



**ADITYA BIRLA
CAPITAL**

Business Responsibility & Sustainability Report

**ANNUAL REPORT
2023 - 24**

Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURE

I. Details of the Listed Entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L67120GJ2007PLC058890
2.	Name of the Listed Entity	Aditya Birla Capital Limited
3.	Year of incorporation	2007
4.	Registered office address	Indian Rayon Compound, Veraval – 362266, Gujarat
5.	Corporate address	18 th Floor, One World Centre, Jupiter Mills Compound, 841, Senapati Bapat, Mumbai – 400013, Maharashtra
6.	E-mail	abc.secretarial@adityabirlacapital.com
7.	Telephone	+91 22 4356 7111
8.	Website	https://www.adityabirlacapital.com/
9.	Financial year for which reporting is being done	2023-2024
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited, National Stock Exchange of India Limited and Luxembourg Stock Exchange (GDRs)
11.	Paid-up Capital	₹ 26,00,02,18,840
12.	Contact Person	
	Name of the Person	Mr. Vijay Deshwal, Chief Strategy Officer and Head Investor Relations
	Telephone	+91 22 4356 7111
	Email address	vijay.deshwal@adityabirlacapital.com
13.	Reporting Boundary	
	Type of Reporting- Select from the Drop-Down List	The disclosures under this report are made on consolidated basis for Aditya Birla Capital Limited (ABCL) and all its Subsidiary and Associate companies (ABC Group).
	If selected consolidated:	Subsidiaries and associate companies in the reporting boundary are as covered in Section A- Q. 23. Please note: The disclosures made under Principle 6 cover data for selected ABC Group offices as follows – 3 Corporate offices and 11 of its largest branches, which collectively account for approximately 35% of the pan India carpet area.
14.	Name of assurance provider	DNV Business Assurance India Pvt. Ltd. (DNV)
15.	Type of assurance obtained	Reasonable Assurance

II. Product/Services

16. Details of business activities

S. No.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
1.	Financial Services	The Company holds a certificate of Registration issued by the RBI to carry on business of a Non-Deposit Systemically Important Core Investment Company (CIC-ND-SI) under Section 45-IA of the Reserve Bank of India Act, 1934.	100%

17. Products/Services sold by the entity

S. No.	Product/Service	NIC Code	% of Total Segment Turnover contributed
1.	ABFL – NBFC	6492	32.13%
2.	ABHFL – Housing Finance	6492	4.64%
3.	ABSLI – Life Insurance	65110	46.16%
4.	ABSLAMC – Asset Management	66301	4.13%
5.	Aditya Birla PE Advisors Private Limited	-	0.00%
6.	Aditya Birla Capital Technology Services	-	0.06%
7.	Aditya Birla Financial Shared Services Limited	82990	0.00%
8.	Aditya Birla Trustee Company Private Limited	-	0.00%
9.	Aditya Birla Money Limited	66120, 64990	1.00%
10.	Aditya Birla Money Mart Limited	9971	0.02%
11.	Aditya Birla Money Insurance Advisory Services Limited	-	0.11%
12.	Aditya Birla Sun Life Trustee Private Limited	6619	0.00%
13.	Aditya Birla Wellness Private Limited	86909	0.03%
14.	Aditya Birla ARC Limited*	66190	0.45%
15.	Aditya Birla Sun Life Pension Management Limited	65300	0.02%
16.	Aditya Birla Stressed Asset AMC Private Limited	66309	0.02%
17.	Aditya Birla Insurance Brokers Limited	66220	1.43%
18.	Aditya Birla Capital Digital Limited	64990	0.02%
19.	Aditya Birla Health Insurance Limited	6512	8.73%
20.	Aditya Birla Special Situations Fund I	-	0.11%

* Based on consolidated turnover including trusts of Aditya Birla ARC Limited

III. Operations

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

Location	Number of plants	No. of Offices	Total
National	0	1,474	1,474
International	0	0	0

19. Market served by the entity

Locations	Numbers
a. No. of Locations	
National (No. of States)	PAN India
International (No. of Countries)	0
b. What is the contribution of exports as a percentage of the total turnover of the entity?	0%
c. A brief on types of customers	As a financial services company with diverse offerings, clients of ABC Group covered in the reporting boundary include a wide range individual clients, investors, borrowers, and segments including HNWIs, SMEs as well as group-level corporate clients across sectors. Aligned with our priority of elevating financial well-being and fostering prosperity for our customers, we continue to focus on catering to our diverse mix of client segments, through a comprehensive product suite that spans across insurance, investments, loans, payments, and cards.

IV. Employees

20. Details as at the end of Financial Year:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
a. Employees and workers (including differently-abled)						
Employees						
1.	Permanent Employees (A)	46,688	32,091	69%	14,594	31%
2.	Other than Permanent Employees (B)	0	0	0	0	0
3.	Total Employees (A+B)	46,688*	32,091	69%	14,594	31%
b. Differently abled employees						
Employees						
4.	Permanent Employees (E)	29	22	76%	7	24%
5.	Other than Permanent Employees (F)	0	0	0	0	0
6.	Total Employees (E+F)	29	22	76%	7	24%

* 3 individuals among the total employees are identified as transgenders.

21. Participation/Inclusion/Representation of women

S. No.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1.	Board of Directors	7	1	14%
2.	Key Management Personnel	3	2	66%

Note: Only details of Aditya Birla Capital Limited have been included

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

Category	FY 2023-2024 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	46.13%	36.29%	43.15%	42%	29.24%	38.20%	40.85%	36.49%	39.59%
Permanent Workers	-	-	-	-	-	-	-	-	-

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

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

S. No.	Name of the holding/subsidiary/associate companies/joint ventures	Indicate whether it is a holding/Subsidiary/Associate/or 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.	Grasim Industries Limited	Holding	-	No
2.	Aditya Birla Finance Limited	Subsidiary	100	
3.	Aditya Birla Housing Finance Limited	Subsidiary	100	
4.	Aditya Birla Money Limited	Subsidiary	73.53	
5.	Aditya Birla Insurance Brokers Limited	Subsidiary	50.002	
6.	Aditya Birla Money Mart Limited	Subsidiary	100	
7.	Aditya Birla Money Insurance Advisory Services Limited	Subsidiary	100	
8.	Aditya Birla Sun Life Trustee Private Limited	Subsidiary	50.85	
9.	Aditya Birla Wellness Private Limited	Subsidiary	51	
10.	Aditya Birla Financial Shared Services Limited	Subsidiary	100	
11.	Aditya Birla Capital Digital Limited	Subsidiary	100	Yes
12.	Aditya Birla Sun Life Insurance Company Limited	Subsidiary	51	
13.	Aditya Birla ARC Limited	Subsidiary	100	
14.	Aditya Birla Stressed Asset AMC Private Limited	Subsidiary	100	
15.	Aditya Birla Life Pension Management Limited	Subsidiary	51	
16.	Aditya Birla Trustee Company Private Limited	Subsidiary	100	
17.	Aditya Birla Capital Technology Services Limited	Subsidiary	100	
18.	Aditya Birla PE Advisors Private Limited	Subsidiary	100	
19.	Aditya Birla Sun Life AMC Limited	Associate	45.14	
20.	Aditya Birla Health Insurance Co. Limited	Associate	45.89	

VI. CSR Details

24. a. Whether CSR is applicable as per section 135 of Companies Act, 2013:

No*

Turnover (in ₹) Standalone – ₹ 859.57 Crore

Net worth (in ₹) Standalone – ₹ 13,938.58 Crore

* In accordance with Section 135 of the Act, the Company has constituted a Corporate Social Responsibility (“CSR”) Committee. The CSR Committee has formulated and recommended to the Board, a Corporate Social Responsibility Policy (“CSR Policy”) indicating the activities to be undertaken by the Company, which has been approved by the Board. The CSR Policy is available on the Company’s website at <https://www.adityabirlacapital.com/investor-relations/policies-and-code>. During the financial year under review, the Company was not required to make any expenditure towards CSR projects, in absence of average net profit for three immediately preceding financial years calculated in accordance with the provisions of Section 198 of the Act. Accordingly, no CSR activity was undertaken by the Company. Considering that the Company was not required to contribute any amount towards CSR activities, report on activities as required under Companies (Corporate Social Responsibility Policy) Rules, 2014 has not been furnished. Further, details on the CSR Committee are provided in the Corporate Governance Report, which forms part of this Annual Report.

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 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
			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	Yes	Grievance redressal for communities is managed by implementation partners, agencies.	-	-	-	-	-	-
Investors (other than shareholders)	-	Stakeholder Engagement Policy	-	-	-	-	-	-
Shareholders	Yes	Stakeholder Engagement Policy	29	1	-	42	1	-
Employees and workers	Yes	Stakeholder Engagement Policy	-	-	-	0	0	-
Customers	Yes	Stakeholder Engagement Policy	11,668.00	208.00	-	9,783.00	287.00	-
Value Chain Partners	Yes	-	-	-	-	-	-	-
Other (Please specify) (ABHFL)	-	-	-	-	-	-	-	-

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

Material Issue Identified	Indicate whether risk or opportunity	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)
Risk Management (Including ESG risks)	Opportunity	ABC Group Companies acknowledge the crucial role that effective risk management plays in achieving their business goals and creating long-term value for their stakeholders. The Company is dedicated to managing a variety of risks, such as those associated with market fluctuations, and is aware of the intricate challenges presented by risks related to Environmental, Social, and Governance (ESG) factors, particularly climate change. ABC Group employs a data-centric approach to risk management, underpinned by a comprehensive Risk Management Framework that has received the Board's approval. There is potential for the Company to further improve its emphasis on integrating ESG considerations by updating its risk management framework to better address new and emerging risks. These include risks linked to ESG factors, climate change, and changes in the regulatory landscape of the financial services industry.	ABC Group has established a Risk Management Committee (RMC) tasked with the critical responsibility of supervising key aspects of risk management. The existing Risk Management Framework is thoughtfully crafted to actively detect, engage with, and lessen the impact of new risks in a timely and effective manner. This framework is in line with fundamental goals such as providing oversight, supporting strategic decisions with data, and maintaining strong internal controls, showcasing ABC Group's commitment to tackling the evolving challenges head-on. By putting this extensive system into practice, ABC Group reinforces a culture that prioritizes policies and procedures designed to effectively counteract emerging risks. The RMC plays a pivotal role in overseeing the management of ESG and related risks within the organization, cultivating a proactive and flexible approach to managing and adapting to new risks in the current year, and their financial impacts.	Positive: Leveraging its robust risk management framework and the vigilant oversight of the Committee, the Company has once again demonstrated its proficiency in managing emerging risks effectively. A proactive approach has enabled it to steer through uncertainties and maintain operational stability. In the current year, ABC Group remains unwavering in its endeavors to enhance its performance on risk management, to proactively address unforeseen and evolving risks, including ESG and climate-change-related risks, and its impact on the Company's resources, assets and business performance. This strategic focus highlights the Company's dedication to staying agile and responsive in the face of evolving risks, and managing its financial impact.

Business Responsibility & Sustainability Report (Contd.)

Material Issue Identified	Indicate whether risk or opportunity	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)
Data Security and Privacy	Risk	<p>The financial services industry is experiencing a significant transformation with the increasing move towards digitisation, which is changing operational models and introducing related risks, particularly in the areas of data security and privacy. As digitisation continues to evolve within the financial services sector, effectively managing cybersecurity risks and protecting the privacy of customer data are deemed critical priorities for the current year.</p> <p>These risks have the potential to impact ABC Group's core IT infrastructure, encompassing both internal and external databases, as well as the financial security of customers, which in turn could affect the Company's reputation and standing in the marketplace.</p>	<p>ABC Group remains resolutely committed to upholding the confidentiality of its employees' and customers' data. Its strategy in this regard is anchored in a cohesive approach to data privacy compliance, which is applied uniformly across all subsidiaries and associate companies. ABC Group adheres to a robust set of principles and procedures that align with regulatory requirements to securely handle and protect customer data.</p> <p>To counter risks such as data theft or cyber-attacks, the Company has established a sturdy reporting and resolution system for both customers and employees, and strong IT and data systems. These proactive steps also include the continuous reinforcement of Data Loss Prevention (DLP) policies.</p> <p>As an affirmation of these efforts, we are proud to announce that in FY 24, there have been no instances of security breaches or data loss incidents being reported.</p>	<p>Negative:</p> <p>Potentially limiting or inadequate levels of investments in data security and privacy measures can have a negative impact on:</p> <ol style="list-style-type: none"> 1. Preparedness for fraud or data breach attacks, and operational losses 2. Potential regulatory action (fines, penalties) taken because of limitations in IT, data and privacy-related systems
Corporate Governance	Risk	<p>ABC Group prioritizes key governance issues such as business ethics, integrity, responsible business practices, and adherence to the changing regulatory requirements and disclosure obligations.</p> <p>The fluctuating nature of financial markets, the ever-evolving regulatory environment in the financial services industry, and modifications in regulations concerning product offerings pose a variety of risks. These include the possibility that ABC Group's processes and responses may be insufficient or not promptly adapted to such regulatory changes or requirements.</p> <p>Additionally, the shifting landscape of regulatory demands and disclosures concerning Environmental, Social, and Governance (ESG) factors pose ESG-related risks. The Company is dedicated to proactively and effectively addressing these risks to ensure compliance and maintain its commitment to responsible corporate conduct.</p>	<p>ABC Group is unwavering in its commitment to fostering ethical business practices and upholding the highest standards of corporate governance.</p> <p>To solidify this commitment, ABC Group has put in place extensive frameworks and policies that guide their operations and decision-making processes on governance.</p> <p>At ABC Group, the Board of Directors takes an active role in overseeing the management of ESG-related risks and opportunities, ensuring strong governance practices throughout all subsidiary and associate companies.</p>	<p>Negative:</p> <p>Shortcomings or limitations in the oversight and surveillance of ABC Group's governance practices, as well as its compliance track record, can have a negative effect on the Company's:</p> <ol style="list-style-type: none"> 1. ESG Rating 2. Market Reputation (Indirect financial impact) 3. Potential to attract additional investment 4. Regulatory risks (Impact in terms of fines or penalties imposed)

Business Responsibility & Sustainability Report (Contd.)

Material Issue Identified	Indicate whether risk or opportunity	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)
Climate Strategy	Opportunity	<p>ABC Group is actively engaged in reducing their carbon footprint and addressing the changing impacts and risks related to climate change. Their initiatives in greenhouse gas (GHG) emission reduction, energy efficiency, water conservation, and waste management are recognized as opportunities to make a positive impact on the environment.</p> <p>Moreover, these initiatives present an avenue to interact and share information with various stakeholders about Environmental, Social, and Governance (ESG) issues, reinforcing the Company's image as an entity that is aware of ESG considerations and committed to social responsibility.</p>	<p>The Company regards their initiatives to mitigate the effects of climate change as a driving force for generating enduring value for stakeholders and effecting a sustainable, positive influence on the natural environment.</p> <p>The Company has taken active steps, such as implementing waste composting at its corporate office in Mumbai, showcasing its translation of commitments into concrete actions on responsible environmental practices.</p> <p>To further improve energy efficiency, there has been a continuous shift from traditional incandescent lighting to energy-saving LED lights across office spaces. Moreover, the Company is in the process of expanding its installation of solar panels at selected office locations, signaling a stronger move towards renewable energy and a reduction in carbon footprint.</p>	<p>Positive:</p> <p>The Company's steadfast dedication to adapting to the challenges posed by climate change can lead to positive impact on improved risk management (physical and transition risk), and the Company's investment attractiveness to global, EGS-aware investors</p>
Employee well-being	Opportunity	<p>ABC Group is dedicated to ensuring the holistic well-being of its employees, recognizing this commitment as a chance to foster a culture of innovation and a focus on people.</p> <p>The Company considers its employees to be its most critical resource and places a high priority on their well-being, emphasizing the importance of a supportive and nurturing work environment.</p> <p>ABC Group remains a staunch advocate for equality, diversity, and inclusion within the organization in the current year.</p>	<p>ABC Group maintains a strong commitment to the comprehensive well-being of its employees. This includes encouraging proactive health management via the ABC Group's 'Multiply' wellness app and offering employees discounts on select health insurance products from the Company's range.</p> <p>Through such initiatives, the Company sees an opportunity to empower its employees to take charge of their health and to be at their best, both professionally and personally.</p>	<p>Positive:</p> <p>Cultivating an environment that prioritizes holistic well-being can aid ABC Group in its endeavors to:</p> <ol style="list-style-type: none"> 1. Support the personal growth and development of its employees, enabling them to achieve their full potential, and support the Company leverage the benefits of a productive workforce (Indirect financial impact) 2. Attract and retain the best talent by offering a workplace that values the health and happiness of its workforce (Indirect financial impact on talent management budgeting) 3. Maintain its status as a premier employer known for offering enriching career opportunities and fostering a healthy work-life balance for its employees.

Business Responsibility & Sustainability Report (Contd.)

Material Issue Identified	Indicate whether risk or opportunity	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)
Diversity, Equality, and Inclusion	Opportunity	ABC Group remains a staunch advocate for equality, diversity, and inclusion within the organization. Upholding diversity and equal opportunity are a firm commitment for the Company. This dedication presents a continuous opportunity to draw on the perspectives of a varied group of professionals, contributing to the growth and development of both the organization and its workforce.	ABC Group views diversity and the provision of equal opportunities as fundamental strengths and essential elements of the Company's core values. In the current year, ABC Group remains unwaveringly dedicated to improving the representation of women in its workforce at all levels, demonstrating a commitment to gender equality and inclusivity.	<p>Positive:</p> <p>ABC Group views diversity and inclusion as a critical lever for furthering its goal of creating long-term value and sustainable growth for all its stakeholders.</p> <p>Having a diverse workforce can help the Company:</p> <ol style="list-style-type: none"> 1. Further build on its reputation as an equal opportunity provider 2. In bringing diversity in strategic decision, including in succession planning and balanced Board representation 3. Bring in diverse perspectives to help further the Company's business growth pursuits
Financial Inclusion	Opportunity	<p>ABC Group acknowledge the growing importance of providing access to financial services for traditionally underserved communities as a means to contribute to India's development story. By utilizing ABC Group's extensive range of affordable financial products, including micro-insurance, lending, and investment options, they see a dual opportunity:</p> <ol style="list-style-type: none"> 1. Contributing to the National Mission: There is an opportunity to actively engage in the wider national objective of promoting financial inclusion for groups such as rural populations, women, micro, small and medium enterprises (MSMEs), and youth. 2. Creating Economic Value: There is also an opportunity to create economic value for the Company by broadening and diversifying its customer base, extending the reach of its products, and enhancing revenue streams. 	<p>To address risks related to issues such as insufficient information, customer protection, and irregularities in sales practices within the scope of financial inclusion and associated business operations, the following measures have been implemented:</p> <ol style="list-style-type: none"> 1. Precise identification of key target segments and a thorough understanding of their financial requirements. 2. Development of value-added products that are tailored based on a needs assessment and adhere to the principles of responsible pricing. 3. Commitment to the highest ethical standards and responsible selling by providing staff with training on ethical sales and marketing practices. Additionally, the establishment of fact-checking procedures has been put in place to verify the accuracy of information disseminated about its product offerings. 	<p>Positive:</p> <p>Continuing the momentum of the Company's focus on financial inclusion will have a positive impact and help ABC Group further its objective of serving as a leading provider of inclusive financial services, helping customers achieve holistic financial well-being</p>

Business Responsibility & Sustainability Report (Contd.)

Material Issue Identified	Indicate whether risk or opportunity	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)
Digitalization	Opportunity	<p>The evolving and continuous digital transformation of operational processes, encompassing customer experience and service, offers ABC Group the chance to:</p> <ol style="list-style-type: none"> Utilize technology and unify data systems throughout ABC Group, enabling sustained growth of the customer base. Further improve service delivery in terms of efficiency and quality, particularly for last-mile connectivity. Move towards a paperless processing cycle within its operations. 	<p>ABC Group has implemented strong monitoring and verification mechanisms to manage the risks that come with the digitalization of their operations.</p> <p>Key strategies include the use of DigiLocker for KYC processes, eSign for digital signatures, and the application of analytics-driven models to inform decisions in lending, investment, and insurance sectors.</p> <p>These ongoing digital processes are critical in overseeing and mitigating new risks, enabling the acquisition of customers without physical contact, reducing the time needed to complete processes (Turnaround Time, or TAT), and lessening the reliance on paper-based documentation. With a continued focus on digitalization, ABC Group aims to provide a frictionless customer experience, improve operational efficiencies, and support environmental sustainability by moving from paper to digital formats.</p>	<p>Positive:</p> <p>Focusing on digitalization can help the Company further its support to its customer base, in terms of improvements in connectivity, interoperability, TAT, grievance resolution, and the overall customer journey and experience. Leveraging the power of One ABC can help in an expansion of the customer base, with a positive impact on business growth and revenue streams</p>
Customer Satisfaction and Relationship Management	Opportunity	<p>Considering ABC Group's diverse customer segments, any negative impact on customer satisfaction, overall customer experience, and service can directly influence the Company in the current year in the following ways:</p> <ol style="list-style-type: none"> Brand and Reputation: Adverse effects on the brand and reputation in the market. Customer Acquisition: Impacts on customer acquisition and any expansion plans. Existing Customer Base: Potential repercussions on the existing customer base 	<p>To mitigate risks such as customer complaints, ABC Group has put in place comprehensive systems and channels for grievance resolution. These include both face-to-face and digital platforms for addressing customer issues, complemented by an escalation hierarchy for grievances that are not promptly resolved.</p> <p>With a focus on customer-centricity in all its operations and procedures, ABC Group is dedicated to delivering a satisfactory and positive experience for its customers.</p>	<p>Negative:</p> <p>Customer dissatisfaction or any challenges in delivering a positive experience can have a direct effect on:</p> <ol style="list-style-type: none"> Customer trust levels Potential for customer acquisition and retention Brand reputation, and Potential for business expansion and growth

Business Responsibility & Sustainability Report (Contd.)

Material Issue Identified	Indicate whether risk or opportunity	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)
Reputation Management	Opportunity	<p>The Company's dedication to putting customers first, and managing its reputation effectively is viewed as a chance to maintain its status as a preferred provider of financial services in India. ABC Group is continually implementing actions to protect and further cement their brand and reputation, with a focus on responsibility, ethical practices, and prioritizing the well-being of people.</p> <p>This commitment opens up prospects to capitalize on the existing widespread network across India and to reinforce the Company's position as a leading institution that is conscious of ESG factors. The increasing importance of ESG in both the Indian context and the financial services sector offers the Company the opportunity to develop and broaden their range of products and initiatives that align with ESG principles.</p>	<p>To counteract risks such as greenwashing or the misrepresentation of the Company's achievements in ESG areas, ABC Group has taken steps to ensure that its sustainability communications are authenticated and reflect the genuine advancements made across all sectors.</p> <p>The focus is on providing stakeholders with thorough and validated information, as well as updates on the Company's progress. ABC Group is dedicated to preserving its reputation as a prominent organization that is aware of and actively engaged in ESG practices.</p>	<p>Positive:</p> <p>By dedicating specific resources to prioritize and implement reputation management strategies, ABC Group can improve their standing as a responsible provider of financial services.</p> <p>Adopting this proactive stance can contribute to the Company's growth and add to its efforts in value creation.</p>
Community development	Opportunity	<p>The Company's commitment to community development is centered on building and strengthening communities. ABC Group makes significant contributions to community betterment through CSR initiatives carried out under 'The Aditya Birla Centre for Community Initiatives and Rural Development.'</p> <p>ABC Group sees community development as a valuable opportunity to interact with and support communities throughout India, with involvement spanning several areas such as education, healthcare, sustainable livelihoods, financial inclusion, and the empowerment of women.</p> <p>Additionally, ABC Group considers community development as an opportunity to promote fairness and socio-economic growth on a large scale within the country.</p>	<p>To manage and alleviate potential risks or complaints related to stakeholder engagement in its CSR activities, ABC Group have set up a grievance resolution mechanism. Through consistent interaction with implementation partners, such as NGOs, the Company is able to effectively address any issues raised by the beneficiaries of its CSR initiatives.</p>	<p>Negative:</p> <p>The inefficient administration of community development programmes, resources and practices for engaging stakeholders could adversely affect the Company's reputation.</p> <p>Challenges such as financial resource mismanagement for example can impact community trust levels, and in turn, programme scope, expenditures, effectiveness, and compliance with requirements such as overall level of expenditures on community development (CSR).</p>

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Material Issue Identified	Indicate whether risk or opportunity	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)
Stakeholder Engagement	Opportunity	<p>ABC Group identifies a range of entities as essential stakeholders and partners, including employees, customers, vendors, and collaborators like NGOs that support it to execute CSR initiatives. In interactions with these groups, the Company is committed to following proper procedures and guidelines.</p> <p>For every category of stakeholder, ABC Group employs a structured approach and upholds a set of protocols for interactions at various levels, including grievance redressal systems to efficiently resolve any issues that may arise.</p>	<p>ABC Group acknowledge a variety of key stakeholders and partners within their operations, such as employees, customers, suppliers, regulators, and collaborating organizations like NGOs that facilitate the implementation of CSR activities. The Company is dedicated to engaging with these groups in accordance with established procedures and guidelines.</p> <p>ABC Group adopts an organized method for each stakeholder category, adhering to specific interaction protocols at different stages, and includes grievance redressal mechanisms to effectively address and resolve any concerns that may surface.</p>	<p>Negative:</p> <p>Gaps, if any, in the practices followed for stakeholder engagement can negatively affect the Company's reputation, and long-term growth and value-creation prospects.</p> <p>This includes:</p> <ol style="list-style-type: none"> 1. Customers – An impact on customer trust, loyalty, retention, and in turn business growth 2. Employees- An impact on talent attraction and retention, and in turn on talent management budgeting 3. Shareholders – An impact on sharing of material information, effective shareholder engagement and alignment 4. Regulatory bodies – An impact on sharing of accurate and complete information for compliance, in turn creating risks such as fines and penalties

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

The National Guidelines for Responsible Business Conduct (NGRBCs) as prescribed by the Ministry of Corporate Affairs advocates the following nine principles referred to as P1 to P9.

- P1 – Business should conduct and govern themselves with Ethics, Transparency and Accountability
- P2 – Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle
- P3 – Businesses should promote the wellbeing of all employees
- P4 – Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized
- P5 – Businesses should respect and promote human rights
- P6 – Business should respect, protect, and make efforts to restore the environment
- P7 – Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner
- P8 – Businesses should support inclusive growth and equitable development
- P9 – Businesses should engage with and provide value to their customers and consumers in a responsible manner

Business Responsibility & Sustainability Report (Contd.)

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)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	<p>Employee-specific policies are accessible only by employees on intranet HRMS portal and are not shared in the public domain. Other policies of the Company are available on the website of the Company.</p> <p>A comprehensive list of the policies and codes of the Company is available here: ABCL policies and code</p> <p>Web links for policies relating to the principles and its core elements are as follows:</p> <p>Remuneration Policy: ABCL Executive Remuneration Policy</p> <p>POSH: ABCL policy on prevention of sexual harassment</p> <p>Risk Management Policy: ABCL risk management policy</p> <p>CSR Policy: ABCL corporate social responsibility policy</p> <p>Whistle Blower Policy: ABCL Whistleblower Policy</p> <p>Code of Conduct for Board and Senior Management: ABCL Code of Conduct for the BOD and Senior Management</p> <p>Supply Chain and Procurement Policy: ABCL Supply Chain and Procurement Policy</p>								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	No								
4. Name of the national and international codes/certifications/ labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	P9: ABC Group's Information and Cyber Security policies are in compliance with the requirements of ISO 27001.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>ABC Group considers sustainability as a core pillar of its ethos, and integral to the way it manages its operations, processes, and its impact – on people and the planet. As a purpose-driven entity, our focus has consistently been on enriching the lives of all our stakeholders.</p> <p>To this end, we have:</p> <ul style="list-style-type: none"> – Continued to take efforts to further minimize our emissions and impact on the environment, by investing in additional solar generation at select ABC Group's offices – Prioritized and focused on the integrated and holistic wellbeing of our workforce, which includes innovative and supportive initiatives to care for the physical, emotional and mental wellbeing, as well and financial, intellectual, and social wellbeing – Maintained a consistent focus on promoting inclusion, and local community empowerment through our wide-ranging corporate social responsibility efforts, including ,coverage in multiple Aspirational Districts. Through our efforts, we have enabled inclusive development across thematic areas such as healthcare (physical and mental healthcare, education, and women's empowerment and inclusion. 								

Business Responsibility & Sustainability Report (Contd.)

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>The Company has continued to achieve notable success in their commitments to empower local communities, protect and reduce our impact on the natural environment, to promote inclusive development and prosperity for all our stakeholders. This is demonstrated through our initiatives, as follows:</p> <ul style="list-style-type: none"> – At our branches in Chennai, Bangalore, Pune, Noida and Bhopal, we have installed solar panels of 42 kW, 12 kW, 20 kW, 41 kW and 25 kW capacity respectively, to further our efforts in using renewable energy, and reducing emissions. In addition to this, we continue to work with our trusted partners to safely dispose, manage, and recycle waste generated through our operations, as part of our efforts to contribute to a greener and cleaner future – Our workforce leveraged the multiple wellness initiatives and programmes offered, in order to best manage, holistically, their wellbeing. In the past year, approximately 9594 employees participated in wellness programmes offered by ABCL and its subsidiaries - an increase from a figure of 10,000 employee participants in FY23. – In FY24, through our CSR programming, we continue to focus on empowering our local communities, and enabling broad-based improved socio-economic development. Through our efforts and programmes undertaken in Aspirational Districts, we have contributed to thematic areas we consider as vital to India's ambitions of inclusive growth. This includes supports for programmes to help improve the quality of medical services offered in Primary Health Centers, for providing quality healthcare services in remote areas through Tele-medicine, with a focus on maternal & child health, and supporting orphanages to establish and maintain improved facilities for sanitation and education. As of FY24, we have expanded our CSR programmes in aspirational districts from 6 states in FY23 to now cover 7 states – Maharashtra, Odisha, Uttar Pradesh, Jharkhand, Bihar, Tamil Nadu and Rajasthan 								

Governance, Leadership and Oversight

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

As a purpose-led organization and a leading provider of diverse financial services in India, the Company continues to prioritize sustainability and ESG as a core pillar in its pursuit of creating long-term value for its people, and the planet. As part of our sustainability strategy, our focus remains on taking efforts to minimize our impact on the environment and adapting to the multi-faceted challenges posted by climate change and ESG-related issues.

The Company continues to proactively take efforts to manage its impact on the natural environment, reduce its emissions, and positively impact the lives of its key stakeholders – especially its workforce, customers, and local communities.

In line with the Company's purpose-led commitment to build responsible businesses and institutions that inspire trust, the Company is proud to share the progress in the past year on key ESG-related issues. By proactively incorporating ESG and sustainability in the way we manage our business, growth objectives, and how serve our stakeholders, we have achieved significant progress. This progress is captured through positive outcomes we have achieved across areas including emissions and waste management, strengthening our employee workforce and supporting their holistic well-being, and continuing our commitment to support inclusive growth, financial inclusion, and community development in underserved areas.

We are committed to continue working towards protecting our natural environment and prioritizing a focus on responsible and environmentally sustainable practices. At two of our primary corporate offices in Mumbai, we have prioritized the use of green energy in our premises – translating our commitment towards emissions reduction into a reality. Through partnerships with our trusted vendors, in FY24, the Company successfully recycled over 34 MT of waste, including continued momentum in recycling waste types such as sanitary napkins. With an ongoing expansion of our capacities to generate and leverage renewable energy, the installation of solar panels at our premises in Bhopal, Bangalore and Pune, among others, has helped us move closer towards our goal of significantly reducing our emissions.

On the people management front, we continue to focus on creating a vibrant, diverse and inclusive work environment, and dedicate resources and efforts towards championing diversity in our workforce. Celebrating diversity, promoting inclusion, and cultivating a sense of belonging are key focus areas in our efforts to empower our workforce. We have continued to build on the momentum achieved in enhancing women's representation across our companies. We have seen consistent progress made on this front – with women's representation at ABCL now standing at 31% as of FY24. In addition to maternity benefits, through measures for example for new mothers in the form of day care support, we have continued to prioritize efforts to holistically support our diverse workforce.

On the customer engagement front, we continue to leverage the power of One ABC, ensuring the provision of seamless and digital-first services to our diverse customer base. Our efforts remain to expand our offerings in a digitized manner, and to underserved segments, especially through our customized offerings in the lending space.

Business Responsibility & Sustainability Report (Contd.)

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Through this multitude of initiatives, we have attempted to actively create an inclusive and engaging work environment, take efforts to protect our natural environment, and support our customers and local communities. We view these efforts as our way of contributing to India's journey of achieving inclusive and sustained growth – for one, and for all.									
As a purpose-driven organization, we continue to remain committed to uphold responsible business practices and champion inclusive growth – with the aim of creating long-term value for all of our stakeholders.									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The Risk Management Committee within the Company holds the responsibility for the implementation and oversight of the Business Responsibility policies.								
	The Chief Risk Officer, Sanchita Mustaphy, is the highest authority in charge of enforcing the Business Responsibility policy, ensuring that the Company's operations align with its commitment to sustainable and responsible business practices.								
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 Risk Management Committee drives the sustainability and ESG (Environmental, Social, and Governance) agenda at ABC Group. Collaborating with business heads and function heads across the Company, the Risk Management Committee endeavors to integrate ESG considerations into the ethos of its businesses and the Company's operations.								
	This collaborative effort ensures that ESG principles are aligned with the Company's guiding mission and vision.								

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	The aforementioned policies have been approved by the Board, it's Committees or the Senior Management of the Company, where applicable.									Policies are reviewed periodically, given factors such as regulatory requirements, or recommendations from relevant industry associations								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company has the required policies and procedures in place to ensure compliance with laws applicable to the Company.									Periodic, need-basis.								

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. However, the Company continues to prioritize sustainability, and considers it as a core, driving value for the organization.								

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity 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)									
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 b/y 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	Nil	The orientation programmes are conducted for the new directors wherein the Senior Management of the Company make presentations to familiarise the Directors with the business of the Company, subsidiaries and associates, regulatory changes, industry practice, systems and policies adopted by various departments, especially the governance practices and compliance process adopted by the Company. This includes key topics such as risk management, and data or information security. In addition, at the quarterly Board Meeting, the Directors are updated on the key regulatory changes and performance of the Company, subsidiaries and associates	
Employees and KMPs	4,517	Induction, Functional, Regulatory (mandatory) viz modules on Information Security Refreshers, Code of Conduct Guidelines, Prohibition of Insider trading, Prevention of sexual harassment, Whistle blower, etc, Behavioral and leadership Skills. Additionally, a capacity building session on the BRSR principles and indicators and its relevance to the Company's operations was held in November 2023. This workshop was attended by functional heads from HR, Finance, Legal, Risk, Admin, IT and the CSR department of the Company/ subsidiaries as relevant.	92%
Workers	-	-	-

* No new Directors were appointment of during FY 2023-24, thus no training or awareness programmes were conducted by the Company.

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.

a. Monetary

Type	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	1	National Stock Exchange of India Limited and BSE Limited	₹ 21,240/- each	National Stock Exchange of India Limited (NSE) and BSE Limited (BSE) vide their respective emails dated 29 th February 2024, had imposed fine amounting to ₹ 21,240/- each, for delayed compliance with Regulation 6(1) of SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015 on ABSLI and its subsidiaries, i.e. appointment of qualified Company Secretary as the Compliance Officer beyond the period of three months from the date of such vacancy during the quarter ended 31 st December 2023. The Company paid the fine on 15 th March 2024.	Yes
Settlement	-	-	-	-	-
Compounding fee	-	-	-	-	-

b. Non-monetary

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

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

Nil

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.

Yes, the Company has an anti-corruption and anti-bribery policy. The policy is in alignment with existing policies of the Company, including the Code of Conduct.

The policy is available on ABCL's website: [ABCL Anti Corruption and Anti Bribery Policy](#)

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

Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Not Applicable	Not Applicable

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

Topic	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	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 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.

Nil

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payables	26.08	28.53

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 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Not Applicable	Not Applicable
	b. Number of trading houses where purchases are made from	Not Applicable	Not Applicable
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Not Applicable	Not Applicable
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	Not Applicable	Not Applicable
	b. Number of dealers/distributors to whom sales are made	Not Applicable	Not Applicable
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	Not Applicable	Not Applicable
Share of RPTs 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)	Loan & advances: ABCL: Loans and advances given to: CEO: Nil Loans and advance outstanding balance: CEO: 0.005%* By ABFL: Loan and Advances given to: <ul style="list-style-type: none"> • ABREL EPC Limited: ₹ 318.66 Cr • Aditya Birla Green Power Limited (formerly known as Waacox Energy Private Limited): Nil Loan and Advances Outstanding Balance: <ul style="list-style-type: none"> • ABREL EPC Limited: 0.19% • Waacox Energy Private Limited: 0.04% 	Loan & advances: ABCL: Loans and advances given to: CEO: ₹ 6.29 Cr Loans and advance outstanding balance: CEO: 0.006% By ABFL: Loan and Advances given to: <ul style="list-style-type: none"> • ABREL EPC Limited: ₹ 205.07 Cr • Aditya Birla Green Power Limited (formerly known as Waacox Energy Private Limited): ₹ 15.03 Cr Loan and Advances outstanding balance: <ul style="list-style-type: none"> • ABREL EPC Limited: 0.22% • Waacox Energy Private Limited: 0.06%
d. Investments (Investments in related parties/Total Investments made)	Investment Closing Balance:** Equity shares in Joint venture/Associate By ABCL: <ul style="list-style-type: none"> • Aditya Birla Sun Life AMC Limited: 1.50% • Aditya Birla Sun Life Trustee Private Limited: 0.0009% • Aditya Birla Wellness Private Limited: 0.01% • Aditya Birla Health Insurance Co. Limited: 3.11% By ABSLI: Investment made in: NCD <ul style="list-style-type: none"> • Grasim Industries Limited: 0.03% • UltraTech Cement Limited: 0.02% 	Investment Closing balance: Equity shares in Joint venture/Associate By ABCL: <ul style="list-style-type: none"> • Aditya Birla Sun Life AMC Limited: 1.65% • Aditya Birla Sun Life Trustee Private Limited: 0.0009% • Aditya Birla Wellness Private Limited: 0.02% • Aditya Birla Health Insurance Co. Limited: 3.99% By ABSLI: Investment made in: NCD <ul style="list-style-type: none"> • Grasim Industries Limited: 0.04% • UltraTech Cement Limited: 0.03% 	

* This is % of total loans outstanding as at the end of the year based on Consolidated Financial Statements.

** This is % of total investments outstanding at the end of the year based on Consolidated Financial Statements.

LEADERSHIP INDICATORS

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

Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in value chain covered by the awareness programmes
Not applicable		

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.

ABC Group takes a declaration from Board Members and Senior Management on an annual basis, in order to document members' consent and information in the context of managing conflict of interest issues.

This is available on the website of the Company at: [ABCL Appendix-II](#)

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.

Type	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	Details of improvement in social and environmental aspects
Research & Development (R&D)	-	-	-
Capital Expenditure (CAPEX)	13.36%	Given that the Company's primary business is in the financial services sector, CAPEX investments made by the Company are mainly in information technology and associated infrastructure and processes. In the given reporting period, capex investments were made in the form of investments or additions made to the IT infrastructure and systems. This includes hardware, such as laptops and other devices, software, and updates to it, if any	Building of digital journeys to eliminate paper based application, eNach, Digital KYC, Account Aggregator (To eliminate need for physical bank statements), physical movement of files and documents, digital self service channel (WhatsApp) instead of physical queries/ requests. Additionally - Reduction in carbon footprint and use of paper for Financial transactions.

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

As providers of financial products and services, the Company has a limited impact on resource consumption, which is mainly restricted to their operational activities rather than their product offerings, rendering sustainable sourcing less applicable on the product side for the Company.

ABC Group however remains dedicated to adhering to the Aditya Birla Group's values, which advocate for a culture of conserving resources, and engaging in sustainable and responsible business practices, to have a minimal effect on the natural environment.

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

Not applicable

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

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.**

Not applicable

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?**

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 web-link
Not applicable				

- 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.**

S. No.	Name of the product	Description of the risk	Action Taken
Not applicable			

- 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).**

Nil

- 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:**

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)						
E-waste						
Hazardous waste						
Other waste						

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

Not applicable. The Company's main operation is in the Financial Services sector and that it is not involved in the production or manufacturing of any physical/tangible products in the traditional sense, there are no products and packaging to be reclaimed at the end of life.

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	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Employees											
Male	32,091	32,091	100	32,091	100			32,091	100		
Female	14,597	14,597	100	14,597	100	14,597	100			14,597	100
Total	46,688	46,688	100	46,688	100	14,597		32,091		14,597	
Other than Permanent Employees											
Male			-	-	-	-	-	-	-	-	-
Female			-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

The Company continues to prioritize the holistic well-being of its workforce, in line with its core ethos as a purpose-driven and people-first organization.

Our goal is to create a lively and stimulating work environment. ABC Group underscores the significance of health and well-being by implementing various wellness programmes and initiatives. Our focus remains to offer support and care in order to create a happier workforce, and a vibrant and positive work culture.

Currently, we support our workforce through multiple wellbeing initiatives, including offering health checkups through on-site health camps, offering a holistic well-being and healthcare app, and extensive benefits and support programmes for new parents needing support in their journey towards maintaining a healthy work-life balance and to help meet their childcare needs.

We continue to relentlessly prioritize the well-being of our workforce, guided by our core values and mindset of fostering a culture of positivity, and considering employee well-being as a non-negotiable proposition.

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

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Workers											
Male											
Female											Not applicable
Total											
Other than Permanent Workers											
Male											
Female											Not applicable
Total											

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Cost incurred on wellbeing measures as a % of total revenue of the company	0.14%	0.135%

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

Sr. No.	Benefits	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	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 worker	Deducted and deposited with the authority (Y/N/N.A.)
1.	PF	100%	-	Y	100%	-	Y
2.	Gratuity	100%	-	Y	100%	-	Y
3.	ESI	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 Company has ensured that its office premises have the facility for elevators, and / or ramps wherever possible, and accessibility-centric designs in common spaces such as restrooms. In our Mumbai offices, we have the facility of elevators available, which helps us enable mobility for differently abled employees and visitors.

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.

As part of Aditya Birla Group, ABC Group follows the principles of Equal Opportunities, and is committed to provide equal employment opportunities without any discrimination or harassment based on factors such as race, religion, gender, or any other characteristics.

In line with Company's Anti-Harassment and Anti-Discrimination policy, ABC Group provides equal employment opportunities to all existing and prospective staff and maintains a working environment free from discrimination, harassment, and bullying. The policy is available here: [ABCL Anti Harassment and Discrimination](#)

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

Gender	Permanent Employees		Gender	Permanent Workers		
	Return to work rate	Retention Rate		Return to work rate	Retention Rate	Retention Rate
Male	100%	100%	Male	-	-	-
Female	100%	100%	Female	-	-	-
Total	100%	100%	Total	-	-	-

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.

Category	Yes/No	Details of the mechanism in brief
Permanent Employees	Yes	The Company has several policies with established grievance resolution procedures.
Other than Permanent Employees	Yes	Details of the same are provided in Section A - Q23.

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

Category	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	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)
Permanent Employees						
Male	Nil	Nil	-	Nil	Nil	-
Female	Nil	Nil	-	Nil	Nil	-
Total	Nil	Nil	-	Nil	Nil	-
Permanent Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Total	-	-	-	-	-	-

8. Details of training given to employees and workers:

a. Details of Skill upgradation

Category	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	Total (A)	No. (B)	% (B/A)	Total (D)	No. (E)	%(E/D)
Permanent Employees						
Male	24,109	22,403	93%	24,619	22,403	91%
Female	7,526	7,067	94%	10,062	9,156	91%
Total	31,635	29,470	93%	34,681	31,559	91%
Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Total	-	-	-	-	-	-

b. Details of Health and Safety measures

Category	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	Total (A)	No. (B)	% (B/A)	Total (D)	No. (E)	%(E/D)
Permanent Employees						
Male	24,109	22,277	92%	24,619	22,403	91%
Female	7,526	6,978	93%	10,062	9,156	91%
Total	31,635	29,255	92%	34,681	31,559	91%
Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Total	-	-	-	-	-	-

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

Category	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	%(D/C)
Permanent Employees						
Male	24,109	24,109	100%	21,620	21,620	100%
Female	7,526	7,526	100%	9,258	9,258	100%
Total	31,635	31,635	100%	30,878	30,878	100%
Permanent Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Total	-	-	-	-	-	-

10. Health and safety management system:

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

Yes

What is the coverage of such system?

As part of efforts on health and safety management, periodic trainings on fire safety and managing firefighting equipment are provided to all employees. Periodically, evacuation drills are also conducted in the Company's offices.

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

This is not directly applicable, given the nature of business.

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

Given the nature of the business (in financial services), the Company does not have exposure to / limited exposure to work related hazards. Hence, this indicator has limited applicability.

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

Yes

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

Safety Incident/Number	Category	FY 2023-24 Current FY	FY 2022-23 Previous FY
Lost Time Injury Frequency Rate (LTIFR) (per one Million-person hours worked)	Employees	Nil	Nil
	Workers	NA	NA
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	NA	NA
No. of fatalities	Employees	Nil	Nil
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	NA	NA

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

ABC Group is committed to ensuring that it provides a safe and healthy workplace, enabling its employees to deliver their best, and foster a culture of holistic well-being.

We continue to prioritize acknowledging and protecting the rights of our employees and following health and safety practices in line with industry standards, as applicable. We are dedicated to understanding the health and safety-related concerns of our employees and key stakeholders and consistently take efforts to address these concerns.

We have consistently focused on protecting the rights of our employees, and regularly train and communicate with employees at all levels about human rights. To this end, we strictly prohibit all forms of forced labour, discrimination, and harassment, and do not interfere with employees' collective bargaining power or ability to join an employee union.

The wellbeing and safety of employees is a key priority for us, as we consider employee wellbeing as a key pillar for achieving purpose-led growth.

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

Topic	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	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:

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

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

Not applicable

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).

a. Employees (Yes/No): Yes

b. Workers (Yes/No): Not applicable

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

Not applicable s

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 rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Category	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 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Employees	NA	NA	NA	NA
Workers	-	-	-	-

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

Not applicable

5. Details on assessment of value chain partners:

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

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.

NA

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:

At ABC Group, stakeholders are individuals or groups contributing to or creating value for the organization in alignment with its core vision and mission. These key stakeholder groups include employees at all management levels, shareholders, investors, customers, suppliers or channel and distribution partners, knowledge management partners, regulators/regulatory bodies, lenders, researchers, and communities of beneficiaries linked to CSR programming.

The Company, in collaboration with thematic experts internally and externally, identifies key stakeholder groups. This process considers factors such as the nature of partnership, location, statutory compliance requirements, regulatory actions, and the type of programming involved in the Company’s initiatives.

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
Employees	No	<ul style="list-style-type: none"> • Emails and meetings • Internal portals • Employee satisfaction survey • Training programmes • Performance appraisal • Grievance redressal mechanisms 	On-going	<ul style="list-style-type: none"> • Ensuring fair wages and rewards, and a healthy work-life balance • Training and skill development, and Career growth opportunities
Customers	No	<ul style="list-style-type: none"> • Customer feedback surveys • Emails/phone calls/meetings • In-person customer visits 	Annual	<ul style="list-style-type: none"> • Post engagement support • Grievances Resolution • Advisor
Shareholders	No	<ul style="list-style-type: none"> • Press releases • Investor meets and conferences • Investor grievance redressal • General Meetings • Email correspondences • Registrar and Transfer Agent as point of contact 	Quarterly and annual, event based	<ul style="list-style-type: none"> • Communication on: • Financial Performance
Regulatory bodies – RBI/ SEBI/ IRDAI/ PFRDA	No	<ul style="list-style-type: none"> • Direct engagement • Hosted events • Participation as panelists and industry representatives 	As required	<ul style="list-style-type: none"> • Performance and compliance reports shared with regulators including SEBI and IRDAI
Rating Research Agencies	No	Direct Engagement, as required	As required	Measuring performance on ESG-linked and financial parameters
Local Communities	Yes	<ul style="list-style-type: none"> • Baseline surveys • Focus group interviews • Programme implementation 	As required	<ul style="list-style-type: none"> • Impact assessment of CSR interventions • Monitoring and evaluation

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.

At regular intervals, the Board is made aware of ongoing and varied developments related to ESG. Feedback on these matters is solicited from Directors as needed. We promote frequent and proactive discussions and interactions between stakeholders and the Board.

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. To best identify and manage ESG-linked topics, and understand areas of improvement, ABC Group tries to engage with subject matter experts in relevant industries – internally and externally.

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

The Company identifies disadvantaged, vulnerable, and marginalized stakeholder's basis need assessment and engages with them through its CSR initiatives. The company aims to foster diversity and inclusion within its workforce, with women currently constituting 31% of the total employees. An annual survey is also conducted to encourage all employees to share their experiences at ABC Group, and the results aid the Company in identifying potential areas for improvement.

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 2023-24 (Current Financial Year)			FY 2022-23 (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	46,688	46,688	100%	34,681	34,681	100%
Other than permanent	-	-	-	-	-	-
Total Employees	-	-	-	-	-	-

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

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	32,091	0	0	32,091	100%	-	-	-	-	-
Female	14,594	0	0	14,594	100%	-	-	-	-	-
Other than Permanent*										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

* Other than Permanent category consists of Fixed term contract employees, interns and outsourced (housekeeping, security, office assistants etc. on the third-party payroll). The professional fees / stipends paid to them are not comparable to the salaries paid to employees and therefore certain Other than Permanent employees are paid equal to or less than minimum wage.

3. Details of remuneration/salary/wages

a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	7	1,150,000	1	1,925,000*
Key Managerial Personnel	1	10,214,820	2	58,898,850
Employees other than BoD and KMP	32,091	387,492	14,594	250,008
Workers	-	-	-	-

* Only sitting fees is paid to all Directors.

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Gross wages paid to females as % of total wages	20.28%	22%

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, there are various committees responsible for human rights impacts and issues in the Company. For instance, the organization maintains a zero-tolerance policy for workplace sexual harassment and adheres to the regulations concerning the establishment of Internal Complaints Committees outlined in the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013. The Company has also formulated a Whistle blower policy/ vigil mechanism for Directors and Employees to report any concerns.

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

The Company maintains a strict policy of zero tolerance and prohibition against any forms of exploitative or forced labour, as well as any kind of abuse. It has established an Internal Committee (IC) in accordance with the POSH Act (2013), a Code of Conduct Committee, and a Whistleblower Policy to address and resolve any grievances.

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

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	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	25	7	-	26	6	-
Discrimination at workplace	0	0		0	0	-
Child Labour	0	0		0	0	-
Forced Labour/Involuntary Labour	0	0		0	0	-
Wages	0	0		0	0	-
Other human rights related issues	0	0		0	0	-

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	25	26
Complaints on POSH as a % of female employees/workers	0.17%	0.26%
Complaints on POSH upheld	25	26

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

The Company has an Internal Committee, in line with the POSH Act 2013. For Protection Against Sexual Harassment at Workplace [POSH] concerns, the Internal Committee (IC) manages cases, and ensures that all complaint made are kept confidential. In all cases, processes are in place to prevent retribution against complainants.

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

No. However, ABC Group is in the process of integrating social aspects, including Human rights, in its vendor agreements and contracts..

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	0%
Forced/involuntary labour	0%
Sexual harassment	0%
Discrimination at workplace	0%
Wages	0%
Others – please specify	0%

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

Not applicable

LEADERSHIP INDICATORS

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

Not applicable

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

Not applicable

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. Wherever possible, offices premises of ABCL and its subsidiaries have been designed to be accessible for differently abled visitors.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	
Forced/involuntary labour	
Sexual harassment	ABC Group has a human rights policy in place that extends to all its subsidiaries and associate companies, which strives to influence its value chain partners to adhere to the same. The Company, however, does not conduct a formal assessment of its value chain partners.
Discrimination at workplace	
Wages	
Others – please specify	

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

Not applicable

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:**

Parameters	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	84,230.95	0.0
Total fuel consumption (B)	0.0	0.0
Energy consumption sources (C) through other	0.0	0.0
Total energy consumed from renewable sources (A+B+C)	84,230.95	0.0
From non-renewable sources		
Total electricity consumption (D) (GJ)	11,571.61	9,240.06
Total fuel consumption (E) (GJ)	209.77	175.39
Energy consumption sources (F) (GJ) through other	0	11,942.15
Total energy consumed from non-renewable sources (D+E+F) (GJ)	11,781.38	21,357.60
Total energy consumed (A+B+C+D+E+F) (GJ)	96,012.33	21,357.60
Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations) – (GJ/₹ Crore)	2.46	0.71
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP) (GJ/USD)	0.0000056	0.0000016
Energy intensity in terms of physical Output (GJ/No. of Employees)**	11.79	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

** The number of employees considered for intensity calculations in terms of physical output is aligned with the boundary conditions stated in Section A of this report.

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.

Yes. DNV Business Assurance India Pvt. Ltd. (DNV).

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.

Not applicable. ABC Group does not have sites/facilities identified as designated consumer under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	0.0	
(ii) Groundwater	0.0	
(iii) Third party water	525,240	
(iv) Seawater/desalinated water	0.0	
(v) Others	0.0	
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	525,240	
Total volume of water consumption (in kilolitres)	525,240	NA – Not Available
Water intensity per rupee of turnover (Total water consumption/Revenue from operations) (KL/₹ Crore)	13.45	
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP) (KL/USD)	0.00003078	
Water intensity in terms of physical output (KL/No. of employees)*	11.25	
Water intensity (optional) – the relevant metric may be selected by the entity	-	

* The number of employees considered for intensity calculations in terms of physical output is aligned with the boundary conditions stated in Section A of this report.

** Water consumption is being reported according to CGWA, Govt. of India estimates/ guidelines, i.e. 45 liter/head/day.

*** Third Party withdrawal includes water from property owners, tankers and 20l water cans.

**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.**

Yes. DNV Business Assurance India Pvt. Ltd. (DNV).

4. Provide the following details related to water discharged:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
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	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

Note: * ABC Group, as a financial services company, does not engage in activities that could pollute water with harmful chemicals. The only water discharged is from the washrooms. Currently, we do not monitor water discharge.

**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.**

Yes. DNV Business Assurance India Pvt. Ltd. (DNV).

Business Responsibility & Sustainability Report (Contd.)

Note: Water consumption within the Company is confined to human use, and to minimize water usage, tap aerators have been installed. The Company is dedicated to managing water consumption and withdrawal prudently and is committed to continuing these efforts in a responsible manner.

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

The management of the One World Centre building, which houses the Corporate Office, operates a Sewage Treatment Plant (STP). This facility treats the wastewater generated and recycles it for use in urinals and the toilet flushing systems installed. Additionally, the treated water is used for gardening purposes in the common areas of the building.

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

Parameter	Please specify unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
NOx	mg/m ³		
SOx	mg/m ³		
Particulate matter (PM)	mg/m ³		
Persistent organic pollutants (POP)	NA	NA – Not Available	
Volatile organic compounds (VOC)	NA		
Hazardous air pollutants (HAP)	mg/m ³		
Others – please specify	PPM		

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No

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

Parameter	Unit	FY2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO ₂ equivalent	848.77	3.0
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO ₂ equivalent	2,297.41	4,825
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations)	tCO ₂	0.08	0.16
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)	tCO ₂ e/₹ Crore	0.000000184	0.000000368
Total Scope 1 and Scope 2 emission intensity in terms of physical output*	tCO ₂ e/no. of employees	0.39	NA
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

* Considered for intensity calculations in terms of physical output is aligned with the boundary conditions stated in Section A of this report

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

Yes. DNV Business Assurance India Pvt. Ltd. (DNV).

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

Yes. The Company has invested in solar panel installation for its offices in select cities. Through this effort, ABC Group has been able to gradually transition to using more renewable energy in its operations.

Solar panels have been installed in office premises across 5 locations - Chennai, Bangalore, Pune, Noida and Bhopal. Additionally, ABC Group is currently in the process of expanding its installation of solar panels at select locations – a testament to its commitments towards reducing its overall emissions portfolio.

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	0.912	46.36
E-waste (B)	3.808	0.0
Bio-medical waste (C)	0.95	NA – Not Available
Construction and demolition waste (D)	0.0	
Battery waste (E)	0.0	
Radioactive waste (F)	0.0	
Other Hazardous waste. Please specify, if any. (G)	0.078	
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	28.94	8.2
Total (A + B + C + D + E + F + G+ H)	34.69	54.56
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations)	0.00089	0.0018
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP)	0.0000000020	0.0000000042
Waste intensity in terms of physical output (MT/No. of employees)*	0.0043	NA
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
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	34.69	53.90
(ii) Re-used	0.0	0.0
(iii) Other recovery operations	0.0	0.0
Total	34.69	53.90
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	0.0	0.0
(ii) Landfilling	0.0	0.0
(iii) Other disposal operations	0.0	0.0
Total	0.0	0.0

* The number of employees considered for intensity calculations in terms of physical output is aligned with the boundary conditions stated in Section A of this report.

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.

Yes. DNV Business Assurance India Pvt. Ltd. (DNV).

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.

- The Company has partnered with a vendor ViaGreen for management of the limited waste generated through its operations. ViaGreen collects the waste every alternate day, and rewards ABC Group in the form of Swachh Bharat Points in return. The Company can redeem these points to purchase upcycled or recycled products for its offices. E.g. recycled stationery like note pads, cloth bags etc.
- To address the waste generated by use of sanitary napkins, the Company continues to work with its vendor Padcare Labs, which supports ABC Group's efforts in this space - by managing the recycling of sanitary hygiene pads, in turn preventing landfill pollution
- Given that the Company is in the Financial Services sector and is not involved in the production or manufacturing of any tangible products, it does not generate any hazardous and toxic chemicals

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:

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
-	-	-	-
-	-	-	-

Not Applicable

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 the project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web Link
-	-	-	-	-	-
-	-	-	-	-	-

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:

S. No.	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
1.				
2.				

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:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater/desalinated water		
(v) Others		NA – Not Applicable
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		
(iii) Into Seawater		
– No treatment		
– With treatment – please specify level of treatment		NA – Not Applicable
(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)		

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.

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

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF6, NF3, if available)	Metric		
Total Scope 3 emissions per rupee of turnover	tonnes of CO ₂ equivalent		NA- Not Available
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No

3. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

– The Company does not have any operations in ecologically sensitive areas and therefore, this indicator is not applicable

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:

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Recycling of dry office waste & wet waste generated from ABC Group office areas	ABC Group has partnered with ViaGreen at select locations for its in-house waste management, across waste categories including paper and plastic waste. ViaGreen collects the waste every alternate day and has a rewards system in place - rewarding ABCL with Swachh Bharat Points in return. In turn, these points can be redeemed to purchase upcycled or recycled products for its offices.	Till date, the Company has recycled 33,737.95 Kgs of dry office waste which has the potential to offset 90.61 MTCO ₂ .
2.	ABC Group has adopted the recycling of sanitary napkins/pads through the reputed menstrual hygiene management company, Pad Card, which leverages its patented innovation called 'PadCareX'.	In order to switch to a more sustainable solution to sanitary waste disposal, the Company has tied up with Padcare Labs – to recycle sanitary hygiene pads, preventing landfill pollution and incineration that causes air pollution. For ABC Group, this began in its Mumbai offices, and the Company has now expanded this initiative across locations, including in Noida and Chennai.	In FY24 alone, we have supported the recycling of over 950 Kgs of sanitary pads – helping make a milestone contribution in our efforts towards diverting waste from landfills and preventing/reducing air pollution. As a result of our efforts, in FY24, we have saved over 19,000 Litres of landfill area - by redirecting the waste to make paper from its recycled output.
3.	Harnessing Solar energy	At ABC Group's branches in Chennai, Bangalore, Pune, Noida and Bhopal, we have installed solar panels of 42 kW, 12 kW, 20 kW, 41kW and 25 kW capacity respectively.	The company is in the process of expanding its solar power capacity, and plans to have more solar panels installed at larger office areas across India. These initiatives are a part of ABC Group's Ongoing and consistent efforts towards achieving its goal of significantly reducing its emissions

Business Responsibility & Sustainability Report (Contd.)

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
4.	Composting food waste	At our Mumbai offices, the wet waste, including the food waste from the on-site cafeteria, has been composted in/by an Organic Waste Compost Machine (OWC).	The manure generated from the Organic Waste Machine is used for the plantations and horticulture of the Mumbai office properties. Thus, the wet waste is recycled and re-used efficiently and sustainably in the form of compost.
5.	Auto Power Generated and Conserved System (APGC) has been installed in urinals - to replace old battery-powered sensors.	APGC is an innovative solution where the power required to operate an automatic urinal flushing system is auto generated by the flushing system itself.	<ul style="list-style-type: none"> • It helps save water and power into urinals for hygienic flushing. • This helps save heavy battery consumption and external electric power consumption. • APGC conserves power through advanced micro-chip technology that enables the system to function 24x7 with continuous and steady power supply.
6.	Introduced centralized bins across our branches	Differently labelled bins have been placed across office spaces, to segregate waste generated by category (dry waste, wet waste)	This initiative has helped the Company further improve its recycling levels, and to help avoid the issue of mixing up of different waste categories for e.g. in bins placed under desks

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

The Company has established a Business Continuity Policy or Plan (BCP) that encompasses the necessary measures for people, processes, and technology to ensure the continuation of business operations in the face of unforeseen threats. This includes, but is not limited to, natural disasters, operational disruptions, and damage to critical information technology systems. The BCP is designed to mitigate the impact of such events and maintain the Company's operational integrity.

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?

Not Applicable

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

The Company has not conducted any assessment of value chain partners during the reporting period.

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.

5

(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)
1.	The Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
2.	The Confederation of Indian Industry (CII)	National
3.	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
4.	Indian Banks Association (IBA)	National
5.	Bombay Chamber 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 - Nil

Name of Authority	Brief of the case	Corrective action taken
Nil		

LEADERSHIP INDICATORS

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

S. No.	Public policy advocated	Method resort for such advocacy	Whether the information is available in public domain? (Yes/No)	Frequency of review by board (Annually/Half yearly/Quarterly/Other-please specify)	Web Link, if available
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.

Name and brief details of project	SIA notification no.	Date of notification	Whether conducted by independent external agency (Yes/No)	Resulted communicated in public domain	Relevant Web Link
Not Applicable					

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

S. No.	Name of project for which R&R is ongoing	State	District	No of Project Affected Families	% of PAF covered by RAR	Amount Paid to PAFs in the FY (in ₹)
Not Applicable						

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

The Company identifies stakeholders in the community based on a needs assessment and interacts with them through its Corporate Social Responsibility (CSR) initiatives. These initiatives are carried out using a participatory approach, involving all key stakeholders of the project, fostering a sense of ownership within the community, and ensuring the longevity of the project. The Company's CSR team regularly conducts focus group interviews with stakeholders, which enables the Company to address and resolve any issues faced by the community.

CSR projects are implemented in partnership with reputable project implementing agencies, as required by the Ministry of Corporate Affairs (MCA). The implementation process is inclusive, engaging all key stakeholders, thereby integrating the community into the planning and execution phases of the project. This approach not only cultivates a sense of project ownership among community members but also ensures the sustainability of the project.

The CSR team's engagement with various stakeholders facilitates the resolution of any challenges that may arise. This creates a mechanism through which the community or any other stakeholder can communicate with the Company regarding any grievances.

4. Percentage of input material (inputs to total inputs by value) sourced from local or small-scale suppliers:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directly sourced from MSMEs/Small producers	NA	-
Directly from within India	NA	-

Not applicable, as the Company does not manufacture and hence sourcing of goods is not a part of the main activities.

Sourcing is limited to materials required to run the operations of the Company.

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 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Rural	16.18%	13.89%
Semi-Rural	0.05%	0.05%
Urban	65.58%	67.96%
Metropolitan	18.18%	18.09%

(Place to be categorised 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):

Not Applicable

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

S. No.	State	Aspirational District	Amount Spent in ₹
1.	Rajasthan	Sirohi	17,43,147
		Baran	5,81,121
		Karauli	15,57,904
2.	Uttar Pradesh	Siddarthnagar	63,69,671
		Shravasti	1,36,81,806
3.	Bihar	Muzzafarpur	2,00,00,000
4.	Tamil Nadu	Ramnath Puram	1,15,52,566
5.	Maharashtra	Osmanabad	65,00,000
		Nandurbar	84,00,000
6.	Odisha	Kandhamal	7,44,298
		Koraput	65,33,860
		Nabrangpur	15,92,149
7.	Jharkhand	Latehar	32,33,800
		Gumla	1,13,77,200
8.	Odisha	Kalahandi	391,990

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?

Not Applicable

(c) What percentage of total procurement (by value) does it constitute?

Not Applicable

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

Not Applicable

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.

Not Applicable

6. Details of beneficiaries of CSR Projects.

S. No.	CSR Project	No of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized group
1.	<p>Health:</p> <ul style="list-style-type: none"> • Comprehensive maternal & child health care • Preventive health awareness programme • Healthcare through teleconsultation • Cancer care: diagnostic, treatment, counselling, support, partnering Govt. institution for efficient access to care • Healthcare to underprivileged through Mobile Medical Units • Mental Health: Awareness, counselling, screening, treatment etc. • Need based health care initiatives like Cochlear implants, Congenital heart surgeries, surgeries to underprivileged, etc. • Support to orphanages 	453171	66%
2.	<p>Education:</p> <ul style="list-style-type: none"> • Strengthening of anganwadis and school infrastructure for conducive learning environment • Digital education • Disseminate science learning through a Mobile Science Lab, refurbishment of school science labs and innovation centers • Scholarship support for meritorious students from financially poor background • Student friendly supplementary education programme in English, Math and Marathi for underprivileged students • Housing support to tribal families 	145053	64%
3.	<p>Women Empowerment & Sustainable Livelihood:</p> <ul style="list-style-type: none"> • Improving incomes from agriculture and allied livelihood activities • Soil & Water conservation and Strengthening women institutions (Self Help Group) • Financial Literacy • Women micro-entrepreneurial activities • Strengthening community collectives to address sustainable livelihood goal. • Vocational skilling of youth 	71999	99%
4.	<p>Sports:</p> <ul style="list-style-type: none"> • Training, Physiotherapy, strength & conditioning • Sports medicine and injury management • Nutrition and mental health etc. 	15	40%

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

ESSENTIAL INDICATORS

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

To efficiently manage consumer complaints and feedback, the Company has established a four-tiered grievance mechanism that also leverages AI technologies such as Chat Bots and e-Bots, in addition to traditional email and call services.

This system enables consumers to easily contact the Company and have grievances addressed through an established escalation matrix. Additionally, the Company routinely carries out customer satisfaction surveys to gather feedback at different points in the customer’s journey.

The Company and its subsidiaries continue to provide multiple channels through which customers can seek redressal and share feedback. For example, ABHFL offers customers the option to raise any grievance pertaining to services provided or to report any improper misconduct by ABHFL or its representatives through its Customer Service Helpline on 1800-270-7000, via email at care.housingfinance@adityabirlacapital.com, in writing, addressed to ABHFL’s corporate office in R Tech Park, Mumbai, or in-person at any ABHFL branch. Similarly, ABSLI offers the opportunity to raise grievances through multiple channels and across escalation levels. This includes for example calling on their Customer Service Helpline (Toll Free) -1-800-270-7000, emailing at care.lifeinsurance@adityabirlacapital.com, or through a visit to any ABSLI branch. Similarly, for ABFL, customers can email and lodge their complaints at grievance.finance@adityabirlacapital.com.

All customer interactions are meticulously recorded, updated, tracked, and supervised within the Company’s Customer Relationship Management (CRM) system, ensuring that resolutions are both effective and expedited.

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

Type	As a percentage to total turnover
Environment and Social parameters relevant to product	
Safe and responsible usage	NA – Not Available
Recycling and/or safe disposal	

3. Number of consumer complaints

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	0	0	No data breach was reported as on 31 st March 2024	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	No Cyber security breaches were reported as on 31 st March 2024	0	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Others	11,668.00	208.00	-	9,783.00	287.00	-

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

	Number	Reason for recall
Voluntary recalls		
Forced recalls	NA – Not Applicable	

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

Yes, the Privacy policy of the Company is available in the public domain and can be accessed via the Company's website: <https://www.adityabirlacapital.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.

No corrective actions taken as there were no 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.

7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches – 0
- b. Percentage of data breaches involving personally identifiable information of customers – 0
- c. Impact, if any, of the data breaches – Not applicable

LEADERSHIP INDICATORS

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

Information on various products and services of the Company is available on the Company's website, mobile application, all leading Fintech platforms, through distributors, the Company's call center, and offline (branches).

Link to the Company's website: <https://www.adityabirlacapital.com/?lob=true>

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

The Company educates consumers on safe and responsible product usage through regular email and SMS communications, social media campaigns, and continuous updates on its website.

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

The Company informs its consumers of any risk of disruption/discontinuation of services through the following means of communication:

- (a) Call Centre (b) Website (c) Email/SMS/WhatsApp (d) ABC branches

4. 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. 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. We ensure that product information is readily available to our customers through various channels such as digital platforms, our website, branch offices, commercial advertisements, office screen savers, and posters. This commitment to providing information goes beyond just the requirements set by local regulations.

Independent Assurance Statement

INTRODUCTION

DNV Business Assurance India Private Limited ('DNV'), has been commissioned by Aditya Birla Capital Limited (Corporate Identity Number L67120GJ2007PLC058890, hereafter referred to as 'ABCL' or 'the Company') to undertake an independent assurance of the Company's 9 core attribute disclosures (as per Annexure I of SEBI circular dated July 12, 2023) in Business Responsibility and Sustainability Report (hereafter referred as 'BRSR').

Reporting standard/framework

The disclosures have been prepared by ABCL in reference to:

- BRSR Core – Framework for assurance and ESG disclosures for value chain as per SEBI (Securities and Exchange Board of India) Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023.
- BRSR reporting guidelines (Annexure II) as per SEBI Circular No. SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated May 10, 2021, and incorporated Master Circular No. SEBI/HO/CFD/PoD2/CIR/P/2023/120 dated July 11, 2023.
- Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard.

Assurance Methodology/Standard

This assurance engagement has been carried out in accordance with DNV's VeriSustain™ protocol, V6.0, which is based on our professional experience and international assurance practice, and the international standard in Assurance Engagements, ISAE 3000 (revised) - Assurance Engagements other than Audits or Reviews of Historical Financial Information. DNV's VeriSustain™ Protocol has been developed in accordance with the most widely accepted reporting and assurance standards. DNV team has also followed ISO 14064-3 - Specification with guidance for the verification and validation of greenhouse gas statements to evaluate indicators wrt. Greenhouse gases disclosures.

Intended User

The intended user of this assurance statement is the Management of Aditya Birla Capital Limited.

Level of Assurance

Reasonable Level of assurance for 9 Core Attributes of BRSR (Ref: Annexure I of SEBI circular).

RESPONSIBILITIES OF THE MANAGEMENT OF ABCL AND OF THE ASSURANCE PROVIDER

The Management of ABCL has the sole responsibility for the preparation of the BRSR Report and is responsible for all information disclosed in the BRSR Core and BRSR Report. The company is responsible for maintaining processes and procedures for collecting, analyzing and reporting the information and also, ensuring the quality and consistency of the information presented in the Report. ABCL is also responsible for ensuring the maintenance and integrity of its website and any referenced BRSR disclosures on their website.

In performing this assurance work, DNV's responsibility is to the Management of the Company; however, this statement represents our independent opinion and is intended to inform the outcome of the assurance to the stakeholders of the Company.

SCOPE, BOUNDARY AND LIMITATIONS

Scope

The scope of our engagement includes an independent reasonable level of assurance of the 9 Core Attributes of BRSR (Ref: Annexure I of SEBI Circular) for the Financial Year (FY) 2023-24.

Boundary of our assurance work:

Boundary covers the performance of ABCL and its 17 subsidiaries and 2 associate companies (as mentioned ABCL's BRSR, Section A-Q. 23) operations in India (1474 branches & corporate offices) that fall under the direct operational control of the Company's Legal structure. Based on the agreed scope with the Company, the boundary of reasonable assurance covers the operations of ABCL and its 17 subsidiaries and 2 associate companies across all locations in India (1474 branches and corporate offices), unless otherwise stated in the table below:

BRSR Core Indicator	Boundary for reasonable Assurance
Principle 6, Essential Indicator 1, 3, 7, 9	Reported for 3 corporate offices and 11 branches
Principle 6, Essential Indicator 4	Not reported as it is currently not being monitored
Principle 8, Essential Indicator 4	Mentioned as not applicable, thus, not reported

Independent Assurance Statement (Contd.)

Limitation(s):

The assurance scope has the following limitations:

- The assurance engagement considers an uncertainty of $\pm 5\%$ based on materiality threshold for estimation/measurement errors and omissions.
- DNV has not been involved in evaluation or assessment of any financial data/performance of the company. DNV opinion on specific BRSR Core indicators (ref- for total revenue from operations; Principle 3, Question 1(c) of Essential Indicators for Spending on measures towards well-being of employees and workers – cost incurred as a % of total revenue of the company; Principle 8, Question 4 of Essential Indicators, Principle 1, Question 8 of Essential Indicators and Principle 1, Question 9 of Essential Indicators) relies on the third party audited financial reports of the Company. DNV does not take any responsibility of the financial data reported in the audited financial reports of the Company.
- The assessment is limited to data and information within the defined Reporting Period. Any data outside this period is not considered within the scope of assurance.
- Data outside the operations specified in the assurance boundary is excluded from the assurance, unless explicitly mentioned otherwise in this statement.
- The assurance does not cover the Company's statements that express opinions, claims, beliefs, aspirations, expectations, aims, or future intentions. Additionally, assertions related to Intellectual Property Rights and other competitive issues are beyond the scope of this assurance.
- The assessment does not include a review of the Company's strategy or other related linkages expressed in the Report. These aspects are not within the scope of the assurance engagement.
- The assurance does not extend to mapping the Report with reporting frameworks other than those specifically mentioned. Any assessments or comparisons with frameworks beyond the specified ones are not considered in this engagement.
- Aspects of the Report that fall outside the mentioned scope and boundary are not subject to assurance. The assessment is limited to the defined parameters.

- The assurance engagement does not include a review of legal compliances. Compliance with legal requirements is not within the scope of this assurance, and the Company is responsible for ensuring adherence to relevant laws.
- The assurance engagement is based on the assumption that the data and information provided by the Company are complete, sufficient and authentic.

ASSURANCE PROCESS

As part of the assurance process, a multi-disciplinary team of assurance specialists performed assurance work for selected sites of ABCL. We carried out the following activities:

1. Reviewed the disclosures under BRSR Core, encompassing the framework for assurance consisting of a set of Key Performance Indicators (KPIs) under 9 ESG attributes. The format of BRSR Core used a basis of reasonable level of assurance.
2. Evaluation of the design and implementation of key systems, processes, and controls for collecting, managing and reporting the BRSR Core indicators
3. Assessment of operational control and reporting boundaries
4. Seek extensive evidence across all relevant areas, ensuring a detailed examination of BRSR Core indicators. Engaged directly with stakeholders to gather insights and corroborative evidence for each disclosed indicator.
5. Interviews with selected senior managers responsible for management of disclosures and review of selected evidence to support environmental KPIs and metrics disclosed the Report. We were free to choose interviewees and interviewed those with overall responsibility of monitoring, data collation and reporting the selected indicators.
6. DNV audit team conducted on-site audits for data testing and also, to assess the uniformity in reporting processes and also, quality checks at different locations of the Company as listed in Annexure II of this report. Sites for data testing and reporting system checks were selected based on the percentage contribution each site makes to the reported indicator, complexity of operations at each location (low/medium/ high) and reporting system within the organization.

Independent Assurance Statement (Contd.)

7. Conduct a comprehensive examination of key material aspects within the BRSR Core framework supporting adherence to the assurance based on applicable principles plus specified data and information.
8. DNV teams conducted the:
 - Verification of the data consolidation of reported performance disclosures in context to the Principle of Completeness.
 - Verification of the consolidated reported performance disclosures in context to the Principle of Completeness as per VeriSustain™ for reasonable level verification for the disclosures.

CONCLUSION

Based on our review and procedures followed for reasonable level of assurance, DNV is of the opinion that, in all material aspects, the 9 Core Attributes of BRSR (as listed in Annexure I of this statement) for FY 2023-24 are reported in accordance with reporting requirements.).

STATEMENT OF COMPETENCE AND INDEPENDENCE

DNV applies its own management standards and compliance policies for quality control, which are based on the principles enclosed within ISO IEC 17029:2019 – Conformity assessment – General principles are requirements for validation and verification bodies, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

For DNV Business Assurance India Private Limited

Ankita Parab
Lead Verifier,
Sustainability Services,
DNV Business Assurance India Private Limited, India.

We have complied with the DNV Code of Conduct¹ during the assurance engagement and maintain independence wherever required by relevant ethical requirements. This engagement work was carried out by an independent team of sustainability assurance professionals. During the reporting period i.e. FY 2023-24, DNV, to the best of its knowledge, was not involved in any non-audit/non-assurance work with the Company and its Group entities which could lead to any Conflict of Interest. DNV was not involved in the preparation of any statements or data included in the Report except for this Assurance Statement for internal use of Aditya Birla Capital Limited. DNV maintains complete impartiality toward stakeholders interviewed during the assurance process. To the best of our knowledge, we did not provide any services to Aditya Birla Capital Limited in the scope of assurance for the reporting period that could compromise the independence or impartiality of our work.

PURPOSE AND RESTRICTION ON DISTRIBUTION AND USE

This assurance statement, including our conclusion has been prepared solely for the exclusive use and benefit of management of the Company and solely for the purpose for which it is provided. To the fullest extent permitted by law, DNV does not assume responsibility to anyone other than the Company for DNV's work or this assurance statement. The usage of this assurance statement shall be governed by the terms and conditions of the contract between DNV and ABCL and DNV does not accept any liability if this assurance statement is used for an alternative purpose from which it is intended, nor to any third party in respect of this assurance statement. No part of this assurance statement shall be reproduced, distributed or communicated to a third party without prior written consent.

Kakaraparthi Venkata Raman
Assurance Reviewer,
Sustainability Services,
DNV Business Assurance India Private Limited, India.

Assurance Team:

Anamika Kumari, Goutam Banik, Himanshu Babbar, Varsha Bohiya

01/07/2024, Mumbai, India.

DNV Business Assurance India Private Limited is part of DNV – Business Assurance, a global provider of certification, verification, assessment and training services, helping customers to build sustainable business performance. www.dnv.com

¹ DNV Corporate Governance & Code of Conduct - <https://www.dnv.com/about/in-brief/corporate-governance.html>

Independent Assurance Statement (Contd.)

ANNEXURE I

Verified Data

Sr. No.	Attribute	Parameter	Unit of Measures	Assured Values
1.	Green-house gas (GHG) footprint	Total Scope 1 emissions	MT of CO ₂ e	848.77
		Total Scope 2 emissions	MT of CO ₂ e	2,297.41
	Greenhouse gas emissions may be measured in accordance with the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard*	Total Scope 1 and Scope 2 emission intensity per rupee of turnover	tCO ₂ e/INR Crore	0.08
		Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	tCO ₂ e/USD	0.000000184
		Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO ₂ e/no. of employees	0.39
2.	Water footprint	Total water consumption**	KL	525,240
		Water consumption intensity	(Total water consumption in KL / Revenue from operations in INR Crore)	13.45
			Total water consumption in kilolitres / Revenue from operations adjusted for PPP (KL/USD)	0.00003078
		Water intensity in terms of physical output	KL / No. of Employees	11.25
		Water Discharge by destination and levels of Treatment	KL	Not reported as it is currently not being monitored
3	Energy footprint	Total energy consumed	Gigajoules (GJ)	96,012.33
		% of energy consumed from renewable sources	In % terms	87.7%
		Energy intensity	Energy intensity per rupee of turnover GJ/INR Crore	2.46
			Energy intensity per rupee of turnover adjusted for PPP (GJ/ USD)	0.0000056
			GJ/No. of Employees	11.79
4	Embracing circularity - details related to waste management by the entity	Plastic waste (A)	MT	0.912
		E-waste (B)	MT	3.808
		Bio-medical waste (C)#	MT	0.95
		Construction and demolition waste (D)	MT	0.0
		Battery waste (E)	MT	0.0
		Radioactive waste (F)	MT	0.0
		Other Hazardous Waste (G)###	MT	0.078
		Other Non-Hazardous Waste (H)###	MT	28.94
		Total (A+B + C + D + E + F + G + H)	MT	34.69
		Waste intensity per rupee of turnover from operations	kg/rupee	0.00089
		Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	MT/Rupee adjusted for PPP	0.000000020
		Waste intensity in terms of physical output	(Kg/sqft of area developed)	0.0043
		Total waste recovered through recycling, re-using or other recovery operations		
		(i) Recycled	MT	34.69
(ii) Re-used	MT	0.0		
Total	MT	0.0		

Independent Assurance Statement (Contd.)

Sr. No.	Attribute	Parameter	Unit of Measures	Assured Values
		Total waste disposed by nature of disposal method		
		(i) Incineration	MT	0.0
		(ii) Landfilling	MT	0.0
		Total	MT	0.0
5	Enhancing Employee Wellbeing and Safety	Spending on measures towards well-being of employees and workers – cost incurred as a % of total revenue of the company (Excluding Workers)	In % terms	0.14%
		Details of safety related incidents for employees and workers (including contract-workforce e.g. workers in the company's construction sites)	Total recordable work-related injuries	Nil
			Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Nil
			No. of fatalities	Nil
			High consequence work-related injury or ill-health (excluding fatalities)	Nil
6	Enabling Gender Diversity in Business	Gross wages paid to females as % of wages paid	In % terms	20.28%
		Complaints on PoSH	Total Complaints on Sexual Harassment (POSH) reported	25
			Complaints on PoSH as a % of female employees / workers	0.17%
			Complaints on PoSH upheld	25
7	Enabling Inclusive Development	Input material sourced from following sources as % of total purchases –and from within India***	Directly sourced from MSMEs/ small producers (In % terms – As % of total purchases by value)	Not Applicable
			Sourced directly from within the district and neighboring districts	Not Applicable
		Job creation in smaller towns – Wages paid to persons employed in smaller towns (permanent or non- permanent/on contract) as % of total wage cost	Location	
			Rural	16.18%
			Semi-urban	0.05%
			Urban	65.58%
			Metropolitan	18.18%
8	Fairness in Engaging with Customers and Suppliers	Instances involving loss / breach of data of customers as a percentage of total data breaches or cyber security events	In % terms	0%
		Number of days of accounts payable	(Accounts payable *365) / Cost of goods/ services procured	26.08
9	Open-ness of business	Concentration of purchases & sales done with trading houses, dealers, and related parties	Purchases from trading houses as % of total purchases	NA
		Loans and advances & investments with related parties	Number of trading houses where purchases are made from	NA
			Purchases from top 10 trading houses as % of total purchases from trading houses	NA
			Sales to dealers / distributors as % of total sales	NA
			Number of dealers / distributors to whom sales are made	NA
			Sales to top 10 dealers / distributors as % of total sales to dealers /distributors	NA
			Share of RPTs (as respective %age) in	
			Purchases	0.0%
			Sales	0.0%

Independent Assurance Statement (Contd.)

Sr. No.	Attribute	Parameter	Unit of Measures	Assured Values
			Loans & advances	<p>By ABCL: Loans and advances given to CEO: Nil Loans and advance outstanding balance: CEO: 0.0045%</p> <p>By ABFL: Loan and Advances given to: ABREL EPC Ltd.: ₹ 318.66 Cr Aditya Birla Green Power Limited (formerly known as Waacox Energy Private Limited): Nil Loan and Advances Outstanding Balance: ABREL EPC Limited: 0.19% Waacox Energy Private Limited: 0.04%</p>
			Investments	<p>Investment Closing Balance: Equity shares in Joint venture/Associate</p> <p>By ABCL: Aditya Birla Sun Life AMC Limited: 1.50% Aditya Birla Sun Life Trustee Private Limited: 0.0009% Aditya Birla Wellness Private Limited: 0.01% Aditya Birla Health Insurance Co. Limited: 3.11%</p> <p>By ABSLI: Investment made in NCD: Grasim Industries Limited: 0.03% UltraTech Cement Limited: 0.02%</p>

Note:

- * Calculation of Scope 1 GHG emissions are based on conversion factors, emission factors considered in 2006 IPCC Guidelines for National Greenhouse Gas Inventories, IPCC sixth assessment report and GHG protocol cross sector emission factors. Scope 2 GHG emissions for Indian operations are calculated based on the Grid Electricity EF - Central Electricity Authority, Govt. of India, CO² baseline database for Indian Power Sector, version December 19, 2023 EF considered (including RES & Captive power injection into grid) is 0.716 kgCO² per kWh.
- ** Water consumption is being reported according to CGWA, Govt. of India estimates/ guidelines, i.e. 45 liter/head/day
- *** ABCL has mentioned that it is not applicable, as sourcing of goods is not part of Company's main activities and it is limited to materials required to run the operations of the Company.
- # Biomedical waste generated by ABCL is sanitary pads which are being 100% recycled by appointed third-party vendor using innovative technology.
- ## Other hazardous waste includes glass waste.
- ### Other non-hazardous waste consists of paper waste, metal waste and other miscellaneous waste.

ANNEXURE II

Sites selected for audits

Sr. No.	Site	Location
1.	Corporate office (CO)	Mumbai and Thane
2.	Offices/Branches- on-site visits including CO	Bengaluru Mumbai: Mumbai (CO), Lower Parel, R-Tech Park Thane : G-Corp Tech Park, MBC, Ghodbunder Noida, Gurgaon, Kolkata
3.	Remote Audits	Pune, Jaipur, Bhopal, Chennai



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