

Ref: No. ABCL/SD/MUM/2023-24/JULY/14

26 July 2023

BSE LimitedPhiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai 400 001**Scrip Code: 540691****Scrip ID: ABCAPITAL****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 2023

Pursuant to Regulation 34(2)(f) of the SEBI Listing Regulations, please find attached herewith the Business Responsibility and Sustainability Report ("BRSR/ said report") of the Company for the financial year ended 31st March 2023.

The BRSR also forms part of the Annual Report for the financial year ended 31st March 2023 submitted to the Stock Exchanges.

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

The above is for your information and record.

Thanking you,

Yours sincerely,

For **Aditya Birla Capital Limited****Amber Gupta****Company Secretary & Compliance Officer
ACS 14091****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.**
Depositary 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

Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURE

I. Details of the Listed Entity

1	Corporate Identity Number (CIN) of the Listed Entity	L67120GJ2007PLC058890
2	Name of the Listed Entity	Aditya Birla Capital Limited
3	Year of incorporation	2007
4	Registered office address	Indian Rayon Compound, Veraval - 362266, Gujarat
5	Corporate address	18 th floor, One World Centre, Jupiter Mills Compound, 841, Senapati Bapat, Mumbai - 400013, Maharashtra
6	E-mail	abc.secretarial@adityabirlacapital.com
7	Telephone	+91 22 4356 7000
8	Website	https://www.adityabirlacapital.com/
9	Financial year for which reporting is being done	2022-2023
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited, National Stock Exchange of India Limited and Luxembourg Stock Exchange
11	Paid-up Capital	₹ 24,17,99,40,420
12	Contact Person	
	Name of the Person	Mr. Vijay Deshwal, Chief Strategy Officer and Head Investor Relations
	Telephone	+91 22 4356 7000
	Email address	vijay.deshwal@adityabirlacapital.com
13	Reporting Boundary	
	Type of Reporting-	The disclosures under this report are made on consolidated basis for Aditya Birla Capital Limited (ABCL) and 4 of its material subsidiaries. viz. Aditya Birla Sun Life AMC Limited (ABSLAMC) Aditya Birla Finance Limited (ABFL) (NBFC) Aditya Birla Housing Finance Limited (ABHFL) Aditya Birla Sun Life Insurance Company Limited (ABSLI) Please note: The disclosures made under principle 6 cover data for ABCL's main offices in Mumbai, Maharashtra. The disclosures made related to human capital/ resources cover data for all of ABCL's subsidiaries, as listed in Section A- Q. 21.

II. Product/Services

14 Details of business activities

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

15 Products/Services sold by the entity

S. No.	Product/Service	NIC Code	% of Total Turnover contributed*
1	ABFL - NBFC	6492	27.46%
2	ABHFL - Housing Finance	6492	4.68%
3	ABSLI - Life Insurance	65110	51.47%
4	ABSLAMC - Asset Management	66301	4.50%

*based on segment revenue



Business Responsibility & Sustainability Report (Contd.)

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

Location	Number of plants	No. of Offices*	Total
National	0	1295	1050
International	0	3	3

* across all subsidiaries

17 Market served by the entity

	Locations*
a. No. of Locations	
National (No. of States)	PAN India
International (No. of Countries)	3
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 diversified financial services company, clients of ABCL's subsidiaries covered in the reporting boundary range from individual investors and borrowers, large corporate, institutional investors, MSMEs, HNWI, construction and infrastructure developers. Through our subsidiaries, we cater to various customer segments. This includes low-and-middle-income segments, High Net Worth Individuals (HNWI), as well as group-level clients (corporates). As of FY 2023, we have an active customer base of approximately 38 million. In line with our focus on empowering through inclusion, we have consistently focused on catering to a diverse mix of client segments, and have enabled access to financial services, at scale, through affordable offerings in insurance, lending and investment.

* across all subsidiaries

IV. Employees**18. Details as at the end of Financial Year:**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
a.	Employees and workers (including differently abled)					
1	Permanent Employees (A)	34681	24619	71%	10062	29.01%
2	Other than Permanent Employees (B)	2085	1564	75%	521	24.99%
3	Total Employees (A+B)	36766	26183	71%	10583	28.78%
b.	Differently abled employees and workers					
1	Permanent Employees (E)	29	23	79%	6	20.69%
2	Other than Permanent Employees (F)	0	0	0%	0	0%
3	Total Employees (E+F)	29	23	79%	6	20.69%

19. Participation/Inclusion/Representation of women*

S. No.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1	Board of Directors	8	1	12.5%
2	Key Management Personnel	3	2	66%

*Only details of Aditya Birla Capital Limited have been included

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

Category	FY 2022-2023 (Turnover rate in current FY)			FY 2022-2021 (Turnover rate in previous FY)			FY 2020-2021 (Turnover rate in the year prior to previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	39.24%	27.99%	35.97%	36.54%	31.07%	34.89%	31.23%	27.49%	30.21%

*This does not include employees on probation.

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

S. No	Name of the holding / subsidiary / associate companies / joint ventures	Indicate whether it is a holding / Subsidiary / Associate / or Joint Venture	% of shares held by the listed entity	Does the entity indicated in column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Grasim Industries Limited	Holding	-	No
2.	Aditya Birla Finance Limited	Subsidiary	100.00%	
3.	Aditya Birla Housing Finance Limited	Subsidiary	100.00%	
4.	Aditya Birla Money Limited	Subsidiary	73.60%	
5.	Aditya Birla Insurance Brokers Limited	Subsidiary	50.002%	
6.	Aditya Birla Money Mart Limited	Subsidiary	100.00%	
7.	Aditya Birla Money Insurance Advisory Services Limited	Subsidiary	100.00%	
8.	Aditya Birla Sun Life Trustee Private Limited	Subsidiary	50.85%	
9.	Aditya Birla Wellness Private Limited	Subsidiary	51.00%	
10.	Aditya Birla Financial Shared Services Limited	Subsidiary	100.00%	
11.	Aditya Birla Capital Digital Limited	Subsidiary	100.00%	
12.	Aditya Birla Sun Life Insurance Company Limited	Subsidiary	51.00%	
13.	Aditya Birla ARC Limited	Subsidiary	100.00%	Yes*
14.	Aditya Birla Stressed Asset AMC Private Limited	Subsidiary	100.00%	
15.	Aditya Birla Sun Life Pension Management Limited	Subsidiary	51.00%	
16.	Aditya Birla Trustee Company Private Limited	Subsidiary	100.00%	
17.	Aditya Birla Capital Technology Services Limited	Subsidiary	100.00%	
18.	Aditya Birla PE Advisors Private Limited	Subsidiary	100.00%	
19.	Aditya Birla Sun Life AMC Limited	Subsidiary	50.01%	
20.	Aditya Birla Sun Life AMC (Mauritius) Limited	Subsidiary	50.01%	
21.	Aditya Birla Sun Life Asset Management Company Pte. Ltd., Singapore	Subsidiary	50.01%	
22.	Aditya Birla Sun Life Asset Management Company Ltd., Dubai	Subsidiary	50.01%	
23.	Aditya Birla Health Insurance Co. Limited	Associate	45.91%	

*The Holding Company has its own Business Responsibility (BR) Initiatives whereas the subsidiaries of the Company participate in the BR initiatives to the extent applicable to them.

Aditya Birla Sun Life AMC Limited (“ABSLAMC”) holds 100% management shares of India Advantage Fund Limited (“IAFL”), having no beneficial interest or ownership on IAFL’s income or gains as the same belongs to the investors of Collective Investment Schemes offered by IAFL. Similarly, Aditya Birla Sun Life Asset Management Company Pte Ltd., Singapore holds 100% management shares of International Opportunities Fund – SPC (“IOF”) and has no beneficial interest or ownership on IOF’s income or gains as the same belongs to the investors of Collective Investment Schemes offered by IOF. Hence these Companies are not included above.

Business Responsibility & Sustainability Report (Contd.)

VI. CSR Details

22

a. Whether CSR is applicable as per section 135 of Companies Act, 2013:	Yes
Turnover (in ₹)	Standalone - ₹ 218.56 Crore
Net worth (in ₹)	Standalone - ₹ 10,097.94 Crore

During the financial year under review, your Company was not required to make any expenditure towards Corporate Social Responsibility (“CSR”) projects, in absence of average net profit for three immediately preceding financial years calculated in accordance with the provisions of Section 198 of the Companies Act, 2013 (“the Act”)

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom the complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	If Yes, then provide web-link for the grievance redress policy	FY 2022-23 Current Financial Year			FY 2021-2022 Previous Financial Year		
			Number of complaints filed during the year	Number of complaints pending resolution at the close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at the close of the year	Remarks
Communities	Yes	Grievance redressal for communities is managed by implementation partners, agencies.	-	-	-	-	-	-
Investors (other than shareholders)	-	https://abcscprod.azureedge.net/-/media/ABCL/pdf/Policies-and-codes/Whistleblower-Policy-ABCL.pdf?extension=webp&revision=611124e3-5079-4c9e-9580-789bfada0cf6&modified=20201118154759	-	-	-	-	-	-
Shareholders	Yes	https://abcscprod.azureedge.net/-/media/ABCL/pdf/Policies-and-codes/Whistleblower-Policy-ABCL.pdf?extension=webp&revision=611124e3-5079-4c9e-9580-789bfada0cf6&modified=20201118154759	42	1	-	27	0	-
Employees* and workers	Yes	https://abcscprod.azureedge.net/-/media/ABCL/pdf/Policies-and-codes/Whistleblower-Policy-ABCL.pdf?extension=webp&revision=611124e3-5079-4c9e-9580-789bfada0cf6&modified=20201118154759	0	0	-	0	0	-
Customers	Yes	https://lifeinsurance.adityabirlacapital.com/Pages/Individual/Customer-Service/Complaint-Redressal.aspx https://mutualfund.adityabirlacapital.com/help-centre/grievance grievance.housingfinance@adityabirlacapital.com	5633	41	-	5068	0	-
Value Chain Partners	-	-	-	-	-	-	-	-
Other (please specify) (ABHFL)	Yes	grievance.housingfinance@adityabirlacapital.com;	382	1	-	99	17	-

*Note: Complaints by employees here refer to complaints pertaining to harassment, and are also reflected in Principle 5 - Q6

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

Material Issue Identified	Indicate whether risk or opportunity	The rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Risk Management (Including ESG risks)	Opportunity	<p>ABCL and its subsidiaries have identified effective risk management as an enabler for meeting business objectives and delivering long-term value for all stakeholders.</p> <p>The Company and its subsidiaries continue to face various types of risks, such as market risk. Additionally, we continue to face multidimensional ESG-linked risks, including those related to climate change. To mitigate these risks, the Company follows a data-driven risk management approach, and has in place a robust, Board-approved Risk Management Framework.</p> <p>There exists an opportunity for the Company to build on its momentum of ESG integration, and to continue to innovate on its risk management framework to adapt to emerging risks, including those linked to ESG, climate change, and the rapidly changing regulatory landscape of the financial services industry.</p>	<p>In line with regulatory requirements, the Board has formed a Risk Management Committee (RMC), which oversees all key and operational aspects of risk management.</p> <p>Our existing Risk Management Framework is designed to help identify, address, and mitigate emerging risks in a timely and efficient manner. Key and guiding objectives of this framework include enabling oversight and monitoring, facilitating strategic and data-driven decision-making, and ensuring effective checks and balances.</p> <p>Through this robust framework, we have created an ecosystem of policies and practices to effectively mitigate any emerging risks. The RMC drives and oversees the ESG and ESG-linked risk monitoring agenda at the Company.</p> <p>As a result, we have created an enabling environment to mitigate and adapt to emerging risks of varying nature.</p>	<p>Positive:</p> <p>Our robust risk management framework and the effective oversight of risks ensured by the Committee has enabled the Company to effectively adapt to emerging risks, such as those arising from the COVID-19 pandemic.</p> <p>Through multiple initiatives, we aim to further strengthen our performance on financial and sustainability parameters.</p>
Data Security and Privacy	Risk	<p>Increasing digitization in the financial services industry and the way companies operate bring with it associated risks, especially concerning data security and privacy. Given the increasingly complex digitization landscape in the financial services industry, we see cybersecurity-related risk management and customer data privacy protection as key imperatives.</p> <p>Given the nature of the business and its focus on customer centricity, the company sees the following as significant risks related to data privacy and security:</p> <ol style="list-style-type: none"> 1. Phishing threats (Customers) 2. Ransomware (Company-level) 3. Loss or negative impact on proprietary data (Customers' personal data and Company data) 4. Negative impact or cyber-attacks on the Company's IT infrastructure <p>We view these risks as having the potential to impact ABCL's core IT systems, its internal and external databases, its customers' finances, and consequently its reputation and credibility in the market.</p>	<p>We are committed to safeguarding our employees' and customers' data privacy and have actively taken steps to address emerging risks related to the same.</p> <p>We have a centralized strategy to achieve compliance on data privacy, and applied it to all; subsidiaries. Specifically, to safely manage and protect customers' data, ABCL has a defined set of principles and protocols in place, in line with regulatory requirements. Additionally, with a robust and comprehensive Cyber Security framework, we have put in place safeguards to ensure data privacy and security.</p> <p>To address risks such as data theft or cyber attacks, we have a robust reporting and resolution mechanism in place – for customers and employees alike.</p> <p>We have also implemented and consistently strengthened Data Loss Prevention (DLP) policies.</p> <p>As a result of such efforts, as of FY 23, no security breaches or data loss was reported.</p>	<p>Negative:</p> <p>The potential additional or increased costs incurred to manage timely, frequent and customized updates to:</p> <ol style="list-style-type: none"> 1. Internal IT infrastructure and architecture 2. Software purchases 3. IT Hardware 4. Changes as a result of sector-specific or theme-specific regulatory requirements



Business Responsibility & Sustainability Report (Contd.)

Material Issue Identified	Indicate whether risk or opportunity	The 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)
Corporate Governance	Risk	<p>Within corporate governance, business ethics and integrity, responsible business conduct, and compliance with changing regulatory requirements and disclosures are some of the high priority issues for ABCL and its subsidiaries.</p> <p>Ongoing and rapid changes in the markets, regulatory landscape in the industry, and in regulations pertaining to product offerings can pose multiple risks. This includes the risk of inadequate or non-timely adaptation in processes and in responses by ABCL to such changes or regulatory requirements.</p> <p>Additionally, changes in regulatory requirements and disclosures on ESG present ESG-related risks that the Company would need to address in a timely and appropriate manner.</p>	<p>ABCL and its subsidiaries have and continue to promote ethical business conduct, and adopt corporate governance best practices. By following a values-based approach, we have built an ethical and transparent organization.</p> <p>To this end, ABCL and its subsidiaries have developed robust frameworks and policies, including:</p> <ol style="list-style-type: none"> 1. Comprehensive corporate governance framework 2. Governance philosophy 3. Whistle-blower policy 4. Expansive Code of Conduct, covering issues including anti-corruption and prevention of insider trading <p>At ABCL, the Board takes keen interest in managing ESG-related risks, opportunities and ensuring robust governance of the same across all its subsidiaries.</p> <p>We also provide trainings to key employee groups on these topics at regular intervals.</p>	<p>Negative:</p> <p>Issues or limitations in oversight and monitoring of ABCL's governance practices and record on compliance or regulatory requirements can have a negative impact on the Company's:</p> <ol style="list-style-type: none"> 1. ESG ratings 2. Reputation in the market 3. Potential to attract investment from responsible or ESG-aware investors
Climate Strategy	Opportunity	<p>ABCL and its subsidiaries consistently take efforts to reduce its carbon footprint, and adapt to the emerging impacts and risks stemming from climate change.</p> <p>We see our efforts in the areas of GHG emission management, energy management, water management, and waste management as an opportunity to create a positive impact on the environment.</p> <p>Additionally, we see this as an opportunity to engage and communicate with various stakeholders on ESG, and maintain the Company's reputation as an ESG-aware and socially conscious organization.</p>	<p>The Company and its subsidiaries see its efforts to address the impact of climate change as an enabler for creating long-term value for its stakeholders, and lasting, positive impact on our natural environment.</p> <p>To this end, ABCL and its subsidiaries are ensuring efficient and safe waste management and disposal, in partnership with authorized vendors, and has initiated the practice of waste composting at its Mumbai offices. We have moved from the use of incandescent lights to energy-efficient LED lights in our offices, and are installing solar panels at select offices to become more energy efficient.</p> <p>We have also installed water-saving devices across our offices' common areas, resulting in a significant reduction in water wastage.</p>	<p>Positive:</p> <p>The Company's consistent focus on adapting to climate change and its impact can have a positive impact on the Company's and its subsidiaries':</p> <ol style="list-style-type: none"> 1. ESG ratings 2. Reputation in the market 3. Potential to attract additional investment from responsible or ESG-aware investors

Business Responsibility & Sustainability Report (Contd.)

Material Issue Identified	Indicate whether risk or opportunity	The 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)
Employee well-being	Opportunity	<p>ABCL is dedicated to ensuring the holistic well-being of all its employees. It views this as an opportunity to further promote a culture of innovation and people-centricity. We consider employees as the most valued asset of the Company, and thus view ensuring their wellbeing as a priority.</p>	<p>ABCL has actively taken steps to ensure the holistic well-being of its workforce. This includes promoting active health management through the ABCL 'Multiply' health app, and offering employees a discount on the Company's health insurance products (select products). Through such initiatives, we view this as an opportunity to enable our employees to actively manage their health, and be their best selves.</p>	<p>Positive:</p> <p>Promoting a culture of holistic well-being can help ABCL strengthen:</p> <ol style="list-style-type: none"> 1. Efforts to aid employees' personal development 2. Attract and retain top talent 3. Maintain its reputation as a top employer offering engaging opportunities and a healthy work-life balance
Diversity, Equality, and Inclusion	Opportunity	<p>ABCL has and continues to advocate for equality, diversity and inclusion across the organization. Diversity and providing equal opportunity remains a key priority for the Company. It also presents the Company with the opportunity to draw from the insights and experience of a diverse pool of professionals, and leverage these insights to meet both, organizational as well as employees' development goals. We value the varying and rich experiences and insights that our diverse workforces brings in.</p>	<p>ABCL sees diversity and providing equal opportunity as a strength and key component of the Company's core philosophy. We are committed to further improving women's representation in the workforce, across levels.</p>	<p>Positive:</p> <p>ABCL views achieving workforce diversity as an enabler for meeting long-term business goals and ensuring sustainable growth for the organization and its employees alike. Additionally, we see workforce diversity as a value-add in our efforts to attract and retain top talent and maintain our reputation as a leading financial service provider in India.</p>
Financial Inclusion	Opportunity	<p>ABCL and its subsidiaries see the growing importance of enabling access and usage of financial services by underserved segments as an opportunity to contribute to India's growth story. Given ABCL's and its subsidiaries' expansive offerings in the affordable category across micro-insurance, lending and investment, we see financial inclusion as an opportunity in two ways:</p> <ol style="list-style-type: none"> 1. An opportunity to contribute to the larger national mission to ensure financial inclusion of segments including rural-based populations, women, MSMEs and youth 2. Create economic value for the Company by expanding and diversifying its customer base, product reach, and revenue streams 	<p>Within financial inclusion and related business activities, to mitigate risks associated with themes such as lack of information, customer protection, and inconsistencies in selling practices, we have taken the following steps:</p> <ol style="list-style-type: none"> 1. Clearly identifying priority target segments and understanding their financial needs 2. Creating value-add products based on a needs assessment and principles of responsible pricing 3. Following the highest standard of ethics and responsible selling by training its staff on ethical and responsible selling and marketing 4. Ensuring fact-checking of any information published on its product offerings <p>To this end, the Company is in the process of adopting targets on expanding its offerings in affordable lending, micro-insurance, investor education, and financial literacy.</p>	<p>Positive:</p> <p>Further enhancing the company's focus on financial inclusion will contribute positively to ABCL's reputation as an inclusive financial services provider, and as a contributor to India's national mission and goals on enhancing financial inclusion.</p>



Business Responsibility & Sustainability Report (Contd.)

Material Issue Identified	Indicate whether risk or opportunity	The rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Digitalization	Opportunity	<p>Rapid and ongoing digitalization of operational processes including customer experience and service can give ABCL and its subsidiaries an opportunity to:</p> <ol style="list-style-type: none"> 1. Leverage technology and integrate data systems across ABCL to enable seamless expansion of customer base 2. Optimize and enhance the efficiency, and quality of service delivery for last-mile solutions 3. Transition to a paper-less processing cycle in its operations 	<p>ABCL and its subsidiaries have implemented robust monitoring and verification systems to mitigate any risks associated with the transition to digitalization, across its subsidiaries. This includes DigiLocker-based KYC, eSign, and using analytics-based models to make data-driven decisions for lending, investment and insurance. Altogether, such processes have helped us monitor and mitigate any emerging risks, enable contactless customer acquisition, reduce TAT, and reduce dependence on paper-based documentation. Through digitalization, ABCL sees the opportunity to offer a seamless experience to its customers, offer improved efficiency in its operational outcomes, and ensure a transition from paper to digital to promote environmental sustainability</p>	<p>Negative:</p> <p>Potential issues arising in managing process digitalization can create a negative impact on the levels of customer trust, satisfaction, and thus ABCL's reputation. This has the potential to impact the Company's existing customer base, and its efforts to expand the base.</p>
Customer Satisfaction and Relationship Management	Opportunity	<p>Given ABCL and its subsidiaries' diverse customer segments, a negative impact on the level of customer satisfaction, customer experience, and customer service overall can directly affect the Company's:</p> <ol style="list-style-type: none"> 1. Brand, and reputation in the market 2. Customer acquisition and any expansion plans 3. Existing customer base <p>This could include a negative effect on customer satisfaction caused by issues in or complaints on:</p> <ol style="list-style-type: none"> 1. Following responsible and ethical practices in selling 2. Cross-selling 3. Data privacy management 4. Marketing and information disclosure on its products, and 5. Channel management 	<p>To address risks such as grievances from customers, ABCL and its subsidiaries have robust systems and resolution channels in place. This includes grievance redressal systems available in-person and through online channels, and an escalation matrix for unresolved grievances. ABCL also consistently trains its staff on ethical and responsible behavior, especially in the marketing and selling practices followed by representatives. This is in line with the core values that the Company and the Aditya Birla Group (ABG) espouse. We ensure that all our representatives follow ethical marketing and selling practices. We are dedicated to espousing customer-centricity in all our practices and processes, and ensuring a positive experience for our customers.</p>	<p>Negative:</p> <p>Negative levels of customer satisfaction or any roadblocks to ensuring a positive experience for customers can directly affect our customer base, and its reputation in the market.</p>

Business Responsibility & Sustainability Report (Contd.)

Material Issue Identified	Indicate whether risk or opportunity	The rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Reputation Management	Opportunity	<p>Given the Company's focus on customer centricity, it views effective reputation management as an opportunity to maintain its position as a leading provider of financial services in India.</p> <p>ABCL and its subsidiaries are consistently taking steps to maintain our brand and reputation as a responsible, ethical and people-first Company.</p> <p>We see this as an opportunity for us to build on our existing pan-India network and establish our position as a leading ESG-aware financial institution. Additionally, the growing importance of ESG in India and the Indian financial services industry presents the Company and its subsidiaries with an opportunity to create and expand its ESG-aligned product offerings and initiatives.</p> <p>ABCL is continuing to engage with its stakeholders on sustainability and is actively take steps to maintain its reputation as a progressive and ESG-aware organization.</p>	<p>To mitigate associated risks, such as greenwashing or misstating or overstating the Company's performance on ESG parameters, ABCL and its subsidiaries have ensured that all of our communications on sustainability are verified, and in alignment with actual progress made in all areas.</p> <p>Our priority is to ensure that we guide and lead our stakeholders with complete and substantiated information and updates on our progress. The Company is keen to maintain its reputation as a leading ESG-aware organization.</p>	<p>Positive:</p> <p>By allocating dedicated resources to prioritize reputation management and realize its strategy, ABCL and its subsidiaries can further strengthen their reputation as a responsible financial services provider. This can continue to add value to the company's growth.</p>
Community development	Opportunity	<p>Enabling stronger communities forms the foundation of the Company's approach to community development.</p> <p>ABCL and its subsidiaries contribute to the upliftment of communities through CSR activities, carried out under the aegis of 'The Aditya Birla Centre for Community Initiatives and Rural Development'.</p> <p>We view community development as an opportunity to engage with and empower communities across India. This includes engagements on education, healthcare, sustainable livelihoods, financial inclusion, and women's empowerment.</p> <p>Additionally, we view community development as an opportunity to promote equity and socio-economic development, at scale, in the country.</p>	<p>To address and mitigate potential associated risks or grievances that may arise in engaging with stakeholders as part of its CSR activities, ABCL and its subsidiaries have a grievance resolution mechanism.</p> <p>We engage with our implementation partners (NGO) at regular intervals to address and understand grievances, if any, from beneficiaries of our CSR projects.</p>	<p>Negative:</p> <p>Gaps in the management of community development programs and stakeholder engagement practices can negatively impact the Company's reputation. Mitigating such gaps, if and as they may arise, is key to ensure long-term value creation.</p>



Business Responsibility & Sustainability Report (Contd.)

Material Issue Identified	Indicate whether risk or opportunity	The rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Stakeholder Engagement	Opportunity	<p>ABCL and its subsidiaries consider multiple groups as key stakeholders and partners, including but not limited to employees, customers, vendors, and partners such as NGO partners for implementing CSR projects. In interactions with these stakeholder groups, the Company ensures that it follows due process and guidelines.</p> <p>For each stakeholder group, we follow due process and have a protocol for interactions at each stage, including grievance redressal mechanisms.</p>	<p>To address and mitigate potential associated risks or grievances that may arise in engaging with stakeholders, ABCL and its subsidiaries have comprehensive systems in place.</p> <p>For example, we have a Business Continuity Plan, which includes due process for managing disruptions in services provided to customers – a key stakeholder group. We also have a grievance redressal system for registering and managing customer complaints, which provides resolution within a reasonable Turnaround time (TAT) and to the satisfaction of customers.</p> <p>ABCL also engages with NGO partners at regular intervals to address and understand grievances, if any, from beneficiaries of its CSR projects – another key stakeholder group.</p>	<p>Negative:</p> <p>Gaps in the management of stakeholder engagement practices can negatively impact the Company's brand, reputation in the market, and its customer base. Effectively addressing and mitigating such gaps, if any, is key to the long-term growth of ABCL and its subsidiaries.</p>

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

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

Business Responsibility & Sustainability Report (Contd.)

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes										
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	N.A.	Y	Y	Y	Y	Y	Y	Y
	b. Has the policy been approved by the Board? (Yes/No)	Y	N.A.	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: https://www.adityabirlacapital.com/investor-relations/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: https://abcscprod.azureedge.net/-/media/ABCL/pdf/Policies-and-codes/ABCL---Executive-Remuneration-Policy_18072023.webp?extension=webp&revision=fb9d2fba-8b87-4446-b438-385e41da77af&modified=20230719061324 - POSH: https://abcscprod.azureedge.net/-/media/ABCL/pdf/Policies-and-codes/aditya-birla-capital-policy-on-prevention-of-sexual-harassment.webp?extension=webp&revision=6ec8608c-302b-4ef6-959d-18410e2af3dd&modified=20200424052540 - Risk Management Policy: https://abcscprod.azureedge.net/-/media/ABCL/pdf/Policies-and-codes/aditya-birla-capital-risk-management-policy.webp?extension=webp&revision=e4321958-e46c-440f-a725-3960e09e6a88&modified=20220118070236 - CSR Policy: https://abcscprod.azureedge.net/-/media/ABCL/pdf/Policies-and-codes/aditya-birla-capital-corporate-social-responsibility-policy.webp?extension=webp&revision=3c312d06-3df1-4698-86f6-bc33e1656882&modified=20220825063322 - Whistle Blower Policy: https://abcscprod.azureedge.net/-/media/ABCL/pdf/Policies-and-codes/Whistleblower-Policy---ABCL.webp?extension=webp&revision=611124e3-5079-4c9e-9580-789bfada0cf6&modified=20201118154759 - Code of Conduct for Board and Senior Management: https://abcscprod.azureedge.net/-/media/ABCL/pdf/Policies-and-codes/aditya-birla-capital-code-of-conduct-for-board-and-senior-management-section.webp?extension=webp&revision=1b6e65f3-96da-46bc-8cc5-2972d872b43f&modified=20200424052653 								
2	Whether the entity has translated the policy into procedures. (Yes / No)	Y	N	Y	Y	Y	Y	Y	Y	Y
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	No								
4	Name of the national and international codes/certifications/ labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	P9: ABCL's Information and Cyber Security policies are in compliance with the requirements of ISO 27001.								

Business Responsibility & Sustainability Report (Contd.)

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
5 Specific commitments, goals, and targets set by the entity with defined timelines, if any.	<p>ABCL places sustainability at the heart of its operations, processes, and has imbibed sustainability as a core value across its subsidiaries. We have consistently focused on creating a positive impact and enabling broad-based and inclusive growth for all our stakeholders. To this end, we have:</p> <ul style="list-style-type: none"> - Taken efforts to reduce and minimize our carbon footprint through initiatives such as investing in solar energy generation at select offices, reducing single-use plastic usage in our offices, and ensuring that we follow responsible practices in waste management (dry and wet waste) - ABCL has demonstrated its commitment to employee well-being through multiple initiatives, to contribute to employees' holistic well-being, and physical and mental health - We are currently expanding our focus on providing affordable offerings across insurance, lending and investment, across India, through our subsidiaries including ABFL and ABHFL - We have continued to focus on empowering local communities, including in Aspirational districts, through our CSR programming. This includes a focus on financial inclusion, gender equality, sustainable livelihoods, and supporting the development of the sports landscape in India. 								
6 Performance of the entity against the specific commitments, goal, and targets along with reasons in case the same are not met.	<p>ABCL and its subsidiaries have made consistent progress on our commitments, to empower communities, contribute to environmental conservation, and enable broad-based inclusive growth for all our stakeholders. This is demonstrated through our initiatives, as follows:</p> <ul style="list-style-type: none"> - At our Pune, Bengaluru, and Noida branches, we have installed solar panels of 20kW, 12kW and 41kW capacity respectively, to reduce our dependence on fossil fuels and emissions generated - In order to reduce the use of single-use plastic, ABCL and our subsidiaries have replaced disposable water bottles and plastic water jars with glassware/ glass bottles - At our Mumbai offices, in partnership with authorized vendors, we have introduced an innovative initiative to ensure that sanitary pads are recycled, enabling us to reduce our contribution to waste generation and overall carbon footprint - To promote holistic well-being of our employees, we offer multiple services, including tele-consultations with trained medical professionals. In FY23, close to 10, 000 employees participated in ABCL's wellness programmes - an increase from a figure of 8,598 employee participants in FY22 - At ABHFL, in FY23, 13% (2542) of the new customers onboarded were NTC (new to credit) borrowers. This progress has enabled us to consistently support the traditionally underserved and those without a credit history, to avail home loans. Additionally, through our NBFC (ABFL), we are expanding our offerings to beyond tier 1 and tier 2 cities. We are expanding our presence in tier 3 and 4 cities, and opening new branches in locations having SME clusters with links to relevant sectors - As part of our CSR programming, we are working on enabling improved outcomes in Aspirational Districts in focus areas including improving the quality of education in schools, and enhancing the quality of services offered in Primary Health Centres. As of FY23, we are conducting CSR programming in aspirational districts in 6 states – Maharashtra, Odisha, Uttar Pradesh, Bihar, Tamil Nadu and Rajasthan 								

Business Responsibility & Sustainability Report (Contd.)

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Governance, Leadership, and Oversight									
7	Statement by director responsible for the business responsibility report, highlighting ESG-related challenges, targets, and achievements	<p>As one of India's leading financial service providers, the Company has and continues to prioritize Sustainability as a core value, key to the Company's long-term growth. The Company sees the integration of sustainability, ESG, and its elements as an opportunity to create long-term value for all its key stakeholders. We are guided in this journey by the values of the Aditya Birla Group (ABG), the ABG 'Sustain-ability Journey 2.0' framework, and to this end, attempt to leverage our OneABC initiative as well.</p> <p>Our focus is on integrating and mainstreaming ESG and sustainability in core processes, practices, policies, and decision-making processes followed at the Company. To this end, we are actively taking steps to reduce our carbon footprint, accelerating financial inclusion and inclusive growth, and contributing to the holistic well-being of our key stakeholders, including our employees and local communities.</p> <p>In the past year, the Company has achieved significant progress in integrating ESG across its operations and businesses, and related disclosures. For example, the Company has partnered with a vendor, ViaGreen, for its in-house waste management initiatives. Through such partnerships, as of FY23, we have achieved significant milestones. This includes the recycling of dry waste to the tune of 53903 kgs, creating the potential to offset or avoid GHG emissions equivalent to 177.05 MtCO_{2e}. Additionally, in our quest to harness the power of renewable energy, in our Pune branch, we have installed solar panels. In a period of 5 months, we have achieved a saving of INR 1.31 Lakh in electricity costs, alongside a potential reduction in our carbon footprint. Through our partnership with ViaGreen for waste collection and recycling, we have also earned redeemable Swachh Bharat Points (SBPs). In FY 2023-23, ABCL and its subsidiaries earned 229071 SBP, which was used for providing our employees with recycled office stationery.</p> <p>Through collective efforts, we have created an enabling ecosystem to ensure the safety, well-being, and equitable representation of our key stakeholder groups, including employees. With this in mind, ABCL sees diversity and promoting inclusion in the workforce as a key focus area. To this end, as of FY 23, we have reached a milestone of more equitable women's representation across our companies. For example, at ABSLAMC, women's representation stands at 27% of the total number of permanent employees, and at 33% at the Key Management Personnel level. (C-suite executives, Directors, etc.)</p> <p>Across all our companies, women's representation stands at 29% of the total workforce.</p> <p>Altogether, through such initiatives, we aim to contribute to India's growth story, and help create a brighter and greener future – for the planet and its people. The Company remains steadfast in its commitment towards ESG and robust governance, and in turn maintaining its reputation as a leading practitioner of responsible finance in India.</p>							
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	<p>The Risk Management Committee of the Company is responsible for implementation and oversight of the Business Responsibility policies. The Chief Risk Officer, Sanchita Mustaphy, is the highest authority responsible for implementation of the Business Responsibility policy.</p>							



Business Responsibility & Sustainability Report (Contd.)

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
9 Does the entity have a specified Committee of the Board/ Director responsible for decision-making on sustainability-related issues? (Yes / No). If yes, provide details.	Yes. The Risk Management Committee drives the sustainability and ESG agenda at ABCL. Together with inputs and in conjunction with the business heads and function heads, the Risk Management Committee works on integrating ESG in the businesses' and company's operations, and their guiding mission and vision.								
10 Details of Review of NGRBCs by the Company:									
Subject for Review	Indicate whether the review was undertaken by the Director / Committee of the Board/ Any other Committee.								
	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
Performance against the 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 the rectification of any non-compliances	The Company has the required policies and procedures in place to ensure compliance with laws applicable to the Company.								
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. However, the Company continues to prioritize sustainability, and considers it as a core, driving value for the organization.								

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE**PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.****ESSENTIAL INDICATORS****1. Percentage coverage b/y training and awareness programmes on any of the principles during the financial year:**

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	30 (No. of Hours)	The orientation programmes are conducted for the new directors wherein the Senior Management of the Company make presentations to familiarise the Directors with the business of the Company, subsidiaries and associates, regulatory changes, industry practice, systems and policies adopted by various departments, especially the governance practices and compliance process adopted by the Company. This includes key topics such as risk management, and data or information security. In addition, at the quarterly Board Meeting, the Directors are updated on the key regulatory changes and performance of the Company, subsidiaries and associates.	100%
Key Management Personnel Employees other than BODs and KMPs	9967	Induction, Functional, Regulatory (mandatory) viz modules on Information Security Refreshers, Code of Conduct Guidelines, Prohibition of Insider trading, Prevention of sexual harassment, Whistle blower, etc, Behavioral and leadership skills Additionally, a capacity building session on the BRSR principles and indicators and its relevance to the Company's operations was held in March 2023. This workshop was attended by functional heads from HR, Finance, Legal, Risk, Admin, IT and the CSR department of the Company/ subsidiaries as relevant.	91%

Business Responsibility & Sustainability Report (Contd.)

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/ Fine	1	Securities and Exchange Board of India	₹ 10 million	ABFL (Aditya Birla Finance Limited) received a show cause notice from SEBI (Securities and Exchange Board of India) in May 2021 regarding allegations of participating in a fraudulent scheme involving CG Power and Industrial Solutions Limited. ABFL contested the allegations and submitted replies to SEBI. In October 2022, SEBI imposed a penalty of ₹10.0 million on ABFL, which prompted ABFL to file an appeal with SAT (Securities Appellate Tribunal). SAT granted a stay on SEBI's order in February 2023, provided that ABFL deposited 50% of the penalty amount. The matter is currently pending before SAT.	Yes
Settlement	Nil	-	-		-
Compounding fee	Nil	-	-		-

b. Non-Monetary

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

As stated above.

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

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

The policy is available on ABCL's website: <https://abcscprod.azureedge.net/-/media/ABCL/pdf/Policies-and-codes/ABCL-Anti-Corruption-and-Anti-Bribery-Policy.webp?extension=webp&revision=e425b7ec-d680-4ef8-973d-f201ff1c6a23&modified=20230504124255>

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

Category	FY 2022-2023 (Current Financial Year)	FY 2021-2022 (Previous Financial Year)
Directors		Nil
KMPs		Nil
Employees		Nil
Workers		Not applicable



Business Responsibility & Sustainability Report (Contd.)

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

Topic	FY 2022-2023 (Current Financial Year)		FY 2021-2022 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of KMPs	Nil	-	Nil	-

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

Nil

LEADERSHIP INDICATORS

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

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

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

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. The same is available on the website of the Company at <https://abconeprod.azureedge.net/-/media/ABCL/pdf/Policies-and-codes/Appendix-II.webp?extension=webp&revision=528b33bb-849f-4ae9-8935-44bedb9b3c74&modified=20200424052653>

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

ESSENTIAL INDICATORS

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

Type	FY 2022-2023 (Current Financial Year)	FY 2021-2022 (Previous Financial Year)	Details of improvement in social and environmental aspects
Research & Development (R&D)	Given that the Company's primary business is in the financial services sector, CAPEX investments made by the Company are mainly in information technology and associated infrastructure and processes. In the given reporting period, capex investments were made in the form of investments or additions made to the IT infrastructure and systems. This includes hardware, such as laptops and other devices, software, and updates to it, if any.		
Capital Expenditure (CAPEX)			

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

No. ABCL and its subsidiaries provide financial products and services, which limit the consumption of resources mainly to operations. For the Company, sustainable sourcing has limited applicability on the product side.

However, ABCL strives to abide by the Aditya Birla Group values that encourage a culture of conservation of resources and promoting innovations that reduce dependency on natural resources.

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

Not applicable

Business Responsibility & Sustainability Report (Contd.)

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.

ABCL and its subsidiaries provide financial products and services and are not involved in manufacturing of any products, which limit the applicability of this question.

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

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 the manufacturing industry) or for its services (for the service industry)? If yes, provide details in the following format.

NIC code	Name of Product/ Service	% of total Turnover contributed	The boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by an independent external agency (Yes/ No)	Results communicated in the public domain (Yes/ No) If yes provide web-link
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Given that the Company is in the Financial Services sector and is not involved in the production or manufacturing of any products, this indicator is not applicable.

2. If there are any significant social or environmental concerns and/or risks arising from the 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:

	FY 2022-2023 (Current Financial Year)			FY 2021-2022 (Previous Financial Year)		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)	NA	NA	NA	NA	NA	NA
E-waste	NA	NA	NA	NA	NA	NA
Hazardous waste	NA	NA	NA	NA	NA	NA
Other waste	NA	NA	NA	NA	NA	NA

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

Not applicable. Given that the Company is in the Financial Services sector and is not involved in the production of manufacturing of any products, there are no products and packaging to be reclaimed at the end of life.

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	% of employees covered by										
	Total (A)	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	24619	24619	100%	24619	100%	0	0%	24619	100%	0	0%
Female	10062	10062	100%	10062	100%	10062	100%	0	0%	10062	100%
Total	34681	34681	100%	34681	100%	10062	100%	24619	100%	10062	100%
Other than Permanent Employees											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

Note:

Employee well-being is at the heart of the Company’s values. Our endeavour is to provide a vibrant and engaging work environment. ABCL reinforces the importance of health and well-being through various wellness programs and initiatives.

Currently, ABCL provides all its employees with assistance through the ‘Multiply’ app, for promoting their health and holistic well-being. The Company also provides a comprehensive range of benefits for its employees who are new parents, including a comprehensive parental leave package, and allowance for allied requirements or services such as childcare facilities.

We consider employee well-being as a key driver of the Company’s long-term growth, and of our employees’ personal and professional development. With this philosophy as a driver, we continue to prioritise employee well-being as a topic of great importance to us.

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

Benefits	FY-2022-23		FY-2021-22	
	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)
1 PF	100%	Yes	100%	Yes
2 Gratuity	100%	Yes	100%	Yes
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 our Mumbai offices, we have the facility of elevators available, which helps us enable mobility for differently abled employees and visitors.

Business Responsibility & Sustainability Report (Contd.)

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.

In line with Company's 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: https://abconeprod.azureedge.net/-/media/ABCL/pdf/Policies-and-codes/ABCL_-_Anti-Harassment-and-Discrimination_.webp?extension=webp&revision=37070d49-20ab-4716-a27a-ab740a0fc71b&modified=20230504124256

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

Gender	Total number of people returned after parental leave in FY	Total Number of people who took parental leave in FY	Return to work rate	Total Number of people retained for 12 months after returning from parental leave	Total number of people returned from parental leave in prior FY	Retention Rate
Permanent Employees						
Male	721	730	99%	193	193	100%
Female	207	209	99%	40	40	100%
Total	928	939	99%	233	233	100%

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

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

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

Category	FY 2022-2023 (Current FY)			FY 2021-2022 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	%(D/C)
Permanent Employees						
Male	Nil	Nil	-	Nil	Nil	-
Female	Nil	Nil	-	Nil	Nil	-
Others	Nil	Nil	-	Nil	Nil	-
Total	Nil	Nil	-	Nil	Nil	-



Business Responsibility & Sustainability Report (Contd.)

8. Details of training given to employees and workers:

a. Details of Skill training given to employees and workers.

Category	FY 2022-2023 (Current FY)			FY 2021-2022 (Previous FY)		
	Total employees in respective category (C)	No. of employees / workers in respective category, who received Skill Training (D)	% (D/C)	Total employees in respective category (C)	No. of employees in respective category, who received Skill Training (D)	% (D/C)
Permanent Employees						
Male	24619	22403	91%	21615	20534	95%
Female	10062	9156	91%	9263	8800	95%
Total	34681	31559	91%	30878	29334	95%

b. Details of training on Health and Safety given to employees and workers.

Category	FY 2022-2023 (Current FY)			FY 2021-2022 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who received training on Health and Safety (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who received training on Health and Safety (D)	% (D/C)
Permanent Employees						
Male	24619	22403	91%	21615	20534	95%
Female	10062	9156	91%	9263	8800	95%
Total	34681	31559	91%	30878	29334	95%

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

Category	FY 2022-2023 (Current FY)			FY 2021-2022 (Previous FY)		
	Total employees in respective category (A)	No. of employees / workers in respective category, who had a career review (B)	% (B/A)	Total employees in respective category (C)	No. of employees / workers in respective category, who had a career review (D)	% (D/C)
Permanent Employees						
Male	24619	24619	100%	21620	21620	100%
Female	10062	10062	100%	9258	9258	100%
Total	34681	34681	100%	30878	30878	100%

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No)	Yes.
a.1 What is the coverage of such system?	As part of efforts on health and safety management, periodic trainings on fire safety and managing firefighting equipment are provided to all employees. Periodically, evacuation drills are also conducted in the Company's offices.
b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	This is not directly applicable, given the nature of business.
c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)	Given the nature of the business, the Company does not have exposure to work related hazards. Hence, this indicator is not applicable.
d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	Yes.

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

Safety Incident/Number	Category	FY 2022-2023 Current Financial Year	FY 2021-2022 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Not applicable	Not applicable
Total recordable work-related injuries	Employees	Not applicable	Not applicable
No. of fatalities	Employees	Not applicable	Not applicable
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Not applicable	Not applicable

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

ABCL is committed to ensuring that it provides a safe and healthy workplace, enabling its employees to deliver their best, empower them, and foster creativity and productivity.

We have prioritized respecting and protecting the rights of our employees and following health and safety practices in line with regulatory standards, as applicable. We are dedicated to understanding the health and safety-related concerns of our employees and key stakeholders and do everything in our power to address these concerns.

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

The wellbeing of the employees is a key priority or focus area for us, as we consider employee wellbeing as an enabler for our success and growth. We encourage our employees to maintain a healthy lifestyle, and to support their journey, we have taken initiatives such as providing access to de-stressing fitness sessions, medical consultations, and a discount on select products offered by Aditya Birla Health Insurance Co. Limited (ABHI), an associate of the Company. Across all our companies, we have taken multiple initiatives to ensure holistic physical and mental well-being of our employees. For example, for our employees at ABHI, we ran the #HealthfromHome campaign, where we brought together yoga, nutrition and health experts in a Facebook live series campaign to offer live consultations and guided workouts. This allowed our employees to be able to access such wellness-oriented content remotely, from the comfort of their homes.

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

Topic	FY 2022-2023 (Current FY)			FY 2021-2022 (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	NA	NA	NA	NA	NA	NA
Health & Safety	NA	NA	NA	NA	NA	NA

14. Assessments for the year:

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

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



Business Responsibility & Sustainability Report (Contd.)

LEADERSHIP INDICATORS

- Does the entity extend any life insurance or any compensatory package in the event of death of employees (Y/N)
Yes
- Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners –
Not applicable
- 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 2022-2023 (Current FY)	FY 2021-2022 (Previous FY)	FY 2022-2023 (Current FY)	FY 2021-2022 (Previous FY)
Employees	NA	NA	NA	NA

- 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

- 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	NA
Working Conditions	NA

- 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 their stakeholders**ESSENTIAL INDICATORS**

- Describe the processes for identifying key stakeholder groups of the entity:

At ABCL, stakeholders have been defined as an individual or a group of individuals who contribute or create value for the organization, in line with the organization's core vision and mission. These key stakeholder groups include employees (across all management levels), shareholders and investors, customers, channel and distribution partners, knowledge management partners, regulators, lenders, researchers, and communities of beneficiaries (CSR-programming-related).

In consultation with thematic experts within and outside the Company, the Company identifies key stakeholder groups, in addition to considering factors such as nature of partnership, location, requirement for statutory compliance or regulation-specific action items, and type of programming under initiatives undertaken by the Company. For example, in the case of its CSR projects, the Company considers factors such as location classification, for example of a district as an Aspirational District, in its programming and selection of key stakeholder groups or communities that could benefit from such programs.

Business Responsibility & Sustainability Report (Contd.)

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly /Quarterly /others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	<ul style="list-style-type: none"> Emails and meetings Internal portals Employee satisfaction survey Training programmes Performance appraisal Grievance redressal mechanisms 	On-going	<ul style="list-style-type: none"> Ensuring fair wages and rewards, and a healthy work-life balance Training and skill development, and Career growth opportunities
Customers	No	<ul style="list-style-type: none"> Customer feedback surveys Emails/phone calls/meetings In-person customer visits 	Annual	<ul style="list-style-type: none"> Post engagement support Grievances Resolution Advisory
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	Communication on: <ul style="list-style-type: none"> Financial performance
Regulatory bodies – RBI/ SEBI/ IRDAI/ PFRDA	No	<ul style="list-style-type: none"> Direct engagement Hosted events Participation as panelists and industry representatives 	As required	<ul style="list-style-type: none"> Performance and compliance reports shared with regulators including SEBI and IRDAI
Rating research agencies	No	Direct engagement, as required	As required	Measuring performance on ESG-linked and financial parameters
Local Communities	Yes	<ul style="list-style-type: none"> Baseline surveys Focus group interviews Program implementation 	As required	<ul style="list-style-type: none"> Impact assessment of CSR interventions Monitoring and evaluation

LEADERSHIP INDICATORS

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

At periodic intervals, the Board is made aware of ongoing and varied developments on key topics linked to ESG, and as required, feedback on the same is sought from the Directors. We encourage regular and proactive consultations and engagement between stakeholders and the Board.

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

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

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

The Company identifies disadvantaged, vulnerable and marginalized stakeholder's basis need assessment and engages with them through its CSR initiatives. The Company strives to promote and diversity and inclusion amongst its employees. Currently, 29% of the workforce is represented by women employees. All employees are encouraged to voice their experience at ABCL through an annual survey, the results of which help the Company to understand areas of improvement.

Business Responsibility & Sustainability Report (Contd.)

PRINCIPLE 5: Businesses should respect and promote human rights

ESSENTIAL INDICATORS

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

Category	FY 2022-2023 (Current FY)			FY 2021-2022 (Previous FY)		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
Total Employees	-	-	-	-	-	-

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

Category	FY 2022-2023 (Current FY)				FY 2021-2022 (Previous FY)					
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than Permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

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

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	7	Refer note 1	1	Refer note 1
Key Managerial Personnel*	1	Refer note 2	2	Refer note 3
Employees other than BoD and KMP	24619	877751	10062	707450

*These details pertain only to ABCL

Note 1: Only sitting fees are paid to all Directors hence not applicable

Note 2 : Only one Key Managerial Personnel hence not applicable

Note 3: Out of 2, only one Key Managerial Personnel was employed throughout the year hence not applicable.

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes, there are various committees responsible for human rights impacts and issues in the Company. For instance, the Company has zero tolerance for sexual harassment at workplace and is compliant with the provisions relating to the constitution of Internal Complaints Committees under the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013.

Business Responsibility & Sustainability Report (Contd.)

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

The Company has zero tolerance towards and prohibits all forms of exploitative or forced labour, and any type of abuse. The Company has an IC (Internal Committee) as per the POSH Act (2013), a Code of Conduct Committee, as well as Whistle-blower Policy to provide redressal on any grievances.

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

	FY 2022-2023 (Current FY)			FY 2021-2022 (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
Sexual Harassment	21	5	-	7	2	-
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. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

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

8. 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 business agreements and contracts

9. Assessments for the year:

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

10. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 9 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, our offices premises have been designed to be accessible for differently abled visitors.



Business Responsibility & Sustainability Report (Contd.)

4. Details on assessment of value chain partners:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	Other than certain elements covered in annual review of processes and controls of select sample of value chain partners by material subsidiaries.
Forced/involuntary labour	ABCL has a human rights policy in place that extends to all its subsidiaries, 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.
Sexual harassment	
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.

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

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

Parameter	FY 2022-2023 (Current FY)	FY 2021-2022 (Previous FY)
Total electricity consumption (A)	9240.06 GJ	9193.75 GJ
Total fuel consumption (B)	175.39	151.49
Energy consumption through other sources (C)	11942.15 GJ	7239.56 GJ
Total energy consumption (A+B+C)	21357.60	16584.8
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees) (GJ per million INR)	0.78 GJ/ INR Crores	0.75 GJ/ INR Crores
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

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

No

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

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

Parameter	FY 2022-2023 (Current FY)	FY 2021-2022 (Previous FY)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others (Rainwater storage)	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover) (kl per crore INR of revenue)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

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

Business Responsibility & Sustainability Report (Contd.)

Please note: Water usage is limited to human consumption only and the Company has installed tap aerators to reduce water consumption. Given that water supply at our Corporate Office (One World Centre) and other offices comes under CAM (Common Area Maintenance) and not under ABCL's own facilities management department, accordingly, the Company currently does not have data on water consumption.

We aim to and are committed to continue to manage water consumption and withdrawal in a judicious manner.

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

The management of the One World Centre building office i.e. the Corporate Office has a separate Sewage Treatment Plant (STP) that treats the water discharged and uses it in all urinals and WC flushing systems. It also uses the treated water for gardening in the common areas.

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

Parameter	Please specify unit	FY 2022-2023 (Current FY)	FY 2021-2022 (Previous FY)
NOx	mg/m ³	NA	NA
Sox	mg/m ³	NA	NA
Particulate matter (PM)	mg/m ³	NA	NA
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	mg/m ³	NA	NA
Others – please specify	PPM	NA	NA

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

Not applicable, as the Company is in the service industry, and there are no process-based emissions involved

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

Parameter	unit	FY 2022-2023 (Current FY)	FY 2021-2022 (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	3 MT	4 MT
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	4825 MT	3743 MT
Total Scope 1 and Scope 2 emissions per rupee of turnover (in ₹)	tCO ₂ e	4828 MT	3747 MT
Total Scope 1 and Scope 2 emission intensity (optional)– the relevant metric may be selected by the entity	tCO ₂ e/INR	-	-

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

Yes. The company has invested in solar panel installation for its offices in cities including Pune and Noida. Through this, ABCL has been able to gradually transition to using more renewable energy, and make progress in reducing the GHG emissions it may be generating through its operations. The Company is currently exploring expanding this program of solar power generation to additional locations in the near term.



Business Responsibility & Sustainability Report (Contd.)

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

Parameter	FY 2022-2023 (Current FY)	FY 2021-2022 (Previous FY)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	46.36	11.37
E-waste (B)	-	-
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)	NA	NA
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	Cardboard: 7.05	Cardboard: 5.63
	Metal: 0.42	Metal: 0.98
	Glass: 0.73	Glass: 0.78
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	53.90	18.05
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	53.90	18.05
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	Through our vendor, ViaGreen, we manage the disposal of our plastic waste	
Total	-	-

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.

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

- The Company has partnered with ViaGreen for its in-house waste management initiatives. ViaGreen collects the waste (segregated at ABCL into dry and wet waste) every alternate day, and rewards ABCL with Swachh Bharat Points in return. In turn, ABCL redeems these points to purchase upcycled or recycled products for its offices. E.g. Indoor desk plants for office, recycled note pads, cloth bags etc.
- The Company has also tied up with Padcare Labs that helps with the recycling of sanitary hygiene pads, preventing landfill pollution and incineration that causes air pollution.
- Given that the Company is in the Financial Services sector and is not involved in the production of manufacturing of any products, it does not generate any hazardous and toxic chemicals.

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

Not Applicable

Business Responsibility & Sustainability Report (Contd.)

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

Not Applicable

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

Yes

LEADERSHIP INDICATORS

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2022-2023 (Current FY)	FY 2021-2022 (Previous FY)
From renewable sources		
Total electricity consumption (A)	219.7044 GJ	31.266 GJ
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	219.7044 GJ	31.266 GJ
From non-renewable sources		
Total electricity consumption (D)		
Total fuel consumption (E)		Not applicable
Energy consumption through other sources (F)		
Total energy consumed from non-renewable sources (D+E+F)		

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

2. Provide the following details related to water discharged: The domestic wastewater is being disposed of as per regulatory norms.

Parameter	FY 2022-2023 (Current FY)	FY 2021-2022 (Previous FY)
Water discharge by destination and level of treatment (in kiloliters)		
(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	Nil	Nil
- With treatment – please specify level of Treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of Treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of Treatment		
Total water discharged (in kiloliters)		

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.

The domestic wastewater is being disposed of as per regulatory norms. However, no independent assessment of the same is conducted.



Business Responsibility & Sustainability Report (Contd.)

3. Water withdrawal, consumption and discharge in areas of water stress (in kiloliters):

Parameter	FY 2022-2023 (Current FY)	FY 2021-2022 (Previous FY)
Water withdrawal by source (in kiloliters)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		Not Applicable
Total volume of water withdrawal (in kiloliters)		
Total volume of water consumption (in kiloliters)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kiloliters)		
(i) Into Surface water		
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater		
- No treatment		Not Applicable
- With treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment – please specify level of treatment		

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

4. Please provide details of total Scope 3 emissions & its intensity, in the following format The Company doesn't have systems in place to estimate emission from Scope 3.

Currently, the Company does not estimate its Scope 3 emissions.

5. 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.

6. 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 Our dry office waste & wet waste generated from our office area,	The Company has partnered with ViaGreen for its in-house waste management initiatives. ViaGreen collects the waste (segregated at ABCL into dry and wet waste) every alternate day and rewards ABCL with Swachh Bharat Points in return. In turn, ABCL redeems these points to purchase upcycled or recycled products for its offices.	Till date, the Company has recycled 18,045kgs of dry office waste which has the potential to offset 61 MTCO ₂ .

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
2	ABCL is the first one within the ABG Group to adopt the recycling of hygiene pads through the only menstrual hygiene management company that recycles pads through their patented innovation called 'PadCareX' in our major Mumbai offices.	In the past, the Company would dispose its sanitary waste through a waste management company that would incinerate the collected pads, releasing asphyxiants and toxic dioxins via smoke in the atmosphere. In order to switch to a more sustainable solution, the Company has tied up with Padcare Labs that helps with the recycling of sanitary hygiene pads, preventing landfill pollution and incineration that causes air pollution.	At our 4 major sites of Mumbai alone, we trash over 500 pads every month. Each pad would take 800 years to decompose and would lead to a big climate disaster. We have made a huge impact by recycling around 21472 pads and saving 10738 liters of landfill waste and 113807 kg of carbon credits.
3	Harnessing Solar energy	In the Pune branch, we have installed 20kW Solar. Our Noida branch received a 48 KW Solar.	<ul style="list-style-type: none"> - In the Pune branch, we have installed 20kW Solar with capex of ₹9.85 Lakh, and in a period of 5 months, we saved ₹1.31 Lakh in electricity cost, granting us an ROI of 26%. - Our Noida branch received a 40 KW Solar with capex of ₹17.50 Lakh, and, in two months, we saw a saving of ₹1.03 Lakh in electricity costs. - We plan to have more of Solar Panels installed at larger office areas which have the possibility of using the renewable resources and conserving even more energy.
4	Composting food waste	At our Mumbai offices, the WET waste especially the food waste from the cafeteria has been composted by the property team and has been composted by the Organic Waste Compost Machine (OWC).	The manure generated from the Organic Waste Machine is used for the plantations and horticulture of the property. Thus, the wet waste is totally recycled and used in the form of compost.
5	Auto Power Generated and Conserved System (APGC) has been installed in urinals replacing old battery-powered sensors.	APGC is an innovative solution where the power required to operate an automatic urinal flushing system is auto generated by the flushing system itself.	<ul style="list-style-type: none"> - It helps save water and power into urinals for touch-free and hygienic flushing. - This saves heavy battery consumption as well as external electric power consumption. - APGC conserves power through advanced micro-chip technology that enables the system to function 24x7 with continuous and steady power supply.
6	Introduced centralized bins across our branches	Differently labelled bins have been placed in our offices, to segregate waste generated by category (dry waste, wet waste)	<ul style="list-style-type: none"> - Increases company recycling levels and removes the option of dropping otherwise recyclable items into desk bins - Saving the man hours to collect the waste from individual desk and utilizing them to other cleaning activities - Stops scraps of food / wet waste ending up under desks when they are thrown towards individual bins. Further reduction in pest problems and bad smells in and around the desk

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

The company has a Business Continuity Policy or Plan (BCP) which covers people, process and technology requirements to continue the business in the event any unforeseen threats, including but not limited to natural disasters, operational breakdowns, and damage to critical information technology systems.

Business Responsibility & Sustainability Report (Contd.)

The BCP will include all critical functions identified through the Business Impact Analysis. Each of the processes would have a Recovery Procedure to ensure that recovery happens within a stipulated timeframe. There would be critical staff identified who would support the effort of recovering the critical business processes from an Alternate Site. This plan would be periodically reviewed.

8. **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

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

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

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

ESSENTIAL INDICATORS

- 1. a) **Number of affiliations with trade and industry chambers/ associations. 5**
- b) **List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.**

S. no.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1.	The Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
2.	The Confederation of Indian Industry (CII)	National
3.	Federation of Indian Chambers of Commerce & 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**

Name of Authority	Brief of the case	Corrective action taken
Nil		

LEADERSHIP INDICATORS

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

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

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. No such projects where Rehabilitation and Resettlement is being undertaken.**

Not applicable

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

The Company identifies its stakeholders in the community basis needs assessment and engages with them through its CSR initiatives. It implements its CSR initiatives through a participative approach by engaging with all key stakeholders of the project, building project ownership within the community and ensuring project sustenance. The Company's CSR team regularly engages with the stakeholder via focus group interviews which facilitates the Company to resolve an challenges that the community faces.

The company implements CSR project/s in partnership with credible project implementing agency, as mandated by MCA. Implementation is done through participative approach, by engaging all key stakeholders of the project, so making community part of project plan and execution process. This helps to build project ownership within the community and ensure project sustenance. CSR team engages with various stakeholders which facilitates resolution of challenges if any. This builds an institutional mechanism through which the community or any other stakeholder can reach out to the company in case of any grievances.

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

Not applicable, as the Company does not manufacture and hence sourcing of goods is not a part of the main activities. Sourcing is limited to materials required to run the operations of the Company.

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**

Not Applicable

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

State	Aspirational District information	Amount spent in INR
Rajasthan	District Name: Jaisalmer Activity: Improving quality of education through Strengthening school infrastructure for conducive learning environment	50,00,000
	District Name: Baran Activity: Strengthening the quality of Primary Health Centre	8,59,485
	District: Karauli Activity: Strengthening community collectives to address sustainable livelihood goal.	46,74,431
Uttar Pradesh	District Name: Siddharth Nagar Activity: Improving quality of education through Strengthening school infrastructure for conducive learning environment	69,35,198
	District Name: Shravasti Activity: Improving quality of education through Strengthening school infrastructure for conducive learning environment	90,64,802



Business Responsibility & Sustainability Report (Contd.)

State	Aspirational District information	Amount spent in INR
Bihar	District Name: Muzaffarpur Activity: Improving quality of education through infrastructure development in schools. Development of Model Anganwadi centers and nutrition support.	2,83,16,497
Tamil Nadu	District Name: Ramnath Puram Activity: Providing quality healthcare services in remote areas through Tele-medicine focused on Maternal & Child Health	89,88,349
Maharashtra	District Name: Osmanabad Activity: Access to healthcare services through Mobile Medical Units Facilities for Maternal & Child Health care	84,46,570
	District: Nandurbar Activity: Remedial classes for the aspiring underprivileged student	59,00,000
Odisha	District: Kandhamal Activity: Provide support to orphanages towards better facilities for WASH and Education	17,00,000
	District: Nabrangpur Activity: Provide support to orphanages towards better facilities for WASH and Education	17,00,000

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No) No. Given the nature of business, procurement of resources is limited to running the operations. No
- (b) From which marginalized /vulnerable groups do you procure? Not Applicable
- (c) What percentage of total procurement (by value) does it constitute? Not Applicable
4. **Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge Not Applicable**
5. **Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved. Not Applicable**

6. **Details of beneficiaries of CSR Projects.**

S. no.	CSR Project	No of persons benefited from CSR Projects	% Of beneficiaries from vulnerable and marginalized group
1.	Education:		
	Strengthening of school infrastructure for conducive learning environment	1,12,892	56%
	Digital education		
	Disseminate science learning through a Mobile Science Lab, refurbishment of school science labs and innovation centers		
	Scholarship support for meritorious students from financially poor background		
	Student friendly supplementary education program in English, Math and Marathi for the underprivileged student.		
2.	Health:		
	Comprehensive maternal & child health care	3,58,352	65%
	Preventive health awareness program		
	Cancer care: diagnostic, treatment, counselling, support, partnering Govt. institution for efficient access to care		
	Mental Health: Awareness, counselling, screening, treatment etc.		
	Need based health care initiatives		
	Labor room strengthening program and Prasow watch training		
	Support to orphanage		

Business Responsibility & Sustainability Report (Contd.)

S. no.	CSR Project	No of persons benefited from CSR Projects	% Of beneficiaries from vulnerable and marginalized group
3.	Women Empowerment & Sustainable Livelihood:		
	Improving incomes from agriculture and allied livelihood activities	76,944	99%
	Soil & Water conservation & Strengthening women institutions (Self Help Group)		
	Financial Literacy to women		
	Identifying and grooming budding women micro-entrepreneurs and handhold to establish viable enterprises		
	Strengthening community collectives to address sustainable livelihood goal.		
	Vocational skilling of youth		
4.	Sports		
	Training, Physiotherapy, strength & conditioning	30	30%
	Sports medicine and injury management		
	Nutrition and mental health etc.		

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.

In order to effectively address consumer complaints and feedback, the Company has put in place a 4-level grievance mechanism, leveraging AI tools like Chat BOTs and e-BOTs along with the erstwhile email and call services. This allows the consumers to reach out to the Company and get their complaints resolved, by using an escalation matrix. The Company also conducts regular customer satisfaction surveys to seek feedback at various stages of the customer's journey.

All customer interactions are recorded, updated, tracked and monitored in our CRM system, in order to ensure efficient and swift resolution.

Type	As a percentage to total turnover
Environment and Social parameters relevant to product	NA
Safe and responsible usage	NA
Recycling and/or safe disposal	NA

2. Number of consumer complaints

	FY 2022-2023 Current Financial Year			FY 2021-2022 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	NIL	NIL	-	NIL	NIL	-
Advertising	NIL	NIL	-	NIL	NIL	-
Cyber-security	NIL	NIL	-	NIL	NIL	-
Delivery of essential services	NIL	NIL	-	NIL	NIL	-
Restrictive Trade Practices	NIL	NIL	-	NIL	NIL	-
Unfair Trade Practices	NIL	NIL	-	NIL	NIL	-
Others	581	2		547	35	

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

	Number	Reason for recall
Voluntary recalls	NA	NA
Forced recalls	NA	NA



Business Responsibility & Sustainability Report (Contd.)

4. **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>

5. **Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.**

No corrective actions taken as there were no issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

LEADERSHIP INDICATORS

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

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

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

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

The following steps are taken to inform and educate consumers about safe and responsible usage of products and services:

- Regular emailers & SMS alert to consumers
- Social Media awareness campaigns
- Information is regularly updated on the website and relevant webpages

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:

- Call Centre
- Website
- Email / SMS / Whatsapp
- ABC branches

4. **Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable)? If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

Yes. Transparency is key to the Company. We provide product information on our focus marketing through Digital Channels / website / branches / commercial advertisement / office screen saver / posters, over and above what is mandated under local laws

5. **Provide the following information relating to data breaches:**

- Number of instances of data breaches along-with impact - Not Applicable, as no incident reported
- Percentage of data breaches involving personally identifiable information of customers - 0%