the atmosphere are undertaken. Further, as a step towards creating a green and clean future, the NBFC subsidiary has started financing loans for electric vehicle. Most of the offices have installed LEDs and are in the process of implementing sensor based light systems. Also, a campaign on 'Save Electricity' is being implemented across its offices in India.

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

Parameter	FY 24	FY 23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	NA	NA
E-waste (B)	12.13	5.44
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)	1.8	0
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	394.45 (Carton, White paper, colour paper, new paper, tissues, paper cups, mixed paper, metal waste)	37.96
Total (A+B + C + D + E + F + G + H)	408.38	43.40
Waste intensity per rupee of turnover (Total waste Generated/Revenue from operations)	0.016	0.002
Waste intensity per rupee of Turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP)	1.32	0.19
Waste intensity in terms of physical output	NA	NA
Waste intensity (optional) – The relevant metric may be selected by the entity	NA	NA
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	9.81	7.5
(ii) Re-used	1.8	0
(iii) Other recovery operations	203.77	0
Total	215.38	7.5
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	0	0
(ii) Landfilling	71	0
(iii) Other disposal operations	122	35.9
Total	193	35.9

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. Yes. As per the SEBI mandate, BRSR assurance was done by Sundaram & Srinivasan, Chartered Accountants for CIFCL.

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.

As the group is engaged in financial services business, its major category of waste is paper waste and E-waste. The group is cognizant of the environmental impact of improper management of waste and has adopted appropriate e-waste management systems to minimize adverse outcomes. It strives to ensure that e-waste is disposed off in an appropriate manner. The group has started promoting the use of recycled paper and several steps are taken to ensure efficient paper usage. The measures adopted include a transition to 'double side printing mode', using single side printed wastepaper to create stationery products like note pads etc. Further, the employees are encouraged to use stainless steel/ceramic cups instead of paper cups, use of glass water bottles instead of pet bottles or paper cups etc., in order to reinforce our efforts and manage waste.

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:

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

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

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

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:

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

Leadership Indicators

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

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

(i) Name of the area

(ii) Nature of operations

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

Offices are generally not situated in any water stress regions, and hence the question is not applicable.

Parameter	FY 24	FY 23
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed/Turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-

Parameter	FY 24	FY 23
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

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

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

Parameter	Unit	FY 24	FY 23
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	22,073	8,032
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO ₂ equivalent per rupee of turnover	0.84	0.62
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	NA	NA	NA

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

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities: NA
4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions/effluent discharge/waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

SN.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Sustainable Financing	To achieve sustainable financing, the NBFC subsidiary has started financing loans for electric vehicle and targets to increase loan disbursements in this segment.	EV disbursement target of 5% improvement Y-o-Y was over achieved - ₹298.41 Crore disbursed in FY 24 (Previous year: ₹91.12 Crore)
2.	Use of energy efficient LEDs	Installation of LEDs and sensor-based lights across offices and implementation of save electricity campaign.	Reduction in carbon emissions
3.	Digitization	Digitization initiatives including automation of business processes, usage of E-agreements with digital signature	Reduction of paper waste
4.	Use of Sustainable Alternatives	<ul style="list-style-type: none"> Elimination of plastic water bottles in head office Use of glass bottles and biodegradable paper cups in head offices 	<ul style="list-style-type: none"> Reduction of plastic waste Increased awareness towards sustainable lifestyle practices

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

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

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

Given the nature of business operations, no significant adverse impacts on environment have been observed.

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

No specific assessments were conducted for value chain partners to assess environmental impacts.

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

Essential Indicators

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

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

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

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

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

Name of Authority	Brief of the case	Corrective action taken
NA		

Leadership Indicators

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

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

PRINCIPLE 8:- BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

Essential Indicators

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

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

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

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

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

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

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

Particulars	FY 24	FY 23
Directly sourced from MSMEs/small producers	6.95%	10.91%
Directly from within India	100%	100%

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	FY 24	FY 23
Rural	20%	11%
Semi-urban	53%	57%
Urban	3%	3%
Metropolitan	24%	29%

(Place to be categorized as per RBI Classification System - rural/semi-urban/urban/metropolitan)

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Details of negative social impact identified	Corrective action taken
NA	

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

SN.	State	Aspirational District	Amount spent (₹ in Cores)
1.	Andhra Pradesh	Visakhapatnam	0.10
2.	Bihar	Aurangabad	0.16
3.	Tamil Nadu	Ramanathapuram	0.21
4.	Uttarakhand	Haridwar	0.37
5.	Odisha	Dhenkanal	0.05

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

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

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

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

6. Details of beneficiaries of CSR Projects:

SN.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
Agriculture			
1.	Isha Farmer Producer Organisation	100	10%
Social Cause			
2.	Sadhanapada (A preventive health care program for Inner Transformation)	1,030	37%
3.	Isha Action for Rural Rejuvenation project	150	59%
4.	Holistic initiative to improve quality of life of commercial vehicle crew members in Assam	613	15%
5.	Lathe machine for Worth Technical Training Centre	21	Nil
6.	Livelihood skills for youth and women empowerment in Pullianthope	108	91%
7.	Individual and group counselling for students and teachers for holistic educational environment	1,400	NA
8.	Installation of STP tanks in rural villages to improve the overall quality of life for residents of Ghoramara village, Assam	2,340	65%
9.	Swachha Odisha Gram Vikas	50	20%
10.	Construction of toilets in schools to improve hygiene facility in Ramanathapuram	1,229	100%
Sports			
11.	Training of athletes to promote Paralympic sports and Olympics sports	15	NA
12.	Support of an international wheelchair tennis player Mr. Mariappan Durai	1	100%
13.	Provide facilities and quality football training to children from economically weaker sections in Murugappa youth football academy (MYFA)	370	NA
14.	Training of young golf players Ms. Avani Prashanth, Ms. Sneha Singh and Ms. Seher Kaur Atwal	3	100%
15.	Training of players of blind women football competing in Paralympics.	20	100%
16.	Support towards training of young chess players Master Pranesh and Master Daakshin	2	NA
17.	Support towards training of golf players (Sumit Kotwal, Vishnu Vijay)	2	100%
Education			
18.	Chola Noble Educational infra support.	185	47%
19.	Eureka School Enrichment project providing holistic learning atmosphere to rural children	287	99%
20.	Scholarship for perusing higher education in Tamil Nadu	16	63%
21.	Scholarship support for rural children of Nagpur	22	55%
22.	Early intervention & remedial education for disadvantaged children with special needs, Chennai	592	100%

SN.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
23.	Contribution towards educational support to underprivileged children from tribal families	5	100%
24.	Contribution towards supporting the construction of a free special school with residential care facility for students with disabilities, Ayapakkam	180	100%
25.	Contribution towards Inception Research fund to new faculties of Alagappa College of Technology, Chennai	1	NA
26.	Comprehensive scholarships and support program for students at Murugappa Polytechnic College, Vellayan Chettiar School	1,354	11%
27.	Scholarships for students in Murugappa across Tamil Nadu	138	56%
28.	Murugappa Science project (Science Centre & Mobile Science Labs), Sivagangai	21,522	50%
29.	My Dream Scholarship program in Tamil Nadu	303	65%
30.	Promoting education including Special education	40	100%
31.	Scholarship support for rural children of Nagpur	22	55%
32.	Individual and group counselling for students and teachers for holistic educational environment	1,400	NA
33.	Construction of toilets and renovation work in Vellayan Chettiar Higher Secondary School	2,330	50%
34.	Supporting Arts Scholars in Dakshina Chitra	7	86%
35.	Financial Literacy plus allied services for commercial vehicle crew members and their family	35,000	59%
36.	Providing holistic development for individuals with hearing disabilities	80	44%
37.	Contribution to AMM Foundation towards Sir Ramaswamy Mudaliar Hr Sec School, Chennai	2,500	NA
38.	Scholarship project in Telangana, Odisha, Rajasthan	105	64%
Health & Wellbeing			
39.	Ambulance services for transporting patients from remote locations in Koratty, Kerala to the nearest government or private hospitals	17,000	NA
40.	Construction of new OP block Hospital Pallathur, Sivagangai to provide quality health care services to the rural population	74,955	77%
41.	Renovation of AMM hospital for affordable medical care services to large needy population in Pallathur, Sivagangai	74,955	77%
42.	Contribution towards Congenital disease / rare genetic diseases at Mediscan (VHS), Chennai	14	100%
43.	Support towards cancer treatment of children	57	37%
44.	Chola Pragati- Integrated Rural Health and Development Project	164	NA
45.	Yogic practise and Kriya meditation towards preventive healthcare and tackling lifestyle disorders.	1,00,000	44%
46.	Cholamandalam- Strengthening the Maternal Health of new mothers through pre and post maternal period.	84	100%
47.	Strengthening the Maternal Health of new mothers through pre and post maternal period.	117	100%

SN.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
48.	Contribution towards the purchase of medical equipment – (Ultrasound scanner) towards Idhayangal Charitable Trust, Coimbatore	250	77%
49.	Support for Neonatal Cardiac Surgeries for children from low socio-economic backgrounds	20	100%
50.	Health camps and mobility aids for elderly people in remote villages of Odisha	341	44%
51.	Health Camps and Health Care Wellness programs for rural areas of Balasore, Odisha.	334	48%
52.	Primary Health care through Mobile Health Van in Jhabrera, Haridwar - Uttarakhand	15,418	47%
53.	Primary Health care through Mobile Health Van in Kanyakumari, Nagercoil	15,155	26%
54.	Purchase of a mobile health van, Pudur , Sivagangai	18,236	31%
55.	Primary Health care through Mobile Health Van in Dhekiajuli., Sonitpur - Assam	18,772	58%
56.	Primary Health care through Mobile Health Van in Sarigam, Valsad – Gujarat	18,052	54%
57.	Provision of Ambulance to Hindu Mission Hospital, Chennai	282	NA
58.	Early intervention of children and adults with hearing loss	1,513	83%
59.	Contribution towards supporting the purchase of Opescope Acteno – Shimadzu Surgical C – Arm system for Adiparasakthi Hospital and Research Institute, Melmaruvathur	NA	100%
60.	RAAHI-Eye checkup and Health Awareness for the trucking community	1,44,986	NA
61.	The Gift of Life program- Heart Surgeries for Congenital Heart Disorder	100	36%
62.	The Gift of Life- Heart Centre for Congenital Heart Disorder	10	40%
63.	Active aging centre to enhance physical and mental health of the aged persons in Koratty. Kerala	57	77%
64.	Provision of Bus (1) to Sankara Eye Foundation Hospital, Ludhiana, Punjab	2,200	100%
65.	Support towards cancer treatment for children	57	37%
66.	Quality Eye Health services to rural communities and improve their vision related quality of life in Aurangabad, Bihar	35,262	69%
Other Projects			
67.	NANEER- Water body Rejuvenation project – Karur, Tirupur and Erode district	7,000	NA

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:

Robust multi-level grievance redressal mechanism is in place to address customer complaints. The customer relationship management (CRM) team regularly engages with customers through calls/visits/surveys to understand their feedback. Periodic consumer satisfaction surveys are conducted to seek consumer feedback on our services.

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

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

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

Particulars	FY 24			FY 23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	1,803	6*	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Others	1,308	50*	-	2,855	-	-

*All complaints have since been resolved

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

Particulars	Number	Reasons for recall
Voluntary recalls	NA	
Forced recalls		

5. Does the entity have a framework/policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes, cyber security and data privacy policies have been put in place to minimize the risk.

<https://www.cholamandalam.com/privacy-policy>.

<https://www.cholainsurance.com/privacy-policy>

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: NA

7. Provide the following information relating to data breaches:

- Number of instances of data breaches - Nil
- Percentage of data breaches involving personally identifiable information of customers - NA
- Impact, if any, of the data breaches - NA

Leadership Indicators

1. Channels/platforms where information on products and services of the entity can be accessed (provide web link, if available):

The group provides a wide range of financial and insurance services. The information can be accessed from the websites, <https://www.cholamandalam.com> and <https://www.cholainsurance.com/>

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services:

Several formal and informal communication channels are available to educate and create awareness about its services to the customers. Further customer awareness initiatives are undertaken through meetings, camps, workshops and digital platforms. The insurance business conducts policy awareness campaigns and educates customers through their call centre facility about the features of the insurance products. With regard to lending business, the customers are made aware about the product usage through a list of Do's and Don'ts available on its website. The list specifies the steps that a customer should take in situations when there is a malpractice or a fraud.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services:

Information relating to disruption/discontinuation of essential services is communicated to customers through formal means such as e-mail, website, phone calls, SMS, WhatsApp, etc. Any closure of a business location or a relocation thereof is published in newspapers. Further, product related information is available in detail on the companies' websites.

4. a. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief.

The information about the products and services are provided on the respective entity's websites, social media platforms and advertisements.

b. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/ services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/ No) Yes, through Customer Relationship Management. Various surveys are conducted on a regular basis to understand and address the needs of the customers.

