

Ref: No. ABCL/SD/MUM/2025-26/JULY/08

22 July 2025

BSE Limited

Corporate Relations Department
1st Floor, New Trading Ring,
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai 400 001

Scrip Code: 540691**Scrip ID: ABCAPITAL****The National Stock Exchange of India Ltd**

Exchange Plaza, 5th Floor,
Plot. C/1, G-Block, Bandra-Kurla Complex,
Bandra (East),
Mumbai 400 051

Symbol: ABCAPITAL

Dear Sir/ Madam,

Sub: Intimation under SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 as amended ("SEBI Listing Regulations") - Business Responsibility and Sustainability Report for the financial year ended 31st March 2025

Pursuant to Regulation 34(2)(f) of the SEBI Listing Regulations, please find attached herewith the Business Responsibility and Sustainability Report ("BRSR") of the Company (along with Independent Assurance Statement) for the financial year 2024 - 25, which also forms part Annual Report for financial year 2024-25, submitted to the Exchanges on 22 July 2025.

The BRSR has also been uploaded on the Company's website and can be accessed at <https://www.adityabirlacapital.com/investor-relations/financial-reports> .

We request you to take the aforesaid on records.

Thanking you,

Yours sincerely,

For **Aditya Birla Capital Limited**

Santosh Haldankar**Company Secretary & Compliance Officer****Cc:****Luxembourg Stock Exchange**

Market & Surveillance Dept.,
P.O. Box 165, L-2011 Luxembourg,
Grand Duchy of Luxembourg

Citi Bank N.A.

Custodial Services
FIFC, 11th Floor, C-54 & 55, G Block
Bandra Kurla Complex
Bandra (East), Mumbai 400 051

Citi Bank N.A.

Depository Receipt Services
388 Greenwich Street
14th Floor, New York,
NY 10013

Listing Agent

Banque Internationale à Luxembourg SA
69 route d'Esch
L - 2953 Luxembourg
Grand Duchy of Luxembourg

Aditya Birla Capital Limited**Corporate Office:**

One World Center, Tower 1, 18th Floor, Jupiter Mill Compound,
841, Senapati Bapat Marg, Elphinstone Road, Mumbai, Maharashtra - 400 013
Tel: +91 22 6723 9101 | abc.secretarial@adityabirlacapital.com | www.adityabirlacapital.com
For customer care and other queries : care.finance@adityabirlacapital.com
Toll-free no.: 1800-270-7000

Registered Office:

Indian Rayon Compound,
Veraval, Gujarat - 362 266
Tel: +91 28762 43257
CIN: L64920GJ2007PLC058890

**BUSINESS RESPONSIBILITY
& SUSTAINABILITY REPORT
AND
INDEPENDENT ASSURANCE
STATEMENT
2024-25**



LOANS



INSURANCE



PAYMENTS



INVESTMENTS

**EVERY STEP, WITH
THE CUSTOMER
AT THE HEART**



Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURE

I. DETAILS OF THE LISTED ENTITY

1	Corporate Identity Number (CIN) of the Listed Entity	L64920GJ2007PLC058890
2	Name of the Listed Entity	Aditya Birla Capital Limited (ABCL)
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	2024-2025
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	INR 26,07,01,08,220
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	The disclosures under this report are made on consolidated basis for Aditya Birla Capital Limited and all its Subsidiaries and Associate companies (ABCL). 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 ABCL offices as follows – 3 Corporate offices and 16 of its largest branches, which collectively account for approximately 40% 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	Sr.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
		1.	Financial Services	Aditya Birla Capital Limited (ABCL), formerly registered with the Reserve Bank of India (RBI) as a Systemically Important Core Investment Company (CIC), underwent a strategic reorganisation through a Scheme of Amalgamation with its wholly owned subsidiary, Aditya Birla Finance Limited (ABFL). The scheme was approved by the Board on 11 st March 2024, sanctioned by the National Company Law Tribunal (NCLT) on 24 th March 2025, and became effective from 1 st April 2025, with the appointed date being 1 st April 2024. Pursuant to the merger, ABFL has been amalgamated into ABCL, which now operates as a unified entity engaged in lending, financing, and distribution of financial and insurance products across India. While ABCL has applied to the RBI for registration as a Non-Banking Financial Company – Investment and Credit Company (NBFC-ICC), it is permitted to operate as an NBFC-ICC in the interim, as per the No Objection Certificate (NOC) received from the RBI. The Company now serves a diverse customer base including retail, High Net-worth Individuals (HNI), ultra HNIs, Micro, Small and Medium Enterprises (MSMEs), and corporate clients.	100%

Business Responsibility & Sustainability Report (Contd.)

17	Products/Services sold by the entity	Sr.	Product/Service	NIC Code	% of Total Segmental Turnover contributed
		1.	Aditya Birla Capital Limited (post amalgamation with Aditya Birla Finance Limited - NBFC)	6492	32.13%
		2.	Aditya Birla Sun Life Insurance Company Limited – Life Insurance	65110	45.93%
		3.	Aditya Birla Health Insurance Limited – Health Insurance	6512	9.63%
		4.	Aditya Birla Housing Finance Limited – Housing Finance	6492	5.53%
		5.	Aditya Birla Sun Life AMC Limited – Asset Management	66301	4.13%
		6.	Aditya Birla Money Limited – Stock and Securities Broking	66120, 64990	0.94%
		7.	Aditya Birla Capital Digital Limited	64990	0.08%
		8.	Aditya Birla ARC Limited*	66190	0.99%
		9.	Aditya Birla Wellness Private Limited	86909	0.04%
		10.	Aditya Birla Sun Life Pension Fund Management Limited	65300	0.02%
		11.	Aditya Birla Insurance Brokers Limited (Discontinued Operation)	66220	0.55%
		12.	Aditya Birla PE Advisors Private Limited	-	0.00%
		13.	Aditya Birla Financial Shared Services Limited	82990	0.02%
		14.	Aditya Birla Trustee Company Private Limited	-	0.00%
		15.	Aditya Birla Sun Life Trustee Private Limited	6619	0.00%
		16.	Aditya Birla Stressed Asset AMC Private Limited	66309	0.01%
		17.	Aditya Birla Special Situations Fund I	-	0.00%

*Based on consolidated segmental turnover excluding inter-segment eliminations.

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	1,623	1,623
International	Various international markets through the subsidiaries of its associate company in Dubai, Singapore, and Mauritius		

19 Market served by the entity

Location	Numbers
a. No. of Locations	
National (No. of States)	PAN India
International (No. of Countries)	
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, ABCL serves a wide spectrum of clients within its reporting boundary, including individual customers, investors, and borrowers to high-net-worth individuals (HNWIs), small and medium enterprises (SMEs), and group-level corporate clients across sectors. In line with our priority of elevating financial well-being and fostering prosperity for our customers, we remain focused on catering to our diverse mix of client segments through a comprehensive product suite that spans across insurance, investments, loans and payments.

IV. EMPLOYEES

20. Details as at the end of Financial Year:

S. No	Particulars	Total (A)	Male		Female		Others	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)
a. Employees and workers (including differently abled)								
Employees								
1	Permanent Employees (A)	60,187	40,454	67%	19,732	33%	1*	-
2	Other than Permanent Employees (B)	0	0	0	0	0	0	0
3	Total Employees (A+B)	60,187	40,454	67%	19,732	33%	0	0
Workers								
4	Permanent Workers (C)	0	0	0	0	0	0	0
5	Other than Permanent Workers (D)	0	0	0	0	0	0	0
6	Total Workers (C+D)	0	0	0	0	0	0	0
b. Differently abled employees and workers								
Employees								
7	Permanent Employees (E)	37	29	78%	8	22%	0	0
8	Other than Permanent Employees (F)	0	0	0	0	0	0	0
9	Total Employees (E+F)	37	29	78%	8	22%	0	0
Workers								
10	Permanent Workers (G)	0	0	0	0	0	0	0
11	Other than Permanent Workers (H)	0	0	0	0	0	0	0
12	Total Differently abled Workers (G+H)	0	0	0	0	0	0	0

* Note: 1 individual among the total employees is identified as transgender

21. Participation/Inclusion/Representation of women

S. No	Category	Total (A)	No. and % of females	
			Year ended 31 st March 2025	Year ended 31 st March 2025
1.	Board of Directors	6	1	17%
2.	Key Management Personnel	3	2	67%

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

Category	FY 2024-2025 (Turnover rate in current FY)			FY 2023-24 (Turnover rate in previous FY)			FY 2022-23 (Turnover rate in the FY prior to previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	41.36%	33.62%	38.87%	46.13%	36.29%	43.15%	42.00%	29.24%	38.20%
Permanent Workers	-	-	-	-	-	-	-	-	-

Business Responsibility & Sustainability Report (Contd.)

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 (A)	Indicate whether 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 (Amalgamated with ABCL w.e.f. 1 st April 2025)	Subsidiary	100	
3.	Aditya Birla Housing Finance Limited	Subsidiary	100	
4.	Aditya Birla Money Limited	Subsidiary	73.53	
5.	Aditya Birla Sun Life Trustee Private Limited	Subsidiary	50.85	
6.	Aditya Birla Wellness Private Limited	Subsidiary	51	
7.	Aditya Birla Financial Shared Services Limited	Subsidiary	100	
8.	Aditya Birla Capital Digital Limited	Subsidiary	100	
9.	Aditya Birla Sun Life Insurance Company Limited	Subsidiary	51	
10.	Aditya Birla ARC Limited	Subsidiary	100	
11.	Aditya Birla Stressed Asset AMC Private Limited	Subsidiary	100	Yes
12.	Aditya Birla Sun Life Pension Fund Management Limited	Subsidiary	51	
13.	Aditya Birla PE Advisors Private Limited	Subsidiary	100	
14.	Aditya Birla Trustee Company Private Limited	Subsidiary	100	
15.	Aditya Birla Sun Life AMC Limited	Associate	44.94	
16.	Aditya Birla Sun Life AMC (Mauritius) Limited	Subsidiary of associate	44.94	
17.	Aditya Birla Sun Life Asset Management Company Pte. Ltd., Singapore	Subsidiary of associate	44.94	
18.	Aditya Birla Sun Life Asset Management Company Ltd., Dubai	Subsidiary of associate	44.94	
19.	Aditya Birla Health Insurance Co. Limited	Associate	45.89	

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

Yes

- i. Turnover ₹ 15,418.68 Crore
- ii. Net worth ₹ 25,193.64 Crore

VII. TRANSPARENCY AND DISCLOSURES COMPLIANCES

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	If yes, then provide web-link for grievance redressal policy	FY2024-25 Current Financial Year			FY 2023-24 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 Whistleblower Policy						-
Shareholders	Yes	Stakeholder Engagement Policy Whistleblower Policy	18	0		29	1	-
Employees and workers	Yes	Stakeholder Engagement Policy Whistleblower Policy						-
Customers	Yes	Stakeholder Engagement Policy ; ABCD App , ABCL website link , ABHI Policy , ABML Website link , ABSLAMC website link , ABSLI website link	45,382	1,554		11,668	208	-
Value Chain Partners	Yes	-						-
Others (Please specify) (ABHFL)	-	-	-	-	-	-	-	-

Business Responsibility & Sustainability Report (Contd.)

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

S. No	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)
1	Risk Management (Including ESG risks)	Opportunity	ABCL acknowledges the vital importance of robust risk management in driving business goals and creating long-term value for its stakeholders. The Company remains committed to addressing a broad spectrum of risks, including those arising from market volatility, while also acknowledging the complex and evolving nature of business risks linked to Environmental, Social, and Governance (ESG) considerations — with a particular focus on climate change.	ABCL's Risk Management Committee (RMC) oversees key aspects of risk management. The Risk Management Framework is designed to detect, address, and mitigate new risks promptly and effectively. Aligned with core goals such as oversight, data-driven strategic decision-making, and strong internal controls, this framework reflects ABCL's commitment to addressing evolving challenges. By implementing this comprehensive system, ABCL fosters a culture that emphasizes policies and procedures to counteract emerging risks. The RMC also plays a crucial role in managing ESG and related risks, adopting a proactive and adaptable approach to address new risks and their financial impacts.	Positive: Leveraging its robust risk management framework and the vigilant oversight of the Committee, the Company continues to demonstrate its commitment towards managing emerging risks effectively. Its proactive approach helps mitigate unforeseen risks, including ESG and climate-related challenges, reducing potential costs to resources, assets, and business performance. This strategic focus underscores the Company's commitment to managing financial impacts, maintaining resilience, and enhancing profitability in a dynamic risk environment.
2	Data Security and Privacy	Risk	The financial services industry is experiencing a major shift driven by rapid digitisation and evolving operating models, which also bring emerging risks, especially around data security and privacy. As digital adoption deepens, safeguarding against cybersecurity threats and ensuring the protection of customer data remain top priorities for ABCL. Such risks could impact ABCL's IT infrastructure, including internal and external databases, and compromise customers' financial security, with possible repercussions for the Company's reputation and market position.	ABCL remains firmly committed to maintaining the confidentiality of both employee and customer data. The Company's approach to data privacy is built on a unified compliance framework that is consistently implemented across all its subsidiaries and associate entities. This framework is underpinned by strong principles and procedures designed to meet regulatory standards for secure data handling and protection. To mitigate risks such as data breaches and cyber-attacks, the Company has implemented a robust reporting and resolution mechanism for both customers and employees, supported by resilient IT and data systems. These efforts are complemented by the ongoing reinforcement of Data Loss Prevention (DLP) policies. Reflecting the effectiveness of these safeguards, during FY'24, no security breaches or data loss incidents were reported.	Negative: Insufficient investment in data security and privacy measures can negatively impact: <ol style="list-style-type: none"> 1. Fraud Prevention and Operational Resilience: Weak or insufficient systems heighten the risk of fraud, data breaches, and disruptions to business operations. 2. Regulatory Compliance: Gaps in IT infrastructure and privacy controls may result in non-compliance with applicable regulations, exposing the Company to potential fines, legal penalties, and reputational harm.

S. No	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)
3	Corporate Governance	Risk	ABCL acknowledges the dynamic nature of financial markets and the constantly evolving regulatory landscape within the financial services sector. Regulatory changes, particularly those impacting product offerings, can introduce considerable risks if the Company's systems and responses are not sufficiently timely or well-aligned. Furthermore, the growing emphasis on regulatory disclosures and compliance related to ESG factors brings with it a new dimension of ESG-related risks that the Company must proactively address.	ABCL remains steadfast in its commitment to promoting ethical business conduct and maintaining the highest standards of corporate governance. To reinforce this, the Company has established comprehensive frameworks and policies that shape its operational and governance-related decision-making. The Board of Directors plays a pivotal role in actively overseeing the management of ESG-related risks and opportunities, ensuring consistent and robust governance practices across all subsidiaries and associate entities.	<p>Negative: Shortcomings or limitations in the oversight and monitoring of ABCL's governance practices, along with any lapses in compliance, may adversely impact the Company in several ways:</p> <ol style="list-style-type: none"> 1. ESG Ratings 2. Market Reputation (Indirect financial impact) 3. Investment Attractiveness 4. Regulatory Exposure
4	Climate Strategy and emissions management	Opportunity	As a financial services company, ABCL faces notable transition risks linked to climate change. These include potential devaluation of carbon-intensive assets in its investment portfolio as the global economy moves towards greener alternatives, impacting the Company's asset management and wealth management services. Regulatory risks also remain prominent, with evolving environmental policies potentially increasing compliance costs and influencing insurance underwriting and lending practices. While physical climate risks tend to have a more indirect effect on financial institutions, ABCL may still be impacted through disruptions faced by its borrowers and the assets it insures.	The Company views its climate action initiatives as a key driver of long-term stakeholder value creation and a means to create a lasting, positive impact on the natural environment. Ongoing efforts include enhancing energy efficiency by progressively replacing conventional incandescent lighting with energy-efficient LED systems across office premises. The Company is also expanding the deployment of solar panels at select office locations, reinforcing its shift toward renewable energy and lowering its carbon footprint. Beyond energy, the Company remains committed to sustainable practices in other operational areas, such as waste management, evidenced by the implementation of a composting system at its Mumbai corporate office.	<p>Positive: The Company's strong commitment to tackling climate change has the potential to improve its risk management strategies (physical and transition risks) and enhance its investment attractiveness to global, ESG-aware investors.</p>
5	Employee well-being	Opportunity	ABCL is dedicated to ensuring the holistic well-being of its employees, recognising this commitment as a chance to foster a culture of innovation, enhanced organisational performance, and brand reputation. The Company regards its workforce as its most valuable asset and places strong emphasis on creating a supportive, inclusive, and nurturing work environment.	ABCL is a firm advocate of equality, diversity, and inclusion, and has institutionalized a wellness-driven culture through a comprehensive framework that addresses the physical, financial, social, and emotional well-being of its employees. Key initiatives under this framework include annual health check-ups, Mediclaim coverage, access to a digital health platform, emergency helplines, insurance benefits, scholarships for employees' children, educational support for the underprivileged, eldercare services, and mental health counselling.	<p>Positive: By fostering a culture that prioritises holistic well-being, ABCL stands to:</p> <ol style="list-style-type: none"> 1. Support personal development: Help employees reach their full potential, contributing to a more engaged and productive workforce (with indirect financial benefits). 2. Attract and retain top talent: Create a workplace that values health and happiness, enhancing talent acquisition and retention while optimising talent management costs. 3. Strengthen employer reputation: Reinforce its standing as a leading employer known for meaningful careers and a strong work-life balance.

Business Responsibility & Sustainability Report (Contd.)

S. No	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)
6	Diversity, Equality, and Inclusion	Opportunity	<p>ABCL upholds diversity and equal opportunity as core organisational commitments. The Company remains a strong proponent of equality, diversity, and inclusion (DEI), recognising these principles as a continuous opportunity to harness the perspectives of a diverse workforce—thereby fostering innovation, collaboration, and shared growth.</p>	<p>Diversity and equal opportunity are deeply embedded in ABCL's values and culture. This year, the Company has maintained its focus on improving gender representation across all levels of the organisation (33%), reinforcing its pledge toward gender equity and inclusive growth.</p>	<p>Positive: ABCL sees diversity and inclusion as strategic enablers of long-term stakeholder value and sustainable business growth. A diverse and inclusive workforce helps the Company:</p> <ol style="list-style-type: none"> 1. Strengthen its position as an equal opportunity employer. 2. Enhance diversity in leadership and strategic decision-making, including succession planning and Board composition. 3. Infuse varied perspectives that support business innovation and expansion.
7	Financial Inclusion	Opportunity	<p>ABCL recognizes the increasing importance of providing access to financial services for traditionally underserved communities as a means to contribute to India's development story. Leveraging its extensive range of affordable financial products, including micro-insurance, lending, and investment options, the company sees 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. Unlocking Economic Value: A chance to broaden its customer base, extend market reach, and diversify revenue streams, thereby creating long-term economic value for the Company. 	<p>To address risks related to issues such as low financial awareness, customer protection concerns, and potential misconduct in sales practices, ABCL has implemented several safeguards:</p> <ul style="list-style-type: none"> • Precise identification of key target segments and a thorough understanding of their financial requirements. • Development of value-added products that are tailored based on needs assessment and adhere to the principles of responsible pricing. • 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: By continuing to prioritise financial inclusion, ABCL reinforces its role as a trusted and inclusive financial services provider, helping customers progress toward holistic financial well-being while supporting the Group's long-term growth and purpose-driven mission.</p>

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8	Digitalisation	Opportunity	<p>The evolving and continuous digital transformation of operational processes, encompassing customer experience and service, offers ABCL the opportunity to:</p> <ol style="list-style-type: none"> 1. Leverage technology and unify data systems across the Group to support sustained customer base expansion. 2. Enhance service delivery in terms of speed, accessibility, and quality—especially for underserved or remote segments. 3. Transition toward paperless operations, thereby promoting efficiency and sustainability. 	<p>Recognising the potential risks that accompany digitization, ABCL has instituted robust monitoring and verification mechanisms. Key initiatives include:</p> <ul style="list-style-type: none"> • Use of DigiLocker for seamless KYC processes • Adoption of eSign for secure digital signatures • Deployment of analytics-driven models to guide decision-making across lending, investment, and insurance functions <p>These efforts support a frictionless, paperless onboarding process, improve turnaround time (TAT), reduce the need for physical interaction, and enhance oversight in a digital environment.</p>	<p>Positive: By continuing to prioritise digital transformation, ABCL is well-positioned to deliver a seamless, integrated customer experience. This focus enhances connectivity, system interoperability, grievance redressal, and overall service quality. Leveraging the power of One ABC is expected to expand the customer base, positively impacting business growth and revenue streams.</p>
9	Customer Satisfaction and Relationship Management	Risk	<p>Given the wide range of customer segments ABCL serves, maintaining high levels of customer satisfaction and delivering consistently positive service experiences are vital. Failure to do so can lead to:</p> <ol style="list-style-type: none"> 1. Brand and Reputation: Adverse effects on the brand and reputation in the market. 2. Customer Acquisition: Impacts on customer acquisition and any expansion plans. 3. Existing Customer Base: Potential repercussions on the existing customer base 	<p>To address these challenges, ABCL has established a multi-layered grievance redressal mechanism, including a four-tier system that integrates advanced AI technologies such as Chatbots and e-Bots, along with traditional support channels like email and call centers. A well-defined escalation matrix ensures timely resolution of unresolved grievances.</p> <p>The Company is also actively enhancing its One ABC digital ecosystem to streamline customer engagement and strengthen relationships. In addition, regular customer satisfaction surveys are conducted at various touchpoints to gather insights and refine service offerings.</p> <p>ABCL remains committed to embedding customer-centricity at the heart of all operational processes, with the goal of delivering seamless, positive, and consistent experiences.</p>	<p>Negative: Customer dissatisfaction or any challenges in delivering a positive experience can have a direct effect on:</p> <ol style="list-style-type: none"> 1. Customer trust levels 2. Potential for customer acquisition and retention 3. Brand reputation, and 4. Potential for business expansion and growth

Business Responsibility & Sustainability Report (Contd.)

S. No	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)
10	Reputation Management	Opportunity	<p>There is an opportunity for ABCL to solidify its position as a trusted financial services provider in India. By prioritizing customer satisfaction, ethical practices, and ESG (Environmental, Social, and Governance) aspects, ABCL can leverage its extensive network to introduce products and initiatives that resonate with these values. This approach not only aligns with the growing emphasis on ESG in the financial sector but also enhances the Company's appeal to conscientious consumers, potentially leading to increased loyalty and market share.</p>	<p>To counteract the risks such as greenwashing or the misrepresentation of the Company's achievements in ESG areas, ABCL has taken steps to ensure that its sustainability communications are authentic and reflect the genuine advancements made across all sectors.</p> <p>The focus remains on providing stakeholders with thorough and validated information, as well as latest updates on the Company's progress. To maintain the quality of its disclosures, the company aligns its annual sustainability report with global reporting frameworks such as GRI.</p> <p>ABCL is dedicated to maintaining its reputation as a responsible and ESG-conscious financial services provider.</p>	<p>Positive: By dedicating specific resources to prioritise and implement reputation management strategies, ABCL can improve their standing as a responsible provider of financial services. Adopting this proactive stance can contribute to the Company's growth and add to its efforts in value creation.</p>
11	Community development	Opportunity	<p>ABCL sees community development as a valuable opportunity to strengthen its business by fostering goodwill and building strong relationships with local populations. By investing in community initiatives, the company can enhance its corporate image, gain the trust of potential customers, and create a loyal customer base. These efforts can lead to a more robust market presence and open up new avenues for financial inclusion, as communities that benefit from ABCL's programs are more likely to engage with its services. Moreover, community development aligns with ESG goals, which can attract socially responsible investors and partners, further bolstering ABCL's position in the market.</p>	<p>The Company's commitment to community development is centered on building and strengthening communities. ABCL makes significant contributions to community betterment through CSR initiatives carried out under 'The Aditya Birla Centre for Community Initiatives and Rural Development.'</p> <p>The focus remains on actively interacting with and supporting communities across India, around several areas such as education, healthcare, sustainable livelihoods, financial inclusion, and the empowerment of women.</p> <p>To manage and alleviate potential risks or complaints related to stakeholder engagement in its CSR activities, ABCL 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>ABCL considers community development as an opportunity to promote fairness and socio-economic growth on a large scale within the country.</p>	<p>Negative: The inefficient administration of community development programmes, resource allocation, and stakeholder engagement practices could adversely impact the Company's reputation. Challenges like mismanagement of financial resources can impact community trust, which can influence the programme scope, spending, effectiveness, and adherence to regulatory requirements, including the mandated level of expenditure on community development (CSR).</p>

S. No	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)
12	Stakeholder Engagement	Opportunity	Stakeholder engagement is an opportunity for ABCL to build stronger relationships, gain valuable insights, and enhance trust across its network. By actively involving stakeholders in its decision-making processes, the company can better understand their needs and expectations, leading to more informed and effective strategies. This collaborative approach can also foster loyalty, create advocates for the brand, and improve the Company's reputation. Moreover, stakeholder feedback can drive innovation and help ABCL to identify new business opportunities, ensuring that its services remain relevant and competitive in the dynamic financial market.	ABCL recognizes the critical role that a diverse set of stakeholders plays in its success, encompassing employees, customers, suppliers, regulators, and partner organisations such as NGOs involved in CSR initiatives. The Company is committed to meaningful engagement with these groups, guided by clear procedures and standards. By employing a structured approach tailored to each stakeholder category, ABCL ensures appropriate interactions at various levels, including the provision of grievance redressal mechanisms. This systematic engagement not only addresses concerns promptly but also strengthens relationships and contributes to the Company's overall sustainability and growth.	<p>Negative: Inadequate stakeholder engagement or inconsistent communication practices can create multiple risks. For example:</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 marginalised
- 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.)		P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Policy and Management Processes									
	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	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> <ul style="list-style-type: none"> • Remuneration Policy: ABCL Executive Remuneration Policy • POSH: ABCL policy on prevention of sexual harassment • Risk Management Policy: ABCL risk management policy • CSR Policy: ABCL corporate social responsibility policy • Whistle Blower Policy: ABCL Whistleblower Policy • Code of Conduct for Board and Senior Management: ABCL Code of Conduct for the BOD and Senior Management • Supply Chain and Procurement Policy: ABCL Supply Chain and Procurement Policy 								
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)	The Supply Chain and Procurement Policy extends to ABCL's value chain partners. In addition, the Whistleblower Policy applies to certain segments of the value chain, including outsourced, temporary, and contract personnel affiliated with the Company.								
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: ABCL'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>ABCL remains committed to advancing its ESG agenda and integrating sustainability into its operations, products, and stakeholder engagement.</p> <p>Towards environmental sustainability, a key focus remains on improving resource efficiency and climate action, with ongoing efforts to increase renewable energy adoption.</p> <p>On the social front, the Company is committed to fostering diversity and inclusion and employee well-being through robust health and wellness programmes, parental care benefits, and work-life balance initiatives. The Company also seeks to drive greater financial inclusion through its digital-first approach and expansion of customer-centric offerings across underserved markets.</p> <p>In line with its CSR strategy, the Company remains committed to serving communities, with a focus on advancing development in India's aspirational districts.</p> <p>All commitments are designed to align with applicable regulatory requirements, BRSR Core principles, and the Company's broader vision of delivering long-term value for all stakeholders.</p>								
6	Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.	<p>During FY'25, ABCL has demonstrated significant progress on ESG aspects.</p> <p>On environmental aspects, our renewable energy adoption advanced with 200 kW of new solar capacity added (achieving a cumulative 340.55 kW capacity across 13 branches), contributing to the Company's broader carbon reduction goals. Waste management performance remained strong, with 37 metric tonnes of non-hazardous waste responsibly recycled, supporting the Company's circularity ambitions.</p> <p>In social outcomes, gender diversity improved steadily, reaching 33% women representation in the workforce, in line with diversity and inclusion objectives. The Company continued to scale its health and wellness programmes, ensuring a supportive work environment, while maintaining a strong focus on improving financial inclusion through digital platforms.</p> <p>The Company's CSR initiatives progressed as planned, with positive outcomes reported across education, healthcare, livelihoods, and WASH, contributing to meaningful community impact across 14 aspirational districts in India.</p>								

Governance, Leadership and Oversight

7 Statement by director responsible for the BRSR report, highlighting ESG related challenges, targets and achievement:

At ABCL, our purpose-led approach continues to anchor our sustainability vision and ESG strategy. As a diversified financial services organisation, we recognize the evolving environmental and social challenges around us, particularly the urgency of climate change and the call for inclusive, equitable development. In response, we have embedded ESG considerations at the core of how we operate, grow, and engage with stakeholders.

FY'25 marked another year of purposeful progress. Our strategy remains focused on minimising environmental impact, championing social inclusion, and upholding the highest standards of governance. By aligning with the Aditya Birla Group's values and our own commitment to long-term stakeholder value, we continue to act decisively on our ESG priorities.

Environmental Stewardship

We have made tangible progress in advancing resource efficiency and climate action. The use of green energy at our key offices in Mumbai, the installation of solar panels across our 13 branches, and the recycling of around 37 metric tonnes of waste, including sanitary napkins,— demonstrate our commitment to reducing emissions and promoting circularity. These efforts underscore our transition to more sustainable waste and energy management practices.

People and Inclusion

Our people-first philosophy is reflected in a vibrant, inclusive, and supportive work culture. Women now represent 33% of our workforce, reflecting a strong CAGR of around 6.7% in gender diversity since FY'23. We continue to enhance our policies that enable work-life balance, including day-care support and tailored parental benefits. These efforts reaffirm our belief that diversity and well-being are foundational to a resilient and high-performing organisation.

Responsible Growth and Customer Centricity

We continue to scale our digital-first, customer-centric model through the One ABC approach offering seamless, integrated services while expanding reach to underserved communities through customised financial solutions. Our focus remains on enabling financial inclusion while enhancing customer experience across touchpoints.

Our achievements in FY25 reflect a growing maturity in integrating ESG across our business strategy. We remain focused on deepening our impact—environmentally, socially, and economically—while staying aligned with national priorities and global sustainability goals. As we look ahead, we remain steadfast in our journey to build an organisation that not only delivers business performance but also contributes meaningfully to the sustainable and inclusive development of society. Responsible business is not just a strategic choice—it is our enduring commitment to future generations.

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 (CRO), 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 leads the sustainability and ESG (Environmental, Social, and Governance) agenda at ABCL. Collaborating with business heads and function heads across the Company, the Risk Management Committee endeavours to integrate ESG considerations into the ethos of its businesses and the Company's operations. This joint effort ensures that ESG principles are in harmony with the Company's overarching mission and vision.

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.								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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.	No. Currently, the entity is actively engaged in an internal review of its policies. The company continues to prioritise sustainability, and considers it as a core, driving value for the organisation.								

Business Responsibility & Sustainability Report (Contd.)

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)						Not Applicable			
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 by training and awareness programmes on any of the NGRBC Principles during the financial year:

Segment	Total number of training & awareness programmes held	Topics/principles covered under the training and its impact	(₹ Crore)	%age of persons in respective category covered by the awareness programmes
Board of Directors*	Nil	The Company conducts orientation programmes for new Directors, during which Senior Management provides presentations to familiarise them with the Company's business, including its subsidiaries and associates. These sessions cover regulatory developments, industry practices, departmental systems and policies, particularly governance frameworks and compliance processes. Key focus areas include risk management and data/information security. Additionally, at each quarterly Board Meeting, Directors are updated on significant regulatory changes and the performance of the Company and its group entities.		-
Employees and KMPs	1,271	The Company's training and development framework includes various modules such as Induction, Functional, and Mandatory Regulatory programs. These cover key areas including Information Security Refreshers, Code of Conduct, Prohibition of Insider Trading, Prevention of Sexual Harassment, the Whistleblower Policy, and Behavioral and Leadership Skills. Additionally, in November 2023, a capacity-building workshop on the BRSR (Business Responsibility and Sustainability Reporting) principles and indicators was conducted. This session highlighted the relevance of BRSR to the Company's operations and was attended by functional heads from departments including HR, Finance, Legal, Risk, Administration, IT, and CSR, across the Company and its subsidiaries, as applicable.		91%
Workers	-	-		-

* No new Directors were appointed during FY 2024-25; hence, 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 INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty	Principle 1	SEBI	INR 1,00,00,000	SEBI issued a show cause notice dated 25 th May 2021 ("SCN") to the erstwhile ABFL in the matter of CG Power and Industrial Solutions Limited ("CG Power") alleging, among others that in order to benefit its loans getting repaid, the commission and omission on the part of erstwhile ABFL amounted to participation in the fraudulent scheme for diversion of assets from CG Power for the benefit of BILT Graphic Paper Products Limited to the detriment of CG Power's minority shareholders, violating regulations 3 (b), (c), (d) and regulation 4 (1) of the SEBI (Prohibition of Fraudulent and Unfair Trade Practices relating to Securities Market) Regulations, 2003 read with sections 12A (a), (b) and (c) of the SEBI Act. By way of an order dated 4 th October 2022 ("SEBI Order"), SEBI imposed a penalty of ₹1.00 Crores on erstwhile ABFL with respect to the same.	Yes, Appeal has been filed with SAT

Business Responsibility & Sustainability Report (Contd.)

Type	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
Settlement					
Compounding fee				NIL	

b. Non-Monetary

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

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

Erstwhile ABFL filed an appeal dated 21st October 2022 against the SEBI Order before Securities Appellate Tribunal ("SAT"). Subsequently, SAT passed an order on 27th February 2023, imposing a stay on the SEBI Order, subject to Erstwhile ABFL depositing 50% of the SEBI Penalty. Accordingly, the penalty has been deposited, and the matter is pending before SAT.

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 established an Anti-Corruption and Anti-Bribery Policy, which is aligned with its broader governance framework, including the Code of Conduct. This policy reinforces the Company's commitment to ethical business practices and integrity across all operations. 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:

Nil

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

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 or services procured) in the following format:

Category	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Number of days of accounts payables	20.67	26.08

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	Year ended 31 st March 2025	Year ended 31 st March 2024
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)	Loans and Advances given to*: <ul style="list-style-type: none"> • ABREL EPC Limited: ₹ 16 Cr (0.01%) • O2 Renewable Energy XXII Private Limited: ₹ 115 Cr (0.07%) • Birla Advanced Knits Private Limited: ₹ 15 Cr (0.01%) • Applause Entertainment Private Limited: ₹ 375 Cr (0.24%) • Azure Jouel Private Limited: ₹ 120 Cr (0.08%) Loan and Advances Outstanding Balance*: <ul style="list-style-type: none"> • ABREL EPC Limited: ₹ 33.73Cr (0.02%) • Aditya Birla Renewables Green Power Private Limited: ₹ 51.45 Cr (0.03%) • O2 Renewable Energy XXII Private Limited: ₹ 115 Cr (0.07%) • Birla Advanced Knits Private Limited: ₹ 14.99 Cr (0.01%) • Applause Entertainment Private Limited: ₹ Nil • Azure Jouel Private Limited: ₹ Nil • Ms. Vishakha Mulye: ₹ 5.20 Cr (0.003%) 	Loans and Advances given to*: <ul style="list-style-type: none"> • ABREL EPC Limited: ₹ 318.66 Cr (0.25%) • O2 Renewable Energy XXII Private Limited: ₹ Nil • Birla Advanced Knits Private Limited: ₹ Nil • Applause Entertainment Private Limited: ₹ 300 Cr (0.24%) • Azure Jouel Private Limited: ₹ 330 Cr (0.26%) • Aditya Birla Green Power Limited: ₹ Nil Loan and Advances Outstanding Balance*: <ul style="list-style-type: none"> • ABREL EPC Limited: ₹ 237.73 Cr (0.19%) • Aditya Birla Renewables Green Power Private Limited: ₹ 53.56 Cr (0.04%) • O2 Renewable Energy XXII Private Limited: ₹ Nil • Birla Advanced Knits Private Limited: ₹ Nil • Applause Entertainment Private Limited: ₹ 125 Cr (0.10%) • Azure Jouel Private Limited: ₹ 90 Cr (0.07%) • Ms. Vishakha Mulye: ₹ 5.60 Cr (0.004%)

Business Responsibility & Sustainability Report (Contd.)

Parameter	Metrics	Year ended 31 st March 2025	Year ended 31 st March 2024
d.	Investments (Investments in related parties / Total Investments made)	Investments made in: <ul style="list-style-type: none"> Chaitanya India Fin Credit Private Limited: ₹ 33.36 Cr (0.03%) Aditya Birla Health Insurance Co. Limited: ₹ 183.55 Cr (0.17%) Aditya Birla Wellness Private Limited: ₹ 7.14 Cr (0.01%) Investment closing balance**: NCDs: <ul style="list-style-type: none"> Grasim Industries Limited: ₹ 25.11 Cr (0.02%) Ultra Tech Cement Limited: ₹ 65.23 Cr (0.06%) Chaitanya India Fin Credit Private Limited: ₹ 24.16 Cr (0.02%) Equity shares in Joint venture/Associate <ul style="list-style-type: none"> Aditya Birla Sun Life AMC Limited: ₹ 1,674.96 Cr (1.55%) Aditya Birla Sun Life Trustee Private Limited: ₹ 1.06 Cr (0.001%) Aditya Birla Wellness Private Limited: ₹ 11.53 Cr (0.01%) Aditya Birla Health Insurance Co. Limited: ₹ 3,169.62 Cr (2.93%) 	Investments made in: <ul style="list-style-type: none"> Chaitanya India Fin Credit Private Limited: ₹ 25.11 Cr (0.03%) Investment Closing Balance:** NCDs: <ul style="list-style-type: none"> Grasim Industries Limited: ₹ 29.99 Cr (0.03%) UltraTech Cement Limited: ₹ 19.99 Cr (0.02%) Chaitanya India Fin Credit Private Limited: ₹ 23.51 Cr (0.02%) Equity shares in Joint venture/Associate <ul style="list-style-type: none"> Aditya Birla Sun Life AMC Limited: ₹ 1,430.44 Cr (1.50%) Aditya Birla Sun Life Trustee Private Limited: ₹ 0.86 Cr (0.0009%) Aditya Birla Wellness Private Limited: ₹ 9.14 Cr (0.01%) Aditya Birla Health Insurance Co. Limited: ₹ 2,957.65 Cr (3.11%)

Note: Comparative figures for the year ended 31st March 2024 have been restated to include the impact of amalgamation of erstwhile Aditya Birla Finance Limited with Aditya Birla Capital Limited

* 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

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

Not applicable

- 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.

ABCL 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

- 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 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)	Details of improvement in social and environmental aspects
Research & Development (R&D)	-	-	-
Capital Expenditure (CAPEX)	12.37%	13.36%	The Company has undertaken several digital initiatives to drive improvements in both social and environmental aspects. These include building end-to-end digital journeys to eliminate paper-based applications; enabling eNACH and Digital KYC; leveraging Account Aggregator frameworks to avoid the need for physical bank statements; eliminating physical movement of files and documents; and promoting digital self-service channels (such as WhatsApp) in place of physical queries and requests. Collectively, these efforts have contributed to reducing the Company's carbon footprint and paper usage across financial transactions.

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

As a financial services provider, the Company's direct impact on resource consumption is relatively minimal and primarily confined to its operational activities. Given the nature of its offerings, sustainable sourcing has limited applicability to its products. ABCL, however, remains committed to upholding the Aditya Birla Group's core values, which emphasize resource conservation and the adoption of sustainable, 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.

Product	Process to safely reclaim the product
a. Plastics (including packaging)	Not Applicable
b. E-Waste	Not Applicable
c. Hazardous Waste	Not Applicable
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?

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.

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:

Not Applicable

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

Not applicable. As the Company operates primarily in the Financial Services sector and is not engaged in the production or manufacturing of physical or tangible products, there are no products or packaging materials to be reclaimed at the end of their life cycle.

Business Responsibility & Sustainability Report (Contd.)

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	40,454	40,454	100%	40,454	100%	-	-	40,454	100%	-	-
Female	19,732	19,732	100%	19,732	100%	19,732	100%	-	-	19,732	100%
Others	1	1	100%	1	100%	-	-	-	-	-	-
Total	60,187	60,187	100%	60,187	100%	19,732	33%	40,454	67%	19,732	33%
Other than Permanent Employees											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

The Company remains steadfast in its commitment to the holistic well-being of its workforce, reflecting its identity as a purpose-driven and people-first organisation.

Our goal is to create a lively and stimulating work environment. ABCL 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.

As part of this ongoing commitment, ABCL offers 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 prioritise 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: Not Applicable

Category	Total (A)	% of workers covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (E)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-
Other than Permanent Workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

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

Category	(₹ Crore)	
	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Cost incurred on well-being measures as a % of total revenue of the company	0.33%	0.14%

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

Sr.	Benefits	FY 2024-25 (Current FY)			FY 2023-24 (Previous FY)		
		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
4	Others – please specify	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 its Mumbai offices, there is provisioning of elevators, which helps 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, ABCL 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.

Aligned with its Anti-Harassment and Anti-Discrimination policy, ABCL 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	
	Return to work rate	Retention Rate
Male	100%	52.11%
Female	100%	45.74%
Total	100%	51.35%

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

Particulars	Yes/No	Details of the mechanism in brief
Permanent Employees	Yes	The Company has policies with established grievance resolution procedures.
Other than Permanent Employees	Yes	Details of the same are provided in Section A – Q25.

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

Nil

Business Responsibility & Sustainability Report (Contd.)

8. Details of training given to employees and workers:

Category	FY 2024-25 (Current FY)					FY 2023-24 (Previous FY)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (A)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (E)	% (C/A)		No. (B)	% (B/A)	No. (E)	% (C/A)
Employees										
Male	27,925	26,844	96%	26,949	97%	24,109	22,277	92%	22,403	93%
Female	9,219	8,894	96%	8,922	97%	7,526	6,978	93%	7,067	94%
Total	37,144	35,738	96%	35,871	97%	31,635	29,255	92%	29,470	93%
Workers										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-

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

Category	FY 2024-25 (Current FY)			FY 2023-24 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who had a career review (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who had a career review (D)	% (D/C)
Employees						
Male	40,454	40,454	100%	24,109	24,109	100%
Female	19,732	19,732	100%	7,526	7,526	100%
Others	1	1	100%	-	-	-
Total	60,187	60,187	100%	31,635	31,635	100%
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 its commitment to health and safety management, the Company conducts regular training sessions on fire safety and the use of firefighting equipment for all employees. To further enhance preparedness and reinforce safety protocols, periodic evacuation drills are also conducted across all office locations.
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 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
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.

ABCL is committed to fostering a safe, healthy, and inclusive workplace that empowers employees to perform at their best and supports a culture of holistic well-being.

The Company places strong emphasis on safeguarding employee rights and maintaining health and safety practices that align with applicable industry standards and legal frameworks. Continuous engagement with employees and key stakeholders helps identify and proactively address any health, safety, or well-being-related concerns.

ABCL upholds human rights as a non-negotiable principle. The Company regularly trains and sensitises employees across all levels on human rights issues and maintains a strict stance against any form of forced labour, discrimination, or harassment. We fully respect employees' rights to freedom of association, including the right to form or join trade unions, and participate in collective bargaining without interference.

The well-being and safety of our people remain central to ABCL's ethos and are considered foundational to our purpose-driven growth journey.

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

Category	FY 2024-25 (Current FY)			FY 2023-24 (Previous FY)		
	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	Percentage of plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	Not applicable
Working Conditions	Not applicable

Business Responsibility & Sustainability Report (Contd.)

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, ABCL offers Nishchint Plan which is designed to offer reassurance and financial protection to our management cadre employees and their families. Nishchint aims to provide a safety net against unforeseen life events such as premature death or serious debilitating illnesses, risks that may not be adequately covered by other insurance types like mediclaim or accident policies.

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

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 2024-25 (Current FY)	FY 2023-2024 (Previous FY)	FY 2024-25 (Current FY)	FY 2023-2024 (Previous FY)
Employees	NA	NA	NA	NA
Workers	-	-	-	-

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

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.

Not applicable

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

ESSENTIAL INDICATORS

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

At ABCL, we identify stakeholders as individuals or groups contributing to or creating value for the organisation in alignment with its core vision and mission. These stakeholder groups span both internal and external audiences and include employees across all management levels, shareholders, investors, customers, suppliers, distribution partners, knowledge partners, regulatory bodies, lenders, researchers, and the communities impacted by the Company's CSR initiatives.

The identification of key stakeholder groups is undertaken through a collaborative approach involving internal leadership and external thematic experts. This process is guided by factors such as the nature and intensity of engagement, geographical relevance, statutory and regulatory compliance requirements, and the thematic focus of the Company's programs and business operations.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication	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	<ul style="list-style-type: none"> Direct Engagement, as required 	As required	<ul style="list-style-type: none"> Measuring performance on ESG-linked and financial parameters
Local Communities	Yes	<ul style="list-style-type: none"> Baseline surveys Focus group interviews Program implementation 	As required	<ul style="list-style-type: none"> Impact assessment of CSR interventions Monitoring and evaluation

Business Responsibility & Sustainability Report (Contd.)

LEADERSHIP INDICATORS

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

The Board is periodically apprised of key developments related to ESG matters. Where relevant, feedback from the Directors is actively sought. The Company encourages regular and constructive engagement between stakeholders and the Board to facilitate informed discussions on economic, environmental, and social issues.

- 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. ABCL engages with key internal and external stakeholders as part of its ESG materiality assessment process to identify, prioritise, and manage relevant environmental and social topics. This engagement helps in understanding stakeholder expectations and identifying areas for improvement. Inputs gathered are used to shape policies and drive strategic action on material ESG issues. The most recent ESG materiality assessment was carried out in FY 2021-22.

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

The Company identifies disadvantaged, vulnerable, and marginalised stakeholders through structured needs assessment and actively engages with them via its CSR initiatives. The company aims to foster diversity and inclusion within its workforce, with women currently constituting 33% of the total employees. An annual survey is also conducted to encourage all employees to share their experiences at ABCL, and the results aid the Company in identifying potential areas for improvement.

As a part of its CSR initiatives, the company also encourages community development through a commitment to sustainable impact and inclusive growth of its external vulnerable and marginalised stakeholders groups in the community. Some of the focus areas include:

- Ensuring equitable access to healthcare for underserved populations through structured response, recovery, and rehabilitation efforts.
- Supporting education for tribal children, underprivileged but high-performing students, and children and women at Anganwadi centers.
- Empowering women through skills development, resources, and support aimed at promoting economic independence and social equality.

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 2024-25 Current FY			FY 2023-24 Previous FY		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	60,187	60,187	100%	46,688	46,688	100%
Other than permanent	-	-	-	-	-	-
Total Employees	60,187	60,187	100%	46,688	46,688	100%
Workers						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
Total	-	-	-	-	-	-

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

Category	FY 2024-25 Current FY					FY 2023-24 Previous FY				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (A)	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	40,454	0	0	40,454	100%	32,091	0	0	32,091	100%
Female	19,732	0	0	19,732	100%	14,594	0	0	14,594	100%
Others	1	-	-	1	100%	-	-	-	-	-
Other than Permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Workers										
Permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than Permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

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

- a. Median remuneration / wages:

	Male		Female		Other	
	Number	Median remuneration	Number	Median remuneration	Number	Median remuneration
Board of Directors (BoD)*	5	9,75,000	1	17,00,000	-	-
Key Managerial Personnel	1	95,00,000	2	6,29,78,430	-	-
Employees other than BoD and KMP	40,453	3,50,000	19,730	2,50,000	1	2,50,000
Workers	-	-	-	-	-	-

* Only sitting fees is paid to all Directors.

Business Responsibility & Sustainability Report (Contd.)

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

Category	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Gross wages paid to females as % of total wages	21%	20.28%

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. ABCL has established multiple committees that are responsible for addressing human rights impacts and related concerns. The Company enforces a strict zero-tolerance policy towards workplace sexual harassment and complies with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013, which mandates the formation of Internal Complaints Committees.

Additionally, the Company has instituted a Whistleblower Policy and Vigil Mechanism to enable Directors and employees to confidentially report any concerns related to ethical violations or human rights issues.

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. The Company protects the rights of its employees, communities, and everyone impacted by its operations, including contractors and suppliers, in alignment with globally acknowledged standards such as the Social Accountability 8000 International Standard and other relevant international guidelines. Its stringent policy prohibits exploitative labour, forced labour, and all forms of abuse, and abides by international frameworks. 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:

Category	FY 2024-25 Current Financial Year			FY 2023-24 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	26	7	-	25	7	-
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:

Category	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	26	25
Complaints on POSH as a % of female employees / workers	0.13%	0.17%
Complaints on POSH upheld	8	25

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

ABCL upholds a discrimination-free environment through its Anti-Harassment and Anti-Discrimination Policy. This policy prohibits harassment based on protected characteristics, promotes equal opportunities, and includes a robust grievance redressal process with zero tolerance for retaliation. Additionally, the Company has formed an Internal Committee (IC), in adherence to the POSH Act 2013 for Protection Against Sexual Harassment at Workplace (POSH) concerns. The IC manages cases

and ensures that all complaints made are kept confidential. The policy includes mechanisms such as maintaining confidentiality, prohibiting retaliation, and ensuring that the complainant is not victimised or discriminated against for filing a complaint. Additionally, the policy provides for appropriate support measures for the complainant during the resolution process.

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

No. However, ABCL 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	
Forced/Involuntary Labour	
Sexual Harassment	0%
Discrimination at workplace	
Wages	
Others - please specify	

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. 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 its Mumbai offices, there is provisioning of elevators, which helps enable mobility for differently-abled employees and 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	ABCL 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

Business Responsibility & Sustainability Report (Contd.)

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:**

Category	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
From renewable sources		
Total Electricity Consumption (A) (GJ)	16,181.45	84,230.95
Total Fuel Consumption (B) (GJ)	0.0	0.0
Energy Consumption through other sources (C) (GJ)	0.0	0.0
Total Energy Consumption from renewable sources (A+B+C) (GJ)	16,181.45	84,230.95
From non-renewable sources		
Total Electricity Consumption (D) (GJ)	27,444.69	11,571.61
Total Fuel Consumption (E) (GJ)	530.94	209.77
Energy Consumption through other sources (F) (GJ)	0.0	0.0
Total Energy Consumption from non-renewable sources (D+E+F) (GJ)	27,975.63	11,781.38
Total Energy Consumption (A+B+C+D+E+F) (GJ)	44,157.08	96,012.33
Energy Intensity per million USD of turnover (Total energy consumption / Revenue from operations in rupees) (GJ per ₹ Crore)	1.09	2.46
Energy Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumption / Revenue from operations adjusted for PPP) (GJ per million USD)	2.25	0.0000056
Energy Intensity in terms of physical output (GJ per Full Time Equivalent)*	3.74	11.79
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

* Full Time Equivalent 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. ABCL 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 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	0.0	0.0
(ii) Groundwater	0.0	0.0
(iii) Third party water***	677,104	525,240
(iv) Seawater / desalinated water	0.0	0.0
(v) Others (Rainwater harvesting)	0.0	0.0
Total volume of Water Withdrawal (in kilolitres) (i + ii + iii + iv + v)	677,104	525,240

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total volume of Water Consumption (in kilolitres)	677,104	525,240
Water Intensity per rupee of turnover (Water consumed/ Revenue from operations) (kilolitre per ₹ Crore)	16.68	13.45
Water Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (kilolitre per million USD)	34.46	0.00003078
Water Intensity in terms of physical output* (kilolitre per Full Time Equivalent)	57.40	11.25

* Full Time Equivalent considered for intensity calculations in terms of physical output is aligned with the boundary conditions stated in Section A of this report.

**Third Party withdrawal includes water from property owners, tankers and 20l water cans. Water consumption calculated as per CGWA Govt. of India estimates, i.e. 45 litre/head/day. is considered for reporting water withdrawal as currently we do not monitor actual water withdrawal.

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:

Particulars	Year ended 31 st March 2025	Year ended 31 st March 2024
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	-	-
v. Others- Please specify		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

Note: * ABCL, 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).

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

While the Company does not directly operate a Zero Liquid Discharge (ZLD) system, the Corporate Offices have implemented sustainable wastewater management practices. The building management operates a Sewage Treatment Plant (STP) that treats all wastewater generated on-site. The treated water is then recycled for non-potable uses, including toilet flushing, urinals, and gardening in common areas. This approach significantly reduces water discharge and promotes water conservation in line with responsible operational practices.

Business Responsibility & Sustainability Report (Contd.)

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

Parameter	Please specify unit	FY 2024-25 (Current FY)	FY 2023-24 (Previous FY)
NOx		Not available	Not available
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others			

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	Please specify unit	FY 2024-25 (Current FY)	FY 2023-24 (Previous FY)
Total Scope 1 Emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	39.60	848.77
Total Scope 2** Emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	5,541.77	2,297.41
Total Scope 1 and Scope 2** Emissions	tCO ₂ e	5,581.37	3146.18
Total Scope 1 and Scope 2** Emissions Intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG Emissions / Revenue from operations)	tCO ₂ e/₹ Crore	0.14	0.08
Total Scope 1 and Scope 2** Emissions 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 / million USD	0.28	0.000000184
Total Scope 1 and Scope 2** Emissions Intensity in terms of physical output*	tCO ₂ e/Full Time Equivalent	0.47	0.39
Total Scope 1 and Scope 2** Emissions Intensity (optional) – the relevant metric may be selected by the entity	-		-

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

**Market Based approach has been used for Scope 2 Calculations

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 details.

Yes. The Company continues to advance its transition to renewable energy by expanding solar panel installations across its offices. As of the reporting period, solar panels have been installed at 13 branches with a cumulative capacity of 340.55 kW, of which approximately 200 kW was added in the last year. These initiative underscore ABCL's commitment towards reducing its overall emissions portfolio.

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

Category	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Plastic waste (A)	4.61	0.912
E-waste (B)	2.46	3.808
Bio-medical waste (C)	1.30	0.95
Construction and demolition waste (D)	0.0	0.0
Battery waste (E)	0.0	0.0
Radioactive waste (F)	0.0	0.0
Total other Hazardous waste (G)	0.0	0.078
Total other Non-hazardous waste generated (H) - (Includes food, paper, metal, and glass waste)	87.86	28.94
Total (A+B + C + D + E + F + G+ H)	96.23	34.69
Waste Intensity per rupee of turnover (Total waste generated / Revenue from operations) (MT/ ₹ Crore)	0.002	0.00089
Waste Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) (MT/ million USD)	0.005	0.000000020
Waste Intensity in terms of physical output (MT/ Full Time Equivalent)*	0.008	0.0043

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Category of waste	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
(i) Recycled	36.97	34.69
(ii) Re-used	0.0	0.0
(iii) Other recovery operations – composting, bio-fertilizer, cattle fodder	42.73	0.0
Total	79.71	34.69

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

Category of waste	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
(i) Incineration	2.99	0.0
(ii) Landfilling	1.06	0.0
(iii) Other disposal operations – Disposed by Municipality	12.47	0.0
Total	16.52	0.0

* Full Time Equivalent 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.

As a Financial Services organisation not involved in the production or manufacturing of tangible products, the Company primarily generates non-hazardous waste including food waste, paper, metal, glass, plastic, and e-waste from its operations. Demonstrating its commitment to responsible waste management, the Company has implemented several initiatives to ensure the effective segregation, handling, and disposal of waste across its offices.:

- 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 ABCL 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.

Business Responsibility & Sustainability Report (Contd.)

- To address the waste generated by use of sanitary napkins, the Company continues to work with its vendor Padcare Labs, which supports ABCL's efforts in this space - by managing the recycling of sanitary hygiene pads, in turn preventing landfill pollution

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

Not Applicable

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

Not Applicable

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

Yes, the company is compliant to all applicable environmental laws and regulations given the operations of the entity.

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:

- Name of the area: Jaipur, Indore, Lucknow, Chennai, Bengaluru, Gurgaon
- Nature of operations: Office spaces
- Water withdrawal, consumption and discharge in the following format:

Water Withdrawal by source (in Kilolitres)	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Source (i) Surface water	0.0	
Source (ii) Groundwater	0.0	
Source (iii) Third party water	15,986	
Source (iv) Seawater / desalinated water	0.0	
Source (v) Others- Please specify	0.0	
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	15,986	
Total volume of water consumption (in kilolitres)	15,986	
Water intensity per rupee of turnover (Water consumed / turnover)	0.39	
Water intensity (optional)	-	
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	-	

Water Withdrawal by source (in Kilolitres)	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
iv. Sent to third-parties		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
v. Others- Please specify:		
- 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	Please specify unit	FY 2024-25 (Current FY)	FY 2023-24 (Previous FY)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	Not available	Not available
Total Scope 3 Emissions per rupee of turnover (Total Scope 3 GHG Emissions / Revenue from operations)	tCO ₂ e / million USD	Not available	Not available
Total Scope 3 Emissions Intensity (optional) – the relevant metric may be selected by the entity		Not available	Not available

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:

Sr. 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 ABCL office areas	ABCL has collaborated with ViaGreen at select office locations to manage in-house waste across categories such as paper, plastics, metal, glass, e-waste, etc. Under this initiative, waste is collected every alternate day by ViaGreen. The program includes a reward mechanism, where ABCL earns Swachh Bharat Points for the waste contributed. These points can be redeemed to procure upcycled or recycled products for use within ABCL's offices, thereby promoting a circular economy and responsible consumption.	<ul style="list-style-type: none"> In FY25 the Company has recycled 24,366 Kgs of dry office waste which has the potential to offset 70.83 MTCO₂.
2	Recycling of sanitary napkins/pads	In its efforts to adopt more sustainable sanitary waste disposal practices, ABCL has partnered with Padcare Labs, a reputed hygiene management company. Padcare Labs utilizes its patented technology, 'PadCareX', to recycle used sanitary pads, effectively preventing them from ending up in landfills or being incinerated, both of which contribute to environmental pollution. This initiative was first implemented at ABCL's Mumbai offices and has since been expanded to other key locations, including Noida and Chennai, reflecting the Company's commitment to sustainable and responsible waste management across its operations.	In FY25 alone, ABCL supported the recycling of over 1297 Kgs of sanitary pads marking a significant milestone in our ongoing efforts to divert waste from landfills and reduce air pollution caused by incineration. As a result of our efforts, in FY25, we have saved over 25,946 Litres of landfill area - by redirecting the waste to make paper from its recycled output.

Business Responsibility & Sustainability Report (Contd.)

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
3	Harnessing Solar energy	The Company continues to advance its transition to renewable energy by expanding solar panel installations across its offices. As of the reporting period, solar panels have been installed at 13 branches with a cumulative capacity of 340.55 kW, of which approximately 200 kW was added in the last year..	This initiative has enabled the Company to increase the share of renewable energy in its operational energy mix, contributing to a measurable reduction in grid-based electricity consumption and associated greenhouse gas emissions across its office locations.
4	Composting food waste	At ABCL's Mumbai and Thane office, the wet waste, including the food waste from the on-site cafeteria, is 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 office properties. Thus, the wet waste is recycled and re-used efficiently and sustainably in the form of compost.
5	Installation of Auto Power Generated and Conserved System (APGC)	APGC has been installed in the urinals to replace the 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 required for hygienic flushing in urinals. • This helps save heavy battery consumption and external electric power consumption. • APGC conserves power through advanced microchip technology that enables the system to function 24x7 with continuous and steady power supply.
6	Introduction of centralised bins across our branches	The Company has introduced centralised, clearly labelled waste collection bins across its branches to facilitate proper segregation of waste into categories such as dry and wet waste, promoting more effective and responsible waste management across office locations.	This initiative has improved waste segregation at source across branches, enabling more effective recycling and responsible disposal, while reducing the volume of waste sent to landfills.

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

The Company has implemented a Business Continuity Policy or Plan (BCP) that outlines comprehensive measures for people, processes, and technology to ensure the continuation of business operations in the face of unforeseen threats. These disruptions may include natural disasters, operational setbacks, or damage to critical IT infrastructure. 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.

8. Disclosure of green credits generated or procured by the listed entity and its top-10 value chain partners.

Not Available

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

ESSENTIAL INDICATORS

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

The Company is an active member of five (5) trade and industry chambers/associations.

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

Sr.	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

LEADERSHIP INDICATORS

1. Details of Public Policy positions advocated by the entity

S. No.	Public Policy Advocated	Method resorted for such advocacy	Whether information available in public domain?	Frequency of review by the board	Web link, if available
	None	-	-	-	-

Business Responsibility & Sustainability Report (Contd.)

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.**

Not Applicable

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

Not Applicable

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

The Company's CSR team adopts a comprehensive approach to identifying projects and partnering with NGOs for social initiatives. Projects are selected based on stakeholder consultations, including input from local communities and subject-matter experts. Implementation is carried out through transparent collaboration with credible NGOs, as mandated by the Ministry of Corporate Affairs (MCA).

Timely engagement with various stakeholders strengthens our grievance redressal mechanisms. The resolution process is prompt, fair, and community-centric, aiming to deliver equitable outcomes. Monitoring is supported by evaluations, validations, and authentications that assess the economic, social, and environmental impacts.

Community involvement in project planning and execution plays a crucial role in fostering a sense of ownership. Furthermore, collaborative efforts toward continuous improvement driven by stakeholder feedback significantly contribute to creating a sustainable and meaningful impact on community well-being.

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

	FY 2024-25 Current FY	FY 2023-2024 Previous FY
Directly sourced from MSMEs/ Small producers	Data not Available	Data not Available
Directly from within India	Data not Available	Data not Available

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 2024-25 Current FY	FY 2023-2024 Previous FY
Rural	14.49%	16.18%
Semi-urban	0.05%	0.05%
Urban	29.83%	65.58%
Metropolitan	55.63%	18.18%

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:

Sr.	State	Aspirational District	Amount Spent in INR	Details of Initiative
1.	Uttar Pradesh	Siddarthnagar	5,538,309	Improving quality of education to enhance the learning levels of children in school.
		Shravasti	1,31,21,772	Enhance the learning levels of children in schools by improve the quality of education and by strengthening infrastructure to create a conducive learning environment.
2.	Rajasthan	Karauli	1,05,44,218	Strengthening community collectives to address sustainable livelihood goal.
3.	Bihar	Muzaffarpur	2,00,00,000	<ul style="list-style-type: none"> Improving quality of education through infrastructure development in schools. Development of Model Anganwadi centres and nutrition support.
4.	Tamil Nadu	Ramnath Puram	1,44,60,699	Providing quality healthcare services in remote areas through Tele-medicine focused on Maternal & Child Health
5.	Maharashtra	Osmanabad	70,00,000	Access to healthcare services through Mobile Medical Units; Facilities for Maternal & Child Health care
		Nandurbar	84,00,000	Remedial classes for the aspiring underprivileged student
6.	Jharkhand	Latehar	28,91,603	Sustainable livelihood popportunity for women, ensuring food security through livestock based livelihood and vegetable farming
		Gumla	91,56,745	Sustainable livelihood popportunity for women, ensuring food security through livestock based livelihood and vegetable farming
7.	Orissa	Koraput	93,94,530	<ul style="list-style-type: none"> Providing quality healthcare services in remote areas through Tele-medicine focused on Maternal & Child Health Providing support to orphanages towards better facility for WASH and Education
		Kandhamal	14,41,810	Providing support to orphanages towards better facility for WASH and Education
		Nabarangpur	22,01,175	Providing support to orphanages towards better facility for WASH and Education
		Kalahandi	5,59,679	Providing support to orphanages towards better facility for WASH and Education
		Raygada	66,716	Providing support to orphanages towards better facility for WASH and Education

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised /vulnerable groups? (Yes/No)

No

- (b) From which marginalised /vulnerable groups do you procure?

Not Applicable

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

Not Applicable

Business Responsibility & Sustainability Report (Contd.)

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.

Sr.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalised group
1	<p>Health:</p> <ul style="list-style-type: none"> Comprehensive maternal & child health care Preventive health awareness program 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. Health infrastructure upgrade in government hospitals 	4,44,221	67%
2	<p>Education:</p> <ul style="list-style-type: none"> Strengthening of anganwadi's and school infrastructure for conducive learning environment Digital education Disseminate science learning through a Mobile Science Lab, refurbishment of school science labs and innovation centres Scholarship support for meritorious students from financially poor background Student friendly supplementary education program in English, Math and Marathi for the underprivileged student. Housing support to tribal families Support to orphan children 	1,44,157	66%
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 Holistic support to sport athletes 	1,42,052	95%

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.

The Company has instituted a comprehensive four-tier grievance redressal mechanism to manage consumer complaints and feedback effectively. This mechanism incorporates both traditional and digital tools, including AI-powered Chat Bots and e-Bots, alongside conventional email and call-based services, making it convenient for consumers to reach out and have their concerns addressed through a structured escalation matrix.

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.

Aditya Birla Money Ltd. (ABML) also maintains a four-level grievance redressal mechanism. At Level 1, customers may call the Customer Service Helpline at 1800-270-7000, email at care.stocksandsecurities@adityabirlacapital.com, write to the corporate office in Guindy, Chennai, or visit the nearest ABML branch during business hours. If not resolved, Level 2 allows escalation to Head of Customer Care Cell. Unresolved issues can be further escalated to the Level 3 Compliance Officer and Principal Nodal Officer at abm-chn.compliance@adityabirlacapital.com. If satisfactory resolution is still not received within a month, Level 4 allows customers to appeal directly to the CEO at ceo.stocksandsecurities@adityabirlacapital.com.

All customer interactions, including complaints and resolutions, are systematically logged, tracked, and monitored through the Company's Customer Relationship Management (CRM) system. This ensures timely, effective, and well-documented resolution of grievances. Additionally, to continually improve customer experience, the Company regularly conducts customer satisfaction surveys at various stages of the customer journey. These feedback mechanisms help in identifying service gaps and improving customer engagement.

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	Not applicable
Safe and responsible usage	Not applicable
Recycling and/or safe disposal	Not applicable

3. Number of consumer complaints

Category	FY 2024-25 Current Financial Year			FY 2023-24 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	-	0	0	No data breach was reported as on 31 st March 2024
Advertising	-	-	-	-	-	-
Cyber-security	0	0	-	0	0	No Cyber security breaches were reported as on 31 st March 2024
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Others	45,382	1,554	-	11,668	208	-

Business Responsibility & Sustainability Report (Contd.)

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

Type	Number	Reason for recall
Voluntary recalls		
Forced recalls		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 were required during the reporting period, as there were no reported issues pertaining 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**

Nil

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

Nil

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 centre, 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. All loan applicants and co-applicants are informed about responsible usage through the Most Important Terms and Conditions (MITC) and Fair Practice Code (FPC), detailing charges, penalties, grievance redressal, and escalation procedures. Communications are shared in the customer's preferred language to ensure clarity and informed decision-making.

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

Yes. We ensure that product information is easily accessible to customers through a range of channels, including digital platforms, the corporate website, branch offices, commercial advertisements, office screen savers, and posters. This commitment to transparency and customer education extends well beyond the requirements set by local regulations.

In addition, the launch of the ABCD Direct-to-Consumer (D2C) platform, accessible through an App, further strengthens the Company's digital footprint. The platform is designed to digitally acquire customers at scale, enable seamless cross-selling and up-selling, and evolve into a comprehensive, full-stack financial services provider. This foray is yet another marker of our commitment to creating enhanced value for all our stakeholders.

b) Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes, the company conducts regular customer satisfaction surveys at various stages of the customer journey.

Independent Assurance Statement

to the Management of Aditya Birla Capital Limited

Aditya Birla Capital Limited (Corporate Identity Number L67120GJ2007PLC058890, hereafter referred to as 'ABCL' or 'the Company') has commissioned DNV Business Assurance India Private Limited ('DNV', 'us' or 'we') to undertake an independent reasonable level of assurance of the Company's disclosures in its Business Responsibility and Sustainability Report (hereafter referred to as 'BRSR') for the Financial Year (FY) 2024-25. The disclosures include the BRSR Core indicators as per Annexure 17A of Master Circular No. SEBI/HO/CFD/PoD2/CIR/P/0155, dated 11th November 2024.



Our Conclusion:

Based on our review and procedures followed for a reasonable level of assurance, DNV is of the opinion that, in all material aspects, the BRSR Core Key Performance Indicators (KPIs) under the 9 ESG attributes (as listed in Annexure I of this statement) for FY 2024-25 are reported in accordance with reporting requirements outlined in Industry Standard on Reporting of BRSR Core.

Assurance Methodology/Standard and Level of Assurance

The engagement for a reasonable level of assurance 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, V6.0 has been developed in accordance with the most widely accepted reporting and assurance standards. Apart from DNV's VeriSustain™ protocol (V6.0), DNV team has also followed ISO 14064-3 - Specification with guidance for the verification and validation of greenhouse gas statements to evaluate disclosures wrt. Greenhouse gas emissions.

Scope of Work and Boundary

The scope of our engagement includes a reasonable level of assurance of the '9 BRSR Core Attributes' for the period FY 2024-25 (as listed in Annexure I of this statement).

The reporting and assurance boundary covers the performance of ABCL and its 12 subsidiaries, 2 associate companies, 3 subsidiaries of the associate companies and 1 Holding (as mentioned in ABCL's BRSR Section A-Q.23) in India (1623 branches & corporate offices) that fall under the direct operational control of the Company's Legal structure, unless otherwise stated in the table below,

BRSR Core Indicator	Reporting & Assurance Boundary
Principle 6, Essential Indicator 1, 7	Reported for 3 corporate offices and 16 branches
Principle 6, Essential Indicator 9	Reported for 3 corporate offices and 1 Branch
Principle 6, Essential Indicator 4, Principle 8, Essential Indicator 4	Not reported as it is currently not being monitored

Reporting Criteria and Standards

The disclosures have been prepared by ABCL in reference to:

- Industry Standard on Reporting of BRSR Core, Circular No.: SEBI/HO/CFD/CFD-PoD-1/P/CIR/2024/177 dated Dec 20, 2024.
- BRSR Core (Annexure 17A) and BRSR reporting guidelines (Annexure 16) as per Master Circular No. SEBI/HO/CFD/PoD2/CIR/P/0155, dated 11th November 2024.
- Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard.

Our 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 and 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. DNV has complied with the Code of Conduct during the assurance engagement. DNV's established policies and procedures are designed to ensure that DNV, its personnel and, where applicable, others are subject to independence requirements (including personnel of other entities of DNV) and maintain independence where 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 2024-25, 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. DNV maintains complete impartiality toward stakeholders interviewed during the assurance process.

Basis of our conclusion

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:

- 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 Industry Standard on Reporting of BRSR Core used a basis of reasonable level of assurance.
- Evaluation of the design and implementation of key systems, processes and controls for collecting, managing and reporting the BRSR Core indicators. Assessment of operational control and reporting boundaries.
- Seek extensive evidence across all relevant areas, ensuring a detailed examination of BRSR Core indicators.
- 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. 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 (high/low/medium) and reporting system within the organisation. Sites selected for audits are listed in Annexure II.
- Interviews with selected senior managers and concerned internal stakeholders responsible for management of disclosures and review of selected evidence to support environmental KPIs and metrics disclosed in the Report. We were free to choose interviewees and interviewed those with overall responsibility of monitoring, data collation and reporting the selected indicators.
- Verification of the consolidated reported performance disclosures in context to the Principle of Completeness as per VeriSustain™ Protocol, V6.0 for reasonable level of assurance for the disclosures.

Inherent Limitations

DNV's assurance engagement assume that the data and information provided by the Company to us as part of our review have been provided in good faith, is true, complete, sufficient, and authentic, and is free from material misstatements. 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 (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.

Independent Assurance Statement (Contd.)

Use and distribution of Assurance statement

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 company for DNV's work or this assurance statement. We have not performed any work, and do not express any conclusion, on any other information that may be published outside of the Report and/or on Company's website for the current reporting period.

The use of this assurance statement shall be governed by the terms and conditions of the contract between DNV and ABCL. DNV does not accept any liability if this assurance statement is used for any purpose other than its intended use, nor does it accept liability to any third party in respect of this assurance statement.

Responsibility of the Company

ABCL has the sole responsibility for the preparation of the BRSR and is responsible for all information disclosed in the BRSR Core and BRSR. The company is responsible for maintaining processes and procedures for collecting, analysing 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.

DNV's Responsibility

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. DNV disclaims any liability or co-responsibility for any decision a person or entity would make based on this assurance statement.

For DNV Business Assurance India Private Limited,

Ankita Parab
Lead Verifier

Anjana Sharma
Assurance Reviewer

Assurance Team: Himanshu Babbar, Shilpa Swarnim, Goutam Banik, Varsha Bohiya

03/07/2025, Mumbai, India.

Annexure I

BRSR CORE INDICATORS' DATA - FOR REASONABLE LEVEL OF ASSURANCE

Attribute	Parameter	Unit	Verified Data	
Green-house gas (GHG) footprint Greenhouse gas emissions may be measured in accordance with the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard*	Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	MT CO ₂ equivalent	39.60	
	Total Scope 2 emissions (Break-up of the GHG (CO ₂ e) into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	MT CO ₂ equivalent (market-based)	5,541.77	
	Total Scope 1 and Scope 2 emission intensity per rupee of turnover	tCO ₂ e/ ₹ Crore	0.14	
	Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	tCO ₂ e/ million USD	0.28	
	Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO ₂ e/full time equivalent	0.47	
Water footprint	Total water consumption**	KL	677,104	
	Water consumption intensity	KL/ ₹ Crore	16.68	
		KL/ million USD	34.46	
		KL/ full time equivalent	57.40	
	Water Discharge by destination and levels of Treatment	KL	Not monitored	
Energy footprint	Total energy consumed	GJ	44,157.08	
	% of energy consumed from renewable sources	%	36.6%	
	Energy intensity	GJ/ ₹ Crore	1.09	
		GJ/ million USD	2.25	
		GJ/ full time equivalent	3.74	
Embracing circularity - details related to waste management by the entity	Plastic waste (A)	MT	4.61	
	E-waste (B)	MT	2.46	
	Bio-medical waste (C)	MT	1.30	
	Construction and demolition waste (D)	MT	0	
	Battery waste (E)	MT	0	
	Radioactive waste (F)	MT	0	
	Hazardous waste (H) other	MT	0	
	Other Non-hazardous waste generated (I): Others	MT	87.86	
	Total (A+B + C + D + E + F + G+ H+I)	MT	96.23	
	Waste intensity per rupee of turnover from operations	MT/ ₹ Crore	0.002	
		MT/ million USD	0.005	
	Waste intensity- physical output	MT/full time equivalent	0.008	
	Total waste recovered through recycling, re-using or other recovery operations			
	(i) Recycled	MT	36.97	
	(ii) Re-used	MT	0	
	(iii) Other recovery operations	MT	42.73	
	Total	MT	79.71	
	total waste disposed by nature of disposal method			
	(i) Incineration	MT	2.99	
	(ii) Landfilling	MT	1.06	
	(iii) Other disposal options	MT	12.47	
	Total	MT	16.52	

Independent Assurance Statement (Contd.)

Attribute	Parameter	Unit	Verified Data
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)		0.33%
	Details of safety related incidents for employees and workers (including contract-workforce e.g. workers in the Company's construction sites)	LTIFR	Employees: Nil, Workers: NA
		Total recordable work-related injuries	Employees: Nil, Workers: NA
		No .of fatalities	Employees: Nil, Workers: NA
		High consequence work-related injury or ill-health (excluding fatalities)	Employees: Nil, Workers: NA
Enabling Gender Diversity in Business	Gross wages paid to females as % of wages paid		21%
	Complaints on POSH	Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	26
		Complaints on POSH as a % of female employees / workers	0.13%
		Complaints on POSH upheld	8
		Enabling Inclusive Development	Input material sourced from following sources as % of total purchases –and from within India
Directly from within India	Not monitored		
Job creation in smaller towns – Wages paid to persons employed in smaller towns (permanent or non-permanent /on contract) as % of total wage cost	Rural		14.49%
	Semi-urban		0.05%
	Urban		29.83%
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		Nil
	Number of days of accounts payable		20.67
Open-ness of business	Concentration of Purchases	Purchases from trading houses as % of total purchases	NA
		Number of trading houses where purchases are made from	NA
		Purchases from top 10 trading houses as % of total purchases from trading houses	NA
	Concentration of Sales	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

Attribute	Parameter	Unit	Verified Data
	Shares of RPTs in	Purchases (Purchases with related parties / Total Purchases)	-
		Sales (Sales to related parties / Total Sales)	-
		Loans & advances (Loans & advances given to related parties / Total loans & advances)	<p>Loans and Advances given to:</p> <p>ABREL EPC Limited: ₹ 16 Cr (0.01%)</p> <p>O2 Renewable Energy XXII Private Limited: ₹ 115 Cr (0.07%)</p> <p>Birla Advanced Knits Private Limited: ₹ 15 Cr (0.01%)</p> <p>Applause Entertainment Private Limited: ₹ 375 Cr (0.24%)</p> <p>Azure Jouel Private Limited: ₹ 120 Cr (0.08%)</p> <p>Loan and Advances Outstanding Balance:</p> <p>ABREL EPC Limited: ₹ 33.73 Cr (0.02%)</p> <p>Aditya Birla Renewables Green Power Private Limited: ₹ 51.45 Cr (0.03%)</p> <p>O2 Renewable Energy XXII Private Limited: ₹ 115 Cr (0.07%)</p> <p>Birla Advanced Knits Private Limited: ₹ 14.99 Cr (0.01%)</p> <p>Ms. Vishakha Mulye: ₹ 5.20 Cr (0.003%)</p> <p>Applause Entertainment Pvt Ltd: Nil</p> <p>Azure Jouel Pvt Ltd : Nil</p>
		Investments (Investments in related parties / Total Investments made)	<p>Investments made in:</p> <p>Chaitanya India Fin Credit Private Limited: ₹ 33 Cr (0.03%)</p> <p>Aditya Birla Health Insurance Co. Limited: ₹ 184 Cr (0.17%)</p> <p>Aditya Birla Wellness Private Limited: ₹ 7 Cr (0.01%)</p> <p>Investment closing balance:</p> <p>Grasim Industries Limited: ₹ 25.11 Cr (0.02%)</p> <p>Ultra Tech Cement Limited: ₹ 65.23 Cr (0.06%)</p> <p>Chaitanya India Fin Credit Private Limited: ₹ 24.16 Cr (0.02%)</p> <p>Equity shares in Joint venture/Associate:</p> <p>Aditya Birla Sun Life AMC Limited: ₹ 1674.96 Cr (1.55%)</p> <p>Aditya Birla Sun Life Trustee Private Limited: ₹ 1.06 Cr (0.001%)</p> <p>Aditya Birla Wellness Private Limited: ₹ 11.53 Cr (0.01%)</p> <p>Aditya Birla Health Insurance Co. Limited: ₹ 3169.62 Cr (2.93%)</p>

* Scope 1 GHG emissions are calculated based on 2006 IPCC Guidelines for National Greenhouse Gas Inventories, IPCC sixth assessment report, GHG Protocol 2024. 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 20, December 2024. Scope 2 emission data have been calculated by a market-based approach.

** Water consumption calculated as per CGWA Govt. of India, 2016 estimates, i.e. 45 litre/head/day. ABCL has considered water consumption for reporting third-party water withdrawal in BRSR, as currently the Company does not monitor actual water withdrawal.

Independent Assurance Statement (Contd.)

Annexure II

S.no	Site	Location
1.	Head Office	Mumbai, Maharashtra
2.	Offices/Branches - on-site audits including Corporate Offices	Mumbai & Thane, Maharashtra- R-Tech Park, G- Corp Tech Park Chennai, Tamil Nadu- Oval and Guindy Kolkata, West Bengal Bangalore, Karnataka Noida and Delhi
3.	Offices/Branches - for Remote audits	Ahmedabad, Gujarat Lucknow, Uttar Pradesh Bhubaneshwar, Orissa

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