Business Responsibility and Sustainability Report

SECTION A

GENERAL DISCLOSURES

I. DETAILS

1.	Corporate Identity Number (CIN) of the Company	L66010MH2000PLC127837
2.	Name of the Company	ICICI Prudential Life Insurance Company Limited
3.	Year of Incorporation	2000
4.	Registered office address	ICICI Prulife Towers, 1089, Appasaheb Marathe Marg, Prabhadevi, Mumbai - 400 025
5.	Corporate address	ICICI Prulife Towers, 1089, Appasaheb Marathe Marg, Prabhadevi, Mumbai - 400 025
6.	E-mail id	investor@iciciprulife.com
7.	Telephone	+91 22 4039 1600
8.	Website	www.iciciprulife.com
9.	Financial year for which reporting is being done	FY2026
10.	Name of the Stock Exchange(s) where shares are listed	Equity shares are listed on BSE Limited and National Stock Exchange of India Limited
11.	Paid-up capital	₹ 14.49 billion
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the Business Responsibility and Sustainability Report (BRSR)	Dhiraj Chugha Chief Investor Relations Officer Ph: +91 22 4039 1600 Email: ir@iciciprulife.com
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Disclosures made in this report are on a standalone basis.
14.	Name of assessment or assurance provider	Walker Chandiok & Co. LLP
15.	Type of assessment or assurance obtained	Reasonable Assurance

II. PRODUCTS/SERVICES

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

Sr. No.	Description of main activity	Description of business activity	% of turnover of the Company
1.	Financial and Insurance Services	Life Insurance	100%

17. Products/services sold by the Company (accounting for 90% of the Company's turnover):

Sr. No.	Product/Service	NIC Code	% of total turnover contributed
1.	Life Insurance	651100*	100%

*National Industrial Classification 2025 (Ministry of Statistics & Programme Implementation)

III. OPERATIONS

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

Location	Number of plants	Number of offices	Total
National	NIL	470	470
International		1*	1*

* The Company's representative office in Dubai has been closed with effect from April 29, 2026.

19. Markets served by the Company

a. Number of locations

Location	Number
National (No. of states)	32*
International (No. of countries)	1**

* Includes 28 States and 4 Union Territories

** The Company's representative office in Dubai has been closed with effect from April 29, 2026.

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

NIL

c. A brief on types of customers:

The Company is in the business of life insurance, a unique financial planning tool that directly provides families financial protection in the event of exigencies like death or adverse health conditions. Along with life cover, life insurance products enable families to save and invest to build a financial safety-net to secure their family's financial future and to achieve their long-term financial goals and fulfil their dreams and aspirations. Life insurance is a key imperative for all citizens and it is an endeavour to ensure that every Indian family has adequate financial protection while also accomplishing the wider responsibilities to the society and the environment. A brief overview of customers include:

- Salaried or self-employed individuals with dependents seeking products that offer protection in the event of their death, critical illness or accident, protection to cover liability against a loan in the event of death, critical illness or accident, savings & investment for various long-term goals like children's education, children's marriage, retirement, etc. Customers also include retirees seeking pension products and
- Organizations which are offered a range of products to manage their gratuity, superannuation and leave encashment corpus. The products address the protection needs of employees of both large and small organizations.

IV. EMPLOYEES

20. Details as at the end of the Financial Year: March 31, 2026

a. Employees and workers (including differently abled):

Sr. No.	Particulars	(A) Total	Male		Female	
			(B) (Number of employees)	(B/A) %	(C) (Number of employees)	(C/A) %
EMPLOYEES						
1.	Permanent (D)	18,963	13,221	70%	5,742	30%
2.	Other than permanent (E)	340	141	41%	199	59%
3.	**Total employees (D + E)**	**19,303**	**13,362**	**69%**	**5,941**	**31%**
WORKERS						
1.	Permanent (F)	-	-	-	-	-
2.	Other than permanent (G)	-	-	-	-	-
3.	**Total employees (F + G)**	-	-	-	-	-

Note: The Company does not have any 'worker' as defined in the guidance note on BRSR, issued by SEBI.

b. Differently abled employees:

Sr. No.	Particulars	(A) Total	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	7	5	71%	2	29%
2.	Other than permanent (E)	-	-	-	-	-
3.	**Total differently abled employees (D + E)**	**7**	**5**	**71%**	**2**	**29%**
DIFFERENTLY ABLED EMPLOYEES						
4.	Permanent (F)	-	-	-	-	-
5.	Other than permanent (G)	-	-	-	-	-
6.	**Total differently abled employees (F + G)**	**-**	**-**	**-**	**-**	**-**

Note: The Company does not have any 'worker' as defined in the guidance note on BRSR, issued by SEBI.

21. Participation/inclusion/representation of women:

Particulars	(A) Total	Number and percentage of females	
		No. (B)	% (B/A)
Board of Directors	9	2	22.22%
Key Management Personnel	3	1	33.33%

22. Turnover rate for permanent employees and workers:

	FY2026 (Turnover rate in current FY)			FY2025 (Turnover rate in previous FY)			FY2024 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees*	19%	19%	19%	14%	15%	14%	19%	19%	19%
Permanent Workers	-	-	-	-	-	-	-	-	-

*Includes all employees except frontline sales

Note: The Company does not have any 'worker' as defined in the guidance note on BRSR, issued by SEBI.

V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

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

Sr. No.	Name of the holding/ subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ subsidiary/ Associate/ Joint Venture	% of shares held by Company	Does the Company indicated at Column A, participate in the Business Responsibility initiatives of the Company? (Yes/No)
1.	ICICI Bank Limited	Holding Company	50.89	No

*As on March 31, 2026

VI. CSR DETAILS

24. (i) Whether Corporate Social Responsibility (CSR) is applicable as per section 135 of Companies Act, 2013:
Yes

(₹ in billion)

Particulars	FY2026	FY2025
Turnover	531.25	472.59
Net worth	136.31	119.41

VII. TRANSPARENCY AND DISCLOSURES COMPLIANCES

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

Stakeholder group from whom the complaint is received	Grievance Redressal Mechanism in place (Yes /No) (If yes, then provide web-link for grievance redressal policy)	FY2026 Current Financial Year			FY2025 Previous Financial Year		
		No. of complaints filed during the year	No. of complaints pending resolution at close of year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of year	Remarks
Communities	Yes, any queries or complaints can be shared by sending an email to info@icicifoundation.org	-	-	-	-	-	-
Investors (other than shareholders)	Yes. Any queries or complaints can be shared by sending an email to investor @iciciprulife.com https://www.iciciprulife.com/content/dam/icicipru/about-us/unpaid-dividend/Policy_IEPF_NCD.pdf	-	-	-	-	-	-
Shareholders	Yes. Any queries or complaints can be shared by sending an email to einward.ris @kfintech.com and investor@iciciprulife.com https://www.iciciprulife.com/content/dam/icicipru/about-us/investors-grievance-redressal/Investor_Handbook.pdf	4	-	-	1	-	-
Employees and workers	Yes*	103	-	-	80	-	-
Customers	Yes https://www.iciciprulife.com/content/dam/icicipru/pdf/Grievance_Redressal_Policy.pdf	3,389	2	-	3,616	1	-
Value chain partners	No	-	-	-	-	-	-
Others (please specify)	-	-	-	-	-	-	-

*The grievance redressal policy for employees is available on the Company's intranet.

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

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

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (positive/ negative implications)
1	Responsible Product Offering	Opportunity	Responsible product offering is a material topic for our Company as it ensures that our insurance solutions are designed with the best interests of our policyholders in mind. It involves creating products that are transparent, easy to understand, and fairly priced. For a life insurance provider in India, where financial literacy varies across regions, offering responsible products is essential to building long-term trust, ensuring policy persistence, and fulfilling our role as a provider of financial security to diverse social segments.	Not applicable	**Positive:** 1. Designing simple, affordable, and inclusive products allows us to reach the underinsured segments of the Indian population, driving sustainable business growth. 2. Transparent and value-driven products foster higher trust, leading to better policy retention and increased opportunities for cross-selling. High trust and value-driven offerings increase "word-of-mouth" referrals, reducing the heavy reliance on expensive lead-generation channels.
2	Financial Inclusion and Customer Satisfaction	Opportunity	Financial inclusion and customer satisfaction are central to our core purpose. Financial inclusion is material as it involves extending the safety net of life insurance to underserved and rural populations, aligning with national priorities to bridge the protection gap. Concurrently, customer satisfaction is the primary driver of policy persistence and long-term trust. Together, these elements ensure the sustainability of our business model by expanding our market reach while maintaining a loyal, satisfied base of policyholders through transparent and efficient service delivery.	Not applicable	**Positive:** 1. India's low insurance penetration offers a vast opportunity to capture new customer segments through simplified, affordable products. 2. Leveraging technology for digital onboarding and claims processing can enhance satisfaction while reducing the cost of reaching remote locations. 3. Consistently high satisfaction levels lead to customer referrals and cross-selling opportunities, creating a stable and predictable revenue stream.

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (positive/ negative implications)
3	Governance, Ethics and Compliance	Risk and Opportunity	For a life insurance provider, governance, ethics, and compliance form the bedrock of organisational integrity. In an industry built on the promise of future protection, our materiality is tied to the trust that stakeholders place in the oversight and ethical conduct of the Company's Board. The Company ensures adherence to IRDAI regulations, SEBI mandates, and internal codes of conduct which enable the Company to operate with transparency and accountability. Effective governance frameworks mitigate systemic risks, prevent financial crime, and ensure that the Company's strategic decisions align with the long-term interests of the stakeholders.	The Board has established a framework of policies and practices which identifies all the elements of a sound approach to governance and responsibility. The Board operates under a governance structure designed to establish effective checks and balances in its management and create long-term value for the stakeholders. The Board's constitution duly adheres to the applicable statutory requirements. The separation of Board's supervisory role from the executive management and an effective independent Board is the basis of the Company's corporate governance philosophy. Diversity in Board composition ensures having diverse thoughts, perspectives, knowledge, skills and industry experience to retain the Company's competitive advantage. The Chairman of the Board is a Non-Executive Non-Independent Director, and the Board Committees are chaired by Independent Directors. The Company has inter alia formulated various internal policies/procedures and an employee Code of Conduct, which govern day to day activities. The compliance function disseminates the information regarding relevant laws, regulations, and circulars related to insurance and anti-money laundering to various functions. Additionally, a quarterly compliance certificate signed by the Managing Director & CEO based on confirmations from the respective functional heads, is placed before the Board Audit Committee and the Board of Directors. Key issues observed as a part of quarterly compliance certification, are reported to the Board Audit Committee and implementation of recommendations is actively monitored.	**Positive:** 1. A strong reputation for ethical business practices acts as a competitive advantage, attracting loyal customers and high-quality business partners. 2. Demonstrating best-in-class governance standards makes the Company more attractive to domestic and global institutional investors who prioritize ESG-compliant entities. 3. Clear compliance frameworks and ethical guidelines streamline decision-making processes and reduce the costs associated with litigation and corrective actions. **Negative:** 1. The increasing complexity and frequent evolution of insurance regulations and AML frameworks in India present an ongoing compliance challenge. 2. Ethical lapses, such as mis-selling or lack of transparency, can impact customer confidence and also have a financial impact on the Company. 3. Inadequate board oversight may weigh on the efficacy of strategic decision-making and optimal resource allocation.

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (positive/ negative implications)
4	Workforce Development and Well-being	Opportunity and Risk	Investing in the Company's people is of paramount importance as human resources is the source of the Company's strength and a key competitive advantage. Retaining key talent is of vital importance in the financial services industry and higher turnover could lead to increased cost of rehiring and diminishing morale among the existing workforce.	A key objective of the Company's people strategy is to enable alignment of employees with strategic business imperatives to facilitate seamless execution of strategy. The Company has consistently invested in the growth and development of the Company's people, creating the edge which makes the Company's human resources a source of its strength and a key competitive advantage. The Company supported its employees in their mental, physical and financial well-being, launching various initiatives to secure their health, safety and well-being. To drive and sustain higher productivity The Company focuses on hiring the right talent, investing in their learning and development and supporting their performance and career growth. To enable the Company's workforce to remain agile and engaged, the Company invests in initiatives to promote employee communication and employee engagement, diversity and inclusion at the workplace and a robust grievance redressal mechanism to address employee concerns. The Company measures employee alignment and employee engagement at regular intervals to take corrective action.	**Positive:** 1. Retention of key talent increases productivity. **Negative:** 1. Increasing attrition leads to increase in cost of re-hiring, loss of productivity and wage inflation.
5	Economic Performance	Opportunity	Economic performance is the foundational material topic for our Company, as it reflects our ability to generate and distribute economic value. For a life insurance entity, sustained financial strength is not merely a measure of profitability but a prerequisite for fulfilling long-term promises to policyholders. Strong economic performance ensures we maintain the solvency margins required by law, fund our strategic growth initiatives, and provide consistent returns to our providers of capital. It underpins our capacity to contribute to the Indian economy through taxes, employment, and community investments.	Not applicable	**Positive:** 1. Strong financial reserves allow us to invest in new distribution channels and digital technologies to capture a larger share of the underinsured Indian market. 2. Improving our operational efficiency and cost-to-income ratio drives higher margins, which can be reinvested to fuel further business growth. 3. Effective management of our large AUM (Assets Under Management) provides the opportunity to generate superior risk-adjusted returns, benefiting both policyholders and shareholders.

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (positive/ negative implications)
6	Responsible Investing	Risk and Opportunity	As a life insurance Company, we manage significant assets under management (AUM) to meet long-term policyholder obligations. Responsible investing is material because it integratesenvironmental, social, and governance (ESG) factors into our investment decisions. This approach ensures that our investment decisions are aligned with our core values and long-term strategic objectives. In addition to mitigating risks associated with environmental and social factors, this integration contributes to the creation of positive outcomes for both our investment portfolio and the broader society. By aligning our investment strategy with ethical standards, we safeguard the value of our portfolio and contribute to the stability of the Indian financial ecosystem.	The Company is mitigating it by adopting Responsible Investing framework. The Company expanded its investment framework by incorporating responsible investing (RI) principles in its investment processes. The ESG framework was integrated into the Company's Corporate Investment Policy in FY2023. The Company incorporated ESG ratings in its investment decision making. The Company has a Stewardship policy that lays down the principles of active ownership in portfolio companies through engagement with portfolio companies, managing potential conflict of interest, exercise voting rights etc. The Company has defined the extent of restrictions that the Company will follow for investments in certain sectors. For more details, please see https://www.iciciprulife.com/content/dam/icicipru/about-us/FinancialInformation/esg-report/ESG_Report_FY2026.pdf As a signatory to UN supported Principles of Responsible Investing, the Company has demonstrated commitment to integrating ESG principles in its investment portfolio, and portfolio and have started reporting annually on responsible investing activities. https://www.iciciprulife.com/content/dam/icicipru/about-us/mediacentre/Press_Release_Signatory_to_UNPRI.pdf The ESG fund (launched in FY2022) demonstrates the Company's commitment towards promoting sustainable investing. https://www.iciciprulife.com/content/dam/icicipru/about-us/FinancialInformation/esg-report/ESG_Report_FY2026	**Positive:** 1. ESG-compliant companies often demonstrate better governance and operational resilience, leading to more predictable long-term financial performance. 2. Investing in India's transition to a green economy – such as renewable energy and healthcare infrastructure – opens new avenues for high-impact capital appreciation. 3. Proactive adoption of responsible investing frameworks ensures seamless compliance with SEBI's BRSR requirements and future IRDAI investment mandates. **Negative:** 1. Maintaining investments in sectors with slower adaptation to environmental regulations may impact long-term asset valuation. 2. Strength of our brand depends on ethical and environmental standards of our investee companies. 3. As India advances toward its net zero ambitions, over-weighting traditional sectors presents a strategic need for further diversification.

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (positive/ negative implications)
7	Data Privacy & Security and Responsible AI	Risk and Opportunity	Data privacy & security along with Responsible AI are fundamental material topics due to the highly sensitive personal, medical, and financial information we manage. Trust is the cornerstone of the insurance contract; any compromise in data integrity directly threatens our reputation and the long-term relationship we hold with our policyholders. As we shift toward digital-first operations, protecting our systems from cyber threats and ensuring compliance with India's evolving data protection laws are essential to maintaining operational continuity and safeguarding stakeholder trust. For a life insurance Company, the ethical deployment of AI is critical to maintaining the trust of our policyholders and ensuring that technology enhances, rather than compromises, our fiduciary duty and decision-making integrity.	The Privacy Policy of the Company (hosted on the website: www.iciciprulife.com), provides its commitment to privacy throughout the lifecycle of the information including collection, processing, sharing, retention and destruction. The Company's information and cyber security framework implemented ensures that all business information assets are safeguarded by establishing comprehensive management processes throughout the organisation and information is protected adequately through appropriate controls and proactive measures. The Company's information and cyber security policy is in line with the regulatory and legal requirements. Best practices have also been adopted.	**Positive:** 1. Demonstrating superior data security standards can become a competitive advantage, attracting customers who prioritize privacy in an increasingly digital economy. 2. Investing in advanced security infrastructure improves our overall IT health, leading to more stable and reliable digital service delivery. 3. Automating routine tasks with AI reduces processing times for claims and queries, significantly improving the customer experience. 4. Advanced AI models can help assess the creditworthiness and insurability of individuals in the informal economy who lack traditional documentation, expanding our market reach. **Negative:** 1. The evolving sophistication of external threats, including ransomware and phishing, continues to place pressure on data integrity and service availability. 2. Any lapses in adherence to the Digital Personal Data Protection (DPDP) Act and IRDAI cybersecurity norms. 3. Any interruption in data security carries the risk of impacting our brand reputation and customer loyalty. 4. As we integrate AI, we recognize potential vulnerabilities such as data integrity risks.

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (positive/ negative implications)
8	Risk Management	Risk	For a life insurance Company, risk management is the core of our business model and operational stability. It is material because our ability to honour long-term claims and maintain solvency depends on the identification, assessment, and mitigation of diverse risks. This includes underwriting, market, credit, and operational risks. Effective risk management ensures that we can navigate economic volatility and unforeseen events while protecting the interests of our policyholders and maintaining the financial integrity required to operate in the Indian insurance sector.	The risk governance structure of the Company consists of the Board, the Board Risk Management Committee, the Executive Risk Committee and its sub-committees. The risk philosophy of the Company is outlined in the Board-approved Risk Policy, which is reviewed by the Board at least annually. The Risk Policy details identification, measurement, monitoring and control standards relating to various individual risks, namely investment (market, credit and liquidity), insurance, operational (including fraud, legal, compliance, outsourcing, customer dissonance, business continuity, information and cyber security) and reputation. The Board periodically reviews the potential impact of strategic risks such as changes in macro-economic factors, government policies, regulatory environment and tax regime on the business plan of the Company. In addition to these risks, the life insurance industry faces a number of emerging risks, such as sustainability risks, particularly environmental, social and governance (ESG) related issues. One of the most prominent ESG risks is that of climate change and its potentially far-reaching consequences. Apart from climate change, there are several emerging risks associated with public health trends such as increase in obesity-related disorders and demographic changes such as population urbanisation and ageing. The risk management framework seeks to identify, measure and control all the exposures to all these risks within the overall risk appetite.	**Negative:** 1. External factors, such as shifting macroeconomic conditions or large-scale health events may require ongoing recalibration of actuarial assumptions. 2. Inherent risks in internal processes, systems, or human capital could lead to operational inefficiencies or financial adjustments. 3. Lack of alignment with evolving regulatory norms in India could result in result in increased compliance costs.

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (positive/ negative implications)
9	Environmental Impact and Climate Resilience	Risk and Opportunity	As a life insurance provider in India, climate resilience is material due to the direct correlation between environmental stability and our long-term financial obligations. Climate change introduces physical risks, such as extreme weather events, which can affect the health and mortality of our policyholders. It also introduces transition risks that impact the value of our investment assets. Building resilience ensures we can meet our future claims commitments while managing the environmental footprint of our operations and investment decisions.	The Company is managing climate risks associated with its internal operations through effective implementation of its environment policy which outlines the Company's sustainability goals, priorities and actions that reaffirms its commitment to environmental protection and reduction of its carbon footprint. The Company focuses on environment related initiatives which are based on the ethos of responsible consumption and recycling wherever possible. The Company continues its work on developing an understanding of ESG risks, including climate change and an awareness of industry best practices. The current industry consensus is for insurers to treat climate risk as an amplifier of existing risks rather than a new risk. Accordingly, sustainability risks including climate-related risks are integrated into the Company's risk management framework and form a part of the Board approved Risk Policy. The Company is mitigating climate risks associated with its portfolio investments by adopting Responsible Investing framework.	**Positive:** 1. Proactively shifting investments toward climate-resilient sectors (like green energy) can help the Company aligned better with India's goal of net zero. 2. Developing insurance solutions that incentivise healthy living and environmental awareness can attract modern, health-conscious consumers. 3. Investing in robust digital infrastructure reduces reliance on physical offices that may be vulnerable to climate disruptions. **Negative:** 1. The increasing volatility of weather patterns in India presents a challenge for our infrastructure resilience and claims management. 2. The shifting global climate landscape and evolving environmental policies can influence the valuation of carbon-intensive assets in our investment portfolio.
10.	Diversity and Inclusion	Opportunity	For a life insurance Company operating across the diverse landscape of India, Diversity and Inclusion (D&I) is a fundamental material topic. A workforce that reflects the varied demographics of our nation–spanning different genders, ethnicities, and backgrounds–is better equipped to understand and serve our diverse customer base. D&I is not merely a social goal but a business imperative that drives innovation, enhances decision-making through varied perspectives, and ensures we remain an employer of choice in a competitive talent market.	Not applicable.	**Positive:** 1. Diverse teams bring a wider range of ideas, leading to more creative solutions for complex business challenges and product development. 2. An inclusive approach allows us to better understand and penetrate underserved markets, such as women or rural populations, increasing our market share. 3. A strong commitment to D&I enhances our reputation, helping us attract the best talent from across the country's diverse talent pool.

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (positive/ negative implications)
11	Human Rights	Risk	For a life insurance provider, human rights are material to our ethical standing and operational integrity. While we do not operate in high-risk industrial sectors, our responsibility lies in ensuring fair treatment, non-discrimination, and data privacy across our value chain. Respecting human rights is essential to maintaining our social license to operate in India. It involves protecting labour rights within our workforce, ensuring equitable access to insurance products without bias, and enforcing ethical standards among our business partners and vendors.	The Company has formalised 'a Human Rights Policy' to further strengthen the Company's commitment to human rights and providing a professional work environment.	**Negative:** 1. Upholding brand trust can be a challenge if there is misalignment with labor or non-discrimination best practices across our internal operations and supply chain. 2. Inadequate human rights practices may weigh on sustaining high levels of employee engagement and service reliability.
12	Responsible Procurement	Risk and Opportunity	Responsible procurement is material to us because our environmental and social impact extends beyond our direct operations into our supply chain. By integrating ESG criteria into our sourcing processes, we ensure that our vendors—ranging from IT services and facility management to marketing agencies—adhere to ethical labour practices, environmental standards, and transparent governance. This alignment reduces systemic risks and ensures that our business ecosystem supports our commitment to corporate responsibility and sustainable growth.	In our Human Rights policy, we have clauses to ensure compliance by vendors to statutory and labour laws of the country. We have an Outsourcing policy and operating framework for the required due diligence for any new activity or vendor empanelment. Our Company has constituted an Outsourcing Committee which oversees the compliance to the IRDAI (Protection of Policyholders' Interests, Operations and Allied Matters of Insurers) Regulations, 2024 and master circular issued thereunder. Partner exclusively with recyclers authorized by State Pollution Control Boards to ensure fully compliant handling of electronic waste.	**Positive:** 1. Diversifying and vetting our supply chain for sustainability protects us from regulatory and environmental shocks while ensuring business stays running through diverse, reliable partnerships. 2. Partnering with energy-efficient or resource-conscious vendors can lead to long-term cost savings through reduced waste and optimized utility use. 3. Pioneering ethical sourcing standards in the Indian life insurance sector positions us as a progressive leader, attracting ESG-conscious partners and investors. **Negative:** 1. Potential disruptions in our supply chain could arise from evolving environmental or regulatory landscapes. 2. Third-party ethical misalignment can directly reflect on our brand.

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (positive/ negative implications)
13	Corporate Social Responsibility	Opportunity	Corporate Social Responsibility (CSR) is a material topic that aligns our business purpose with national development goals. Beyond mandatory compliance with the Companies Act, 2013, CSR is fundamental to building social trust and enhancing the well-being of the communities we serve. By addressing gaps in healthcare, education, and financial literacy, we contribute to a more resilient society. This, in turn, creates a stable environment for our long-term insurance operations and strengthens our brand reputation as a socially responsible institution.	Not applicable	**Positive:** 1. CSR initiatives focused on insurance awareness and financial literacy can expand the reach of life insurance to underserved sections of the Indian population. 2. A strong track record in social impact distinguishes us from competitors, making us a preferred choice for customers and potential employees. 3. By improving community health and resilience, we indirectly mitigate long-term mortality risks and contribute to a healthier policyholder base.

SECTION B

MANAGEMENT AND PROCESS DISCLOSURES

The National Guidelines for Responsible Business Conduct (NGRBCs) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

P1	Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.
P2	Businesses should provide goods and services in a manner that is sustainable and safe.
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains.
P4	Businesses should respect the interests of and be responsive to all its stakeholders.
P5	Businesses should respect and promote human rights.
P6	Businesses should respect and make efforts to protect and restore the environment.
P7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.
P8	Businesses should promote inclusive growth and equitable development.
P9	Businesses should engage with and provide value to their consumers in a responsible manner.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether the Company's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	N	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	N	-	Y	Y
c. Web Link of the Policies, if available	Some policies are available on the Company's website https://www.iciciprulife.com/about-us/corporate-policies.html?ID=about-corp Some of the policies of the Company are accessible only to employees and other internal stakeholders.								
2. Whether the Company has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	-	Y	Y
3. Do the enlisted policies extend to the Company's value chain partners? (Yes/No)	The Company's contractual agreements with vendors/service providers mandate compliance with applicable human rights requirements including labour laws.								
4. Name of the national and international codes/ certifications/ label/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance and Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by the Company and mapped to each principle.	-	-	-	-	-	-	-	-	ISO 27001:2013 (Info Security) and 22301:2019 (BCP)

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
5. Specific commitments, goals and targets set by the Company with defined timelines, if any.	a. Insurance for all - The Company's strives to provide every Indian household with essential financial protection while also driving a positive, sustainable impact on society and the planet. b. Committed to bridging the protection gap for socially and economically disadvantaged communities. Through targeted micro-insurance products, the Company empowers marginalised groups by providing a robust financial safety net that fosters long-term resilience and inclusion. c. The Company is committed to maintaining a merit-based workspace as an equal opportunity employer with zero tolerance for discrimination based on gender, religion, caste or socio-economic background. Upholding a culture of inclusion and equity, the Company is dedicated to building a diverse workforce that reflects the communities it serves. d. Committed to the seamless integration of ESG parameters into investment decision-making process. e. The Company's environmental strategy is anchored in embedding best-in-class environmental stewardship across its operations by optimizing energy efficiency, advancing water conservation, and implementing rigorous waste management protocols. Going forward, the Company shall enhance its green energy mix and optimise resource consumption to proactively reduce its carbon footprint and GHG emissions. In alignment with global climate goals, the Company has established GHG emission reduction pathways based on science-based target initiatives. f. Committed to adopting the highest business, governance, ethical and legal standards in the conduct of its operations.								
6. Performance of the Company against specific commitments, goals, and targets along-with reasons in case the same are not met.	a. The Company has 73.7 million in-force lives insured through its products. The Company settled around 3.0 lakhs retail and group claims last year and provided bereaved families with a financial safety net. b. The Company has specially designed micro-insurance products, targeting socially and economically weaker sections covering 53.8 million lives at March 2026. c. The Company's endeavour is to be an equal opportunity employer. Its gender diversity has improved with women representation at 30% in FY2026, up from 27% in FY2022. Further, in non-sales roles, the women representation is steady at 39%. d. The Company integrated its responsible investing framework into its Corporate Investment Policy in the financial year 2023. The Company's ESG fund named 'ICICI Prudential Sustainable Equity Fund' which is benchmarked against the NSE 100 ESG Index, continues to demonstrate the Company's commitment to responsible investing (https://www.iciciprulife.com/content/dam/icicipru/about-us/FinancialInformation/esg-report/ESG_Report_FY2026.pdf). The Company already is the first Indian insurance Company to become a signatory to UN Principles for Responsible Investment (UNPRI), a body whose goals are to understand the investment implications of ESG issues and to support signatories in integrating these issues into investment and ownership decisions. In accordance with the UN PRI guidelines, the Company underwent its third year of reporting in the financial year 2026. e. The Company continues to focus on environment related initiatives which are based on the ethos of responsible consumption and recycling wherever possible. The Company has expanded "Green energy" to 64 branches in Maharashtra, Odisha & West Bengal. Additionally, the Company continues to partner with an external sustainability consultant for Carbon Footprint (CFP) and help the Company estimate its total emissions under Scope 1, Scope 2 and relevant portions in Scope 3 in FY2026. We got our CFP verified by our independent auditor. We also have taken carbon reduction targets according to Science-based target initiative.								

Governance, leadership and oversight

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

Sustainability principles are integrated in the Company's business activities and have helped the Company's vision to build an enduring institution that serves customers' protection and long-term saving needs. As a vital cog of the Company's business, the Company's sustainability framework is structured on the three principles of Environmental - initiatives & offerings that reduce its carbon footprint; Social - responsible conduct towards all stakeholders along with product and service offerings that benefits the society especially the marginalised sections of society; and Governance - transparent practices that promote trust amongst all the Company's stakeholders.

Against the backdrop of the existing social security structure in India, the Company is of the sound belief that life insurance acts as a necessary financial instrument to shield the financial future of citizens. The Company offers unique financial planning opportunities for families to supplement their savings and attain long term financial goals. The Company is committed to fulfilling its responsibility to the society and the environment and the Company has endeavoured to ensure that Indian families have access to adequate financial protection.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9

The Company has come a long way from 2020 when it commenced its ESG journey and have since persisted in addressing areas of improvement and initiating disclosures on the Company's ESG practices. The Company's collective efforts mean that, as of May 2026, the Company continues to be one of the highest ranked ESG Company in the Indian life insurance industry, according to most of prominent global and Indian ESG rating agencies. The Company is also delighted to bring to the stakeholder's attention that the Company has been conferred platinum award for the Company's ESG report FY2025 from 'League of American Communications Professionals'. Additionally, the Company was also recognised among India's top 60 most sustainable companies by BW Businessworld. The Company pledged to continue to enhance the Company's ESG programme by understanding expectations and ways to integrate the ESG norms deeper into its practices and products, by assessing valuable inputs from investors and analysts.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name: Anup Bagchi Designation: Managing Director & CEO DIN: 00105962 Category: Executive Director
9. Does the Company have a specified Committee of the Board/ Director responsible for decision making on Sustainability related issues? (Yes/No). If yes, provide details.	Yes. The Company has a Board Sustainability and Corporate Social Responsibility Committee which reviews sustainability activities and key ESG related disclosures. Under the Board Committee, the Company has the Executive Sustainability Steering Committee which comprises members of the Company's management committee supported by a dedicated ESG resource. This Committee sets the ESG agenda and reviews progress. Each ESG focus area is anchored by a senior leader who oversees implementation of initiatives mandated by the Sustainability Steering Committee. The composition of the Board Sustainability and Corporate Social Responsibility Committee is as follows: • Ms. Anuradha Bhatia, Chairperson and Non-Executive Independent Director • Mr. Naved Masood, Non-Executive Independent Director • Mr. Naveen Tahilyani, Non-Executive Non-Independent Director The Company has a risk governance structure which consists of the Board, the Board Risk Management Committee (BRMC) and the Executive Risk Committee (ERC) which is supported by appropriate sub-committees. Sustainability risk forms a part of the Company's Board risk policy. The composition of the Board Risk Management Committee is as follows: • Mr. Naved Masood, Chairman and Non-Executive Independent Director • Mr. R K Nair, Mr. Suresh Vaswani, Non-Executive Independent Directors • Mr. Sandeep Batra, Mr. Naveen Tahilyani, Non-Executive Non-Independent Directors • Mr. Anup Bachi, Managing Director & CEO • Mr. Dhiren Salian – Chief Financial Officer, Mr. Souvik Jash – Appointed Actuary, Mr. Anand Desai - Chief Risk Officer.

10. Details of review of NGRBCs by the Company:

Subject for review	Indicate whether review was undertaken by the Director/Committee of the Board/Any other Committee				Frequency (Annually/ Half-yearly/ Quarterly/ Any other– please specify)				
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against policies and follow up action	Policies are approved by the Board/ Committee as per applicable regulations.								
Compliance with statutory requirements relevant to the principles and rectification of any non-compliance	Policies are reviewed annually or as per applicable regulations.								

11. Has the Company carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/ No) If yes, provide the name of the agency.

No. All policies and processes, however, are subject to audits and internal reviews conducted by the Company from time to time.

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The Company does not consider the Principles material to its business (Yes/No)	-	-	-	-	-	-	-	-	-
The Company is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	-	-	-	-	-	-	-	-	-
The Company does not have the financial or/human and technical resources available for the task (Yes/No)	-	-	-	-	-	-	-	-	-
It is planned to be done in the next financial year (Yes/No)	-	-	-	-	-	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	Please refer Note 1 below	Please refer Note 2 below	-	-

Notes:

1. *The Company has adopted an environmental policy that outlines the Company's sustainability goals, priorities and actions and reaffirms its commitment to environmental protection and reduction of its carbon footprint. The said policy is yet to be adopted by the Board.*

2. *As a listed insurance Company, the Company functions in a highly regulated environment. Further, the Company abides by all regulations as defined by Insurance Regulatory and Development Authority of India, Ministry of Corporate Affairs, Securities and Exchange Board of India and Pension Fund Regulatory and Development Authority in the conduct of business practices. The Company regularly participates in various forums and committees constituted by said regulatory authorities.*

   While there is no specific policy outlined for this principle, the Company's Code of Conduct governs all employees, officers and Directors and requires them to act in accordance with high professional and ethical standards. The Company, through trade bodies and associations, puts forth a number of suggestions with respect to the economy and the insurance sector in particular.

SECTION C

PRINCIPLE-WISE PERFORMANCE DISCLOSURES

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 of training and awareness programmes conducted 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	% of persons in respective category covered by the awareness programmes
Board of Directors	Please refer Note below	Topics covered include periodic updates on overall performance of the Company, its business activities, key regulatory developments etc. In terms of impact, these programmes enable the Directors to discharge their roles and responsibilities effectively.	100%
Key Managerial Personnel (KMP)	Please refer Note below	Topics covered include skill upgradation, health and safety measures. In terms of impact, the skill upgradation programmes enable personal/ professional development of employees and the health and safety awareness campaigns enable employees to assess their physical/mental health and safety, effectively.	100%
Employees other than Board of Directors or KMPs			
Workers	-	-	-

Note:

(1) Specific training programs for Directors can be accessed on the link https://www.iciciprulife.com/content/dam/icicipru/about-us/corporate_policies/Directors_Familiarisation_Programme_Fy2026.pdf

(2) Training programs for employees (including key managerial persons) are provided in Point no. 8 of Principle 3, in this report. During FY2026, the total training manhours were 1,072,033.

(3) The Company does not have any 'worker' as defined in the guidance note on BRSR, issued by SEBI

2. **Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the Company or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions in FY2026.** (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website)

	Monetary				
	NGBRC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR) (Rs. In billion)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	-	-	-	-	-
Settlement	-	-	-	-	-
Compounding fee	-	-	-	-	-

	Non-monetary			
	NGBRC 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.

Case details	Name of the regulatory/enforcement agencies/ judicial institutions
Not applicable	

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

The Company has a zero-tolerance approach towards Bribery and Corruption. The Company has Anti-Bribery & Anti-Corruption (Policy) in place which prohibits employees and other persons representing the Company from offering, accepting, paying or authorising any bribes or any form of corruption in any business interaction that involves the Company and government officials, the Company's customers, vendors or employees. The Policy is part of the Company's governance framework and also provides guidance to the employees on how to deal with external parties, including public officials. The Policy is available on the intranet which is accessible to the employees. (blob:https://corporate.iciciprulife.com/e1d0a144-bee4-41b1-a431-eebd8fb1d11c)

Further, the Company's Code of Conduct (Code), applicable to all the directors and all the employees, also restricts acceptance or offering of any payment for the purpose of obtaining or retaining business or for obtaining any favorable action. It also specifies that in case of violation of the Code, disciplinary action as well as potential civil or criminal actions may be taken by the Company. Further, all new employees undergo training on the Policy and Code at the time of on-boarding. All the employees also undergo refresher training, and affirm their understanding of the Code on an annual basis. The Policy is available on the intranet portal which is accessible to the employees and the Code is available on the Company's website. (https://www.iciciprulife.com/content/dam/icicipru/about-us/corporate_policies/Code_of_Conduct_July_23_2024.pdf).

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

Particulars	FY2026 (Current Financial Year)	FY2025 (Previous Financial Year)
Directors	-	-
KMPs	-	-
Employees	-	-
Workers	-	-

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

Particulars	FY2026 (Current Financial Year)		FY2025 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	-	-	-	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	-	-	-	-

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.

Not applicable.

8. Number of days of accounts payables ((Accounts payable * 365)/Cost of goods/services procured).

	FY2026 (Current Financial Year)	FY2025 (Previous Financial Year)
Number of days of accounts payables	0.61	0.29

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties

Parameter	Metrics		FY2026 (Current Financial Year)	FY2025 (Previous Financial Year)
Concentration of Purchases	a.	Purchases from trading houses as % of total purchases	-	-
	b.	Number of trading houses where purchases are made from	-	-
	c.	Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Concentration of Sales	a.	Sales to dealers/ distributors as % to total sales	-	-
	b.	Number of dealers/ distributors to whom sales are made	-	-
	c.	Sales to top 10 dealers/ distributors as % of total sales to dealers/ distributors	-	-
Share of RPTs in	a.	Purchases (Purchases with related parties / Total Purchases)	4.63%	5.31%
	b.	Sales (Sales to related parties / Total Sales)*	0.23%	0.47%
	c.	Loans & advances (Loans & advances given to related parties/Total loans & advances)	-	-
	d.	Investments (Investments in related parties/Total investments made	0.12%	0.05%

*Total Sales is considered as Total Revenue of the Company as per BRSR guidance note

LEADERSHIP INDICATORS

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

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

2. Does the Company have processes in place to avoid/manage conflict of interests involving members of the Board? If yes, provide details of the same.

The Company has adopted a Framework for Managing Conflict of Interest which articulates several measures taken by the Company in ensuring that conflict of interest is handled in an appropriate manner, at the individual employee level, at the level of Board of Directors and at the Company level. The following four principles govern the Framework for Managing Conflict of Interest:

a) Protection of customer's interests

b) Transparency and accountability

c) Promoting institutional and individual/personal responsibility

d) Organisational culture

The Framework for Managing Conflict of Interest is available on the intranet portal of the Company.

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 impact of product and processes to total R&D and capex investments made by the Company.**

   Not applicable, considering the nature of business. The Company continues to invest in IT infrastructure like equipment, software and communication networks to give impetus to the Company's digital initiatives and improve customer experience and operating efficiency.

2. **Does the Company have procedures in place for sustainable sourcing? If yes, what percentage of inputs were sourced sustainably?**

   Environmental resources constitute a foundational element of the Company's operational framework. As a provider of insurance and pension services, the Company's environmental footprint is inherently limited, with resource consumption primarily restricted to administrative operations and technology-driven service delivery infrastructure.

   Resource utilisation is largely concentrated across energy consumption, water usage, and paper consumption within office premises and digital infrastructure. This operating context presents a dual advantage—both a lower baseline environmental impact and a strategic opportunity to drive targeted sustainability interventions. Accordingly, the Company has adopted a focused approach towards resource efficiency, digital transformation and responsible consumption practices, aimed at optimising environmental performance within its operational boundaries.

3. **The processes in place to safely reclaim the Company's 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.**

   BRSR Disclosure – Waste Management & Resource Circularity (Principle 6: Environment): As a financial services organisation, the Company's operations involve limited use of raw or recycled materials as direct inputs. However, the Company remains committed to advancing circular economy principles through responsible waste management and resource optimisation practices.

   E-waste Management: The Company has established a structured approach for the safe disposal of electronic waste, which constitutes the primary waste stream arising from its operations, including end-of-life IT assets such as computers, printers, scanners, and networking equipment.

   - A cumulative 169,651 kgs of e-waste has been disposed of through authorised recyclers since FY2020, including 18,851 kgs during FY2026
   - All disposals are conducted through government-authorised e-waste recyclers, with appropriate recycling certifications obtained to ensure regulatory compliance and traceability

   To further strengthen responsible disposal practices, the Company has installed dedicated e-waste collection bins across 50 branches pan-India, enabling employees and visitors to safely dispose of electronic waste through certified channels.

   Plastic Reduction & Sustainable Substitutes: The Company has implemented targeted interventions to minimise the use of single-use plastics and promote sustainable alternatives across its operations:

   - Elimination of single-use plastic water bottles, replaced with reusable water jars and glassware
   - Discontinuation of single-use paper cups, supported by deployment of durable crockery across offices and branches
   - Transition from plastic garbage bags to biodegradable compostable alternatives
   - Replacement of plastic dustbins with steel-based, long-life alternatives

   These initiatives reflect the Company's commitment to responsible consumption, waste minimisation and environmentally sustainable operations, aligned with applicable regulatory frameworks and broader ESG objectives.

4. **Whether Extended Producer Responsibility (EPR) is applicable to the Company'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 Company conducted Life Cycle Perspective/Assessments (LCA) for any of its products (for manufacturing industry) or for its services? If yes, provide the details.**
   No, the Company has not conducted any LCA for its services.

2. **If there is any significant social or environmental concerns and/or risks arising from production or disposal of products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken for mitigation.**
   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:**
   Not applicable.

5. **Reclaimed products and their packaging materials (as percentage of products sold) for each product category.**
   Not applicable.

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										
	(A) Total	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		(B) (Number of employees)	(B/A) %	(C) (Number of employees)	(C/A) %	(D) (Number of employees)	(D/A) %	(E) (Number of employees)	(E/A) %	(E) (Number of employees)	(F/A) %
PERMANENT EMPLOYEES											
Male	13,221	13,221	100%	13,221	100%	0	NA	13,221	100%	13,221	100%
Female	5,742	5,742	100%	5,742	100%	5,742	100%	0	NA	5,742	100%
Total	**18,963**	**18,963**	**100%**	**18,963**	**100%**	**5,742**	**100%**	**13,221**	**100%**	**18,963**	**100%**
OTHER THAN PERMANENT EMPLOYEES											
Male	141	1	1%	141	100%	0	0%	141	100%	141	100%
Female	199	0	0%	199	100%	199	100%	0	NA	199	100%
Total	**340**	**1**	**0%**	**340**	**100%**	**199**	**100%**	**141**	**100%**	**340**	**100%**

Note: To enable women employees to stay invested in their careers, the Company offers supportive policies that cater to their needs at various life stages. Some of these policies include maternity leave, adoption leave of three months, surrogacy leave, fertility treatment leave and medical leave in case of miscarriage / medical termination of pregnancy, any illness arising out of pregnancy / tubectomy operation.

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

Not applicable.

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent)

	FY2026	FY2025
Cost incurred on well-being measures as a % of total revenue of the company	0.10%	0.09%

Note: The schedule of cost incurred by the Company on wellbeing initiatives includes premium for group term cover, reimbursements for Employees' Children with Special Needs policy, Employees' Children's Education Scholarship Scheme and Employees' Children's Sports Scholarship Scheme in addition to the KPIs mentioned in the BRSR Core guidance note for FY2026

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

Benefits	FY2026		FY2025	
	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.)
PF	100%	Y	100%	Y
Gratuity	100%	Y	100%	Y
Employee State Insurance (ESI)	4%	Y	4%	Y
Others – Post retirement benefits#	100%	NA	100%	NA

Notes: *Only for Permanent employees.

PF is applicable only for employees working in India; Permanent employees retiring from the services of the Company are eligible for various post-retirement benefits including Group Health Insurance, hospitalisation coverage, domiciliary medical expense reimbursement, transportation to home town and vesting of outstanding stock options / stock units for participants of the Company's Employee Stock Option Scheme / Employee Stock Unit Scheme.

3. Accessibility of workplaces

Are the premises/offices accessible to differently abled employees as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the Company in this regard.

The Company is committed to fostering an inclusive and accessible workplace environment by integrating universal accessibility principles across its infrastructure. At its corporate office, the Company has established specially designed washroom facilities to support the needs of persons with disabilities, including features such as accessible entryways, grab rails, and user-friendly layouts.

Further, the Company has refurbished one of its large office premises, including back-office facilities spanning approximately 190,000 square feet, to enhance accessibility. These upgrades include the installation of ramps, support rails and thoughtfully designed physical infrastructure aimed at improving mobility and ease of access.

These initiatives demonstrate the Company's commitment to creating an inclusive workplace, promoting equal access and aligning with regulatory requirements and best practices in workplace accessibility.

4. Does the Company have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy

Yes, the Company has implemented its policy on Equal Opportunity, Diversity and Inclusion.

The policy can be accessed at https://www.iciciprulife.com/content/dam/icicipru/about-us/corporate_policies/Diversity_and_Inclusion_Policy_April_2022.pdf. The policy is based on its employee promise or the Cornerstones of Fairness & Meritocracy, Learning & Growth and providing a Supportive environment. The essence of Fairness & Meritocracy is about providing a rules-based policy framework that is non-discriminatory and provides equal opportunity for all individuals irrespective of their gender, religion, caste, race, age, community, physical ability or gender orientation.

The Company endeavors to ensure a safe, secure and congenial work environment, so that employees bring their authentic self to work and contribute wholly with their skills, experience and perspective thereby creating unmatched value for all stakeholders. The Company has also put in place a robust Grievance Redressal process to address any employee escalations or grievances.

5. Return to work and retention rates of permanent employees who took parental leave

Gender	Permanent employees	
	Return to work rate	Retention rate*
Male	100%	85%
Female	100%	83%
Total	**100%**	**84%**

*Retention rate determines who returned to work after parental leave ended and were still employed 6 months later.

6. Is there a mechanism available to receive and redress grievances for the following categories of employees? If yes, briefly provide details of the mechanism.

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent employees	Yes. (a) Employees are encouraged to register any grievance that they may have against any employee, agent, partner and customer or report any breach of the Code of Conduct or any of the Company's policies, on the e-Governance portal on the Company's Intranet. (b) Employees may also send their grievance over email to employeeassist@iciciprulife.com. For grievances pertaining to sexual harassment, employees may also write to womensafety@iciciprulife.com. (c) Any cases falling under the purview of the Whistle Blower Policy or Senior Management Escalations are handled as per the Whistle Blower Policy, which enables employees to freely communicate their concerns on illegal or unethical practices to the Head – Internal Audit or Chairman of the Audit Committee.
Other than Permanent Employees	The grievance redressal mechanism available for permanent employees is also available for other than permanent employees.

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

NIL

8. Details of training given to employees

Category	FY2026					FY2025				
	Total (A)	On health and safety measures*		On skill upgradation**		Total (D)	On health and safety measures*		On skill upgradation**	
		(B)	% (B/A)	(C)	% (C/A)		(E)	% (E/D)	(F)	% (F/D)
EMPLOYEES										
Male	13,218	13,218	100%	13,218	100%	13,944	13,944	100%	13,944	100%
Female	5,740	5,740	100%	5,740	100%	6,027	6,027	100%	6,027	100%
Total***	**18,958**	**18,958**	**100%**	**18,958**	**100%**	**19,971**	**19,971**	**100%**	**19,971**	**100%**

*The Company conducts various health and safety awareness campaigns via a multi-pronged framework, webinars by experts on physical, mental and financial wellness, road safety & traffic safety sessions etc.

** The Company's skill upgradation programme consists of induction, regulatory, functional and behavioural programs conducted through instructor-led trainings and e-learning modules. It also includes skill upgradation via job rotation provided to employees.

*** For permanent employees, FY2026 excludes 5 employees on long leave / medical leave and for FY2025 excludes 4 employees on long leave / medical leave.

9. Details of performance and career development reviews of employees

Category	FY2026			FY2025		
	Total (A)	Number of employees (B)	% (B/A)	Total (C)	Number of employees (D)	% (D/C)
EMPLOYEES						
Male	13,362	13,362	100%	13,975	13,975	100%
Female	5,941	5,941	100%	6,060	6,060	100%
Total*	**19,303**	**19,303**	**100%**	**20,035**	**20,035**	**100%**

*Includes permanent and other than permanent employees

All full-time employees of the Company undergo an annual performance appraisal process as determined by the Company. The Company has an established performance and talent management framework. The objectives of this framework are three-fold: a) To ensure alignment to the Company's Key Performance Indicators (KPIs) as set out by the Board and ensure clarity of purpose across levels b) To create a talent pipeline by nurturing high potential talent c) To enable differentiated rewards and capability development to help ringfence talent for the future. The Company has a structured performance management process aligned to the Company KPIs as set out by the Board. These are then cascaded in the form of functional KPIs and further as individual KPIs based on the nature of role and responsibilities.

The Company has a well-defined succession planning process to facilitate the development and career planning of high potential talent, mitigate vacancy risk arising from attrition and ensure business continuity. A framework is in place for identifying key roles and measuring the depth of leadership cover for each role by identifying successors who can move to the role either immediately or over a period of time or by restructuring the role to mitigate vacancy risk and ensure business continuity, where successors are not immediately available to fill the vacancy. Based on the number of successors identified, their readiness to move to the next level role and the feasibility of conducting restructuring in the event of the role holder's exit, a score called the Senior Management Cover Index (SMCI) is derived for each key role. An annual exercise is carried out to identify the SMCI for each key role, and is reviewed annually by the Board Nomination & Remuneration Committee.

10. Health and safety management system

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

Yes, the Company has stringent guidelines to ensure safety of its employees and property. These include policies on fire safety that cover rules pertaining to fire-fighting equipment, emergency exits, floor marshals for each office, fire drills and other safety parameters for office maintenance and a process for regular certification on all parameters for each office. Adherence to the Health, Safety & Environment guidelines is confirmed by branches monthly and is regularly reviewed internally. There are periodic checks on electrical and fire safety parameters by an external agency and the issues highlighted are rectified immediately. To provide a safe, secure, and supportive work environment, the Company has put in place a holistic well-being framework for employees focusing on physical, mental, and financial well-being. Various initiatives are undertaken around the three-pronged approach that involves building awareness, instituting enabling policies and facilitating habit formation.

At ICICI Prudential Life Insurance, employee well-being is embedded in our culture and workflow design, ensuring a holistic and sustainable approach to well-being. Our well-being framework is built on two layers:

foundational aspects that cultivate engagement, purpose and productivity, and well-being initiatives that provide structured support around physical, mental, and financial well-being.

The foundational aspects focus on creating an engaged, inclusive and agile workplace by fostering collaboration, transparency and a strong sense of belonging. Job roles are designed to provide purpose and eliminate inefficiencies, ensuring meaningful work experiences. Employees are further supported through continuous learning opportunities, technology enablers, and structured performance tracking mechanisms that align individual capabilities with organisational goals. By integrating these elements, we cultivate a thriving work environment where employees feel valued, empowered and equipped for long-term success. Complementing the strong foundation, well-being initiatives focus on building awareness, habit formation and policy-driven support around physical, mental, and financial well-being.

The Company strengthened awareness initiatives by engaging employees in expert-led webinars on physical, mental, and financial well-being. These were conducted to build awareness on the themes of critical health concerns such as cancer, diabetes and preventive care, cervical cancer, yoga, sleep and anxiety, education on savings, investments, and retirement planning with over 6,000 employees in attendance.

Employee policies further enable employees to integrate well-being into their daily lives. Preventive healthcare remains a key focus, with employees encouraged to undergo regular health check-ups as part of the Company's structured approach to proactive health management. Medical tele-consultations provided employees with easy access to expert healthcare advice, ensuring ongoing medical support. Mental health support continued to be available through the Employee Assistance Program (EAP), through which professional counselling services were offered to employees in a confidential and accessible manner. Financial security was strengthened through hospitalisation cover, supporting their healthcare and medical needs.

b. **What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the Company?**
Not applicable

c. **Whether the Company has processes for workers to report the work related hazards and to remove themselves from such risks? (Y/N)**
Not applicable.

d. **Do employees have access to non-occupational medical and healthcare services? (Yes/No)**
Yes, all permanent employees of the Company are covered under its health insurance and all employees are covered under accident policy. The Company has well-defined medical and healthcare policies and allied services. Group term insurance cover and personal accident insurance cover are applicable for all employees.

To provide a safe, secure, and supportive work environment, the Company has put in place a holistic well-being framework for employees focusing on physical, mental, and financial well-being. Various initiatives are undertaken around a three-pronged approach that involves building awareness, instituting enabling policies and facilitating habit formation leading to a healthier lifestyle.

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

Safety Incident/Number	Category*	FY2026	FY2025
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	-
Total recordable work-related injuries	Employees	-	-
No. of fatalities	Employees	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-

*including in the contract workforce

12. Measures taken by the Company to ensure a safe and healthy workplace.
To provide a safe, secure, and supportive work environment, the Company has put in place a holistic well-being framework for employees focusing on physical, mental, and financial well-being. Various initiatives are undertaken around a three-pronged approach that involves building awareness, instituting enabling policies and facilitating habit formation leading to a healthier lifestyle. In addition, the Policy against Sexual Harassment at the Workplace outlines the complaints' mechanism and the process for redressal of complaints related to sexual harassment at the workplace.

The Company also undertook several precautions at its offices as below to ensure physical safety:

- **Fire Safety:** Comprehensive fire safety policies are established, including the maintenance and regular inspection of fire-fighting equipment and clear evacuation procedures. Designation of floor marshals ensures accountability during emergencies, while routine fire drills familiarise employees with emergency protocols, thereby minimising panic and confusion during actual incidents. Regular and stringent PMS of all electrical equipment was conducted at periodic intervals. Fire Safety Week was observed twice across the offices in the country which involved practical drills and training sessions conducted by experienced fire brigade personnel, thereby enhancing awareness and preparedness among employees. Educative fire safety messages and mail campaigns ensured that knowledge gained during training is readily accessible and retained by all.
- **Road Safety Initiatives:** Employees participated in road safety training awareness sessions held under the guidance of local traffic authorities.
- **First Aid Training:** First aid sessions were conducted at branch offices for employees by accredited organisations like the Red Cross that equipped employees with lifesaving skills, fostering a sense of security and preparedness to handle medical emergencies at offices.
- **Sanitation and Hygiene:** Regular sanitisation practices are vital for maintaining a healthy workplace. By implementing frequent cleaning protocols, the company addresses potential health risks and promotes employee well-being, especially in light of recent global health challenges.
- **Indoor Air Quality Improvement:** The introduction of green plants in office spaces not only enhances aesthetics but also significantly improves indoor air quality, leading to better employee health and productivity. Major offices have deployed green plants as per norms to enhance air quality. Large offices continue to have equipment to monitor, manage and enhance air quality.

13. Number of complaints on the following issues were made by employees

	FY2026			FY2025		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions	NIL	NIL	-	NIL	NIL	-
Health and safety	NIL	NIL	-	NIL	NIL	-

14. Assessments for the year

	% of the Company's plants and offices that were assessed (by Company or statutory authorities or third parties)
Health and safety practices	No assessment has been done by statutory authorities or third parties*
Working conditions	No assessment has been done by statutory authorities or third parties*

*The Company is in compliance with applicable laws

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and significant risks/concerns arising from assessments of health and safety practices and working conditions.
Not applicable.

LEADERSHIP INDICATORS

1. Does the Company extend any life insurance or any compensatory package in the event of death of an employee (Y/N)
Yes, the Company extends support to families in the event of an employee's death. This includes Group Term cover, Group Personal Accident cover (if applicable) and Retiral benefits (PF, gratuity and Employees Deposit Linked Insurance Scheme as applicable).

In the event of death, gratuity is paid even if the employee had not completed five years of continuous service with the Company. In addition, gratuity is calculated at a higher rate of one month's basic salary for each completed year of service (subject to a maximum of 20 years).

An opportunity of employment is also extended to the spouse or eligible child of the deceased employee. Additionally, in case of death, all stock options / stock units immediately vest in the employee's successors, in line with the Company's Employee Stock Option Scheme / Employee Stock Unit Scheme.

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

The Company has adopted statutory and internal audit policies and procedures to monitor the compliance of the same.

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

	Total no. of affected employees		No. of employees that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY2026	FY2025	FY2026	FY2025
Employees	NIL	NIL	NIL	NIL

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

Yes, Continual learning opportunities are provided to all employees through a host of learning interventions including functional training and behavioural training through instructor-led sessions and self-paced programs. As a result of these ongoing interventions, employees are able to upskill thereby leading to performance improvement on the job. The Company provides a long-term career proposition to employees that enables stability. The Company has not undertaken retrenchment of employees arising from business exigencies or skill gaps.

5. Details of assessment of value chain partners

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Not applicable
Working conditions	

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

Not applicable.

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

ESSENTIAL INDICATORS

1. **Processes followed to identify key stakeholder groups in the Company.**

   The Company identifies individuals and groups that make a fundamental impact on the Company's operations and performance. If this impact results in value addition to the Company's business, then they are ascribed as one of the key stakeholders. Based on the nature of business of life insurance, the risks and opportunities revolve around Human Capital, Responsible Investing, Data Privacy & Security, Access to Finance, Emerging Risks and Governance. Accordingly, the key stakeholders are:

   - Employees
   - Shareholders and investors
   - Customers
   - Business Partners
   - Government and Regulatory Bodies
   - Communities and NGOs

2. **List of stakeholder groups identified as key for the Company and the frequency of engagement with each stakeholder group.**

Stakeholder groups	Whether identified as vulnerable and marginalised (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, others)	Frequency of engagement (Annually/ Half yearly/ Quarterly/others-please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagements
Employees	No	Direct contact, Social Intranet, Email, Contact centre, Virtual townhalls, Surveys SMS, Calls, Website etc.	Daily	To inform employees on key developments within the Company; to involve employees in decision making and aligning them to the shared purpose of the Company's Vision, Values and business strategy; to invigorate employees and enable delivery of the employee promise
Shareholders & investors	No	Email, Website, General Meetings, Communication to stock exchanges, annual/quarterly calls, conferences	Frequent or as and when required	To inform on how the Company is currently doing and what it plans to do in near term future
Customers	Partly Yes	Direct contact, Email, SMS, Newspaper, Pamphlets, Advertisement, Website	Frequent or as and when required	To acquire new customers and provide services to existing ones
Business Partners	No	Email, SMS, Website, other physical and digital channels	Frequent or as and when required	Service existing business and increase scope for further expansion
Government and Regulatory Bodies	No	Email, personal meetings, calls, video calls	As and when required	Discussions on policy regulations and amendments, inspections, and approvals
Communities and NGOs	Yes	Email, Calls, Direct contact, Communicating through ICICI foundation	Frequent or as and when required	Support CSR projects

LEADERSHIP INDICATORS

1. **Provide the processes for consultation between stakeholders and the Board on economic, environmental and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.**
The Company is of firm belief that a consistent engagement with its key stakeholders results in better communication of its performance and strategy. The Board of Directors are regularly updated on diverse topics which inter alia cover specific industry overview, customer service-related updates, digital initiatives, Corporate Social Responsibility related projects/initiatives, financial performance, strategy etc. For employee compensation structure, the Board Nomination and Remuneration Committee (BNRC) follows approach based on the ethos of meritocracy and fairness. The Board tracks the company's adherence to the compliance framework through its Board Audit Committee.

For specific sustainability topics, the Company's Board Sustainability and CSR committee is regularly provided updates by the Company's executive Sustainability Steering committee.

The Directors are also given an overview of the regulatory regime including material regulatory developments, circulars and amendments by Insurance Regulatory & Development Authority of India, Securities and Exchange Board of India, Ministry of Corporate Affairs etc. and feedback is sought from them.

2. **Whether stakeholder consultations are used to support the identification and management of environmental and social topics. If so, provide details of instances as to how inputs received from stakeholders on these topics were incorporated into policies and activities of the Company.**
The Company believes that in view of the prevailing social security framework in India, life insurance is a key imperative for all citizens. The Company's continual engagement with its stakeholders serves to ensure that every Indian family will have adequate financial protection, a goal closely aligned with the wider responsibilities to society and the environment. The Company also interacts with various investors and analysts to understand their expectations and incorporating the same in its Sustainability framework. Over the past four years, this has resulted in various initiatives being put in place towards responsible investing, equal opportunity, diversity and inclusion policy, privacy policy, human capital, environmental impact and sustainability risk.

3. **Provide details of instances of engagement with and actions taken to address the concerns of vulnerable / marginalised stakeholder groups.**
The Company is committed to transparency with its stakeholders and envisions stakeholder engagement as the foundation for seamless scaling up towards corporate growth. The Company engages with them periodically and responsibly on diverse issues and about the Company and its future. This key information on material issues helps shape the business strategies accordingly.

Mode of engagement with socially and economically weaker customers:
- Service representatives at branches
- Call centre and other platforms

The actions taken centred around meeting their following needs and expectations:
- Deliver 24X7 service
- Personalisation on video or voice calls in vernacular medium.
- Simplified, smooth, hassle-free and end-to-end service

Mode of engagement with marginalised communities:
- CSR policy and programme disclosures on website
- CSR disclosures in Annual report
- Periodic updates to the BSCSR Committee and the Board
- Community support programmes pan India in partnership with ICICI Foundation for Inclusive Growth (ICICI Foundation) and other CSR partners
- Employee Volunteering platforms
- Awareness on CSR programmes via social media, Intranet, employee apps and email
- Acknowledgement at ICICI Foundation centres, website, annual report and other collaterals
- Acknowledgement by other partners on their websites, annual report & other collaterals

The actions taken centred around meeting their following needs and expectations:
- Consumer awareness and education
- Education, Skill development and sustainable livelihoods
- Employee related volunteering for community support
- Healthcare
- Environment sustainability and ecological balance
- Disaster relief and rehabilitation

PRINCIPLE 5: BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS.

ESSENTIAL INDICATORS

1. Employees who have been provided training on human rights issues and policy(ies)

Category	FY2026			FY2025		
	Total (A)	No. of employees covered (B)	% (B/A)	Total (C)	No. of employees covered (D)	% (D/C)
EMPLOYEES						
Permanent	18,963	18,932	99.8%	19,975	19,921	99.72%
Other than permanent	340	185	54.4%	60	60	100%
Total employees	**19,303**	**19,117**	**99.0%**	**20,035**	**19,981**	**99.73%**

*Pending employees are within the prescribed TAT of the confirmation to the Code as on March 31, 2026 or have exited the organisation.

2. Details of minimum wages paid to employees

Category	FY2026					FY2025				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		(B)	(B/A) %	(C)	(C/A) %		(E)	(E/D) %	(F)	(F/D) %
EMPLOYEES										
Permanent	**18,963**	**-**	**-**	**18,963**	**100%**	**19,975**	**-**	**-**	**19,975**	**100%**
Male	13,221	-	-	13,221	100%	13,946	-	-	13,946	100%
Female	5,742	-	-	5,742	100%	6,029	-	-	6,029	100%
Other than permanent	**340**	**-**	**-**	**340**	**100%**	**60**	**-**	**-**	**60**	**100%**
Male	141	-	-	141	100%	29	-	-	29	100%
Female	199	-	-	199	100%	31	-	-	31	100%

3. Details of remuneration/salary

a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/ salary/wages of respective category (₹)^	Number	Median remuneration/ salary/wages of respective category (₹)^
Board of Directors*	1	7,48,81,796	-	-
Key managerial personnel#	1	1,24,32,500	1	34,72,200
Employees** other than Board of Directors* and KMP	3,684	10,03,000	1,517	8,58,000

*Refers to WTD,

#Other than WTD;

** Includes employees who are part of annual bonus plan (excluding frontline sales)

^Remuneration refers to annualised fixed remuneration which includes basic, allowances and retirals

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

	FY2026	FY2025
Gross wages paid to females as % of total wages	27%	26%

Note: Total annual compensation of all employees active in the FY calculated as per definition of wages given in BRSR guidance note.

4. Does the Company have a focal point (Individual/Committee) responsible for addressing human rights impact or issues caused or contributed to by the business (Yes/No)

The Chief of Human Resources oversees and addresses any issue arising from any human rights impact or issues caused or contributed to by the business

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

The Company has several board approved policies and internal guidelines to redress grievances related to human rights issues.

With regard to internal mechanisms centered around the policies, the Company has constituted the Governance team as a part of the Human Resources function to ensure that all employee related grievances are suitably investigated and action is taken as per due process stipulated in the Employee Service Rules. Employees are encouraged to register any grievance that they may have against any employee, agent, partner and customer or report any breach of the Code or any of the Company policies.

The Company has instituted "egov" portal on the Company's intranet for employees to record and register their grievance. The egov portal serves as the repository of all relevant information pertaining to each grievance and for purpose of monitoring and tracking of all grievances for timely resolution. Employees may also write their grievance over email to employeeassist@iciciprulife.com or raise their grievance through their line hierarchy or Human Resources. Anonymous grievances are also recorded in the egov portal. On receipt of the grievance, the Governance team examines the nature and type of the grievance and accordingly, classifies the same under five categories – Fraud, Behavior, Other Code violation, Policy or Process violation and Sexual Harassment. For grievances pertaining to sexual harassment, the Internal Complaints Committee (ICC) is constituted in line with the provisions of The Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013 to investigate the case.

The Company has a Board approved Grievance redressal policy for customers that includes the redressal framework for ensuring prompt and effective resolution of grievances. The service recovery team is responsible for investigating, evaluating and deciding on the resolution of grievances. The service recovery team operates as an independent central grievance redressal unit to ensure that the resolution provided for each and every grievance is done in a fair and impartial manner. The Company offers multiple channels to report grievances such as branches, e-mail/letter, website/mobile app, contact centre, sourcing intermediary and social media. The Company's approach to grievance resolution includes a thorough review of the profile and concerns of the customer, the product offered, fact-finding and evidence gathering both from the customer and sourcing intermediary (as maybe applicable). The Company aims to offer the best possible solution to the customer after taking into account the findings of the investigation and extant policies, rules and guidelines. In case of dissatisfaction with the resolution, the customer has the option to escalate to the next level for redressal.

6. Number of complaints on the following issues made by employees

Category	FY2026			FY2025		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	16	-	-	21	-	-
Discrimination at Workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced Labour/Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other Human Rights related issues	-	-	-	-	-	-

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

	FY2026	FY2025
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	16	21
Complaints on POSH as a % of female employees/workers	0.27%	0.34%
Complaints on POSH upheld	10	8

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

The Company's employee promise is built on the cornerstones of fairness and meritocracy, learning and growth and providing a supportive environment. The essence of fairness and meritocracy constitutes strict adherence to a rules-based policy framework that is non-discriminatory and offers equal opportunity to all individuals irrespective of their gender, religion, caste, race, age, community, physical ability or sexual orientation. The Company endeavours to ensure a safe, secure and congenial work environment, so that employees can deliver their best without inhibition. The Company has put in place a robust grievance redressal process for investigation of employee concerns pertaining to workplace harassment and sexual harassment and has instituted a code of conduct, employee service rules and The Prevention of Sexual Harassment at the Workplace policy that clearly delineates employee responsibilities and acceptable employee conduct. Together, these constitute the foundation for promotion of a diverse and inclusive culture at the workplace.

The Prevention of Sexual Harassment at the Workplace policy includes guidelines to prevent adverse consequences to complainants:

a) Any concerns can be expressed or reported without any fear of retaliation. The Internal Complaints Committee maintains confidentiality of the identity of involved parties.

b) Privacy during Committee meetings are ensured to maintain confidentiality.

c) In addition, the option to change the current location of posting and/or avail of leave during the interim period until the investigation is completed is provided to the complainant.

9. Do human rights requirements form part of the Company's business agreements and contracts (Yes/No)

Yes, human rights' requirements form a part of the Company's business agreements and contracts, as applicable.

10. Assessments for the year

	% of offices that were assessed (by Company or statutory authorities or third parties)
Child labour	NIL*
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

*No specific assessment has been carried out however, the Company is in compliance with applicable laws.

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

Not applicable.

LEADERSHIP INDICATORS

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

   Employees are encouraged to raise any grievance they may have regarding any breach/violation in any policy or process, breach of professional etiquette or standards of acceptable behaviour by any colleague, vendor, advisor or any third party associated with the Company in a professional capacity. Employees can also report any other act which is in contravention of the Company's Code of Conduct or other policies in force, including the Prevention of Sexual Harassment at the Workplace policy, Anti-Bribery & Anti-Corruption Policy, Anti-Money Laundering Policy, Compliance Policy, Framework for Managing Conflict of Interest, Insider Trading Code, Whistle Blower Policy, Information and Cyber Security Policy, Fraud Risk Management Policy, HR Policies or any other policy governing employee conduct at the workplace that may be defined from time to time or any statutory or regulatory laws as may be currently in force. For grievances pertaining to sexual harassment, employees may also write to womensafety@iciciprulife.com.

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

   Internal audit is conducted for the governance process of the Company.

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

   The Company is committed to fostering an inclusive and accessible workplace environment by integrating universal accessibility principles across its infrastructure. At its corporate office, the Company has established specially designed washroom facilities to support the needs of persons with disabilities, including features such as accessible entryways, grab rails, and user-friendly layouts.

   Further, the Company has refurbished one of its large office premises, including back-office facilities spanning approximately 190,000 square feet, to enhance accessibility. These upgrades include the installation of ramps, support rails and thoughtfully designed physical infrastructure aimed at improving mobility and ease of access.

4. **Details on assessment of value chain partners**

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	NIL*
Discrimination at Workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

*No specific assessment has been carried out.

5. **Corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 4 above.**

   NIL

PRINCIPLE 6: BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT.

ESSENTIAL INDICATORS

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

Parameter	Unit of Measurement	FY2026	FY2025
From renewable sources			
Total electricity consumption (A)	Gigajoules (GJ)	16,065	13,110
Total fuel consumption (B)	-	-	-
Energy consumption through other sources (C)	-	-	-
Total energy consumed from renewable sources (A+B+C)	**GJ**	**16,065**	**13,110**
From non-renewable sources			
Total electricity consumption (D)	GJ	23,333	32,579
Total fuel consumption (E)	GJ	1,090	1,088
Energy consumption through other sources (F)	-	-	-
Total energy consumed from non- renewable sources (D+E+F)	**GJ**	**24,423**	**33,667**
Total energy consumed (A+B+C+D+E+F)	**GJ**	**40,488**	**46,777**
Energy intensity per rupee of turnover* (Total energy consumed /Revenue from operations)	**GJ/INR Crores**	**0.64**	**0.66**
Energy intensity per rupee of turnover* adjusted for Purchasing Power Parity (PPP)** (Total energy consumed /Revenue from operations adjusted for PPP)	**GJ/USD Crores (PPP)**	**12.93**	**13.61**
Energy intensity in terms of physical output***	**Not available**	**Not available**	**Not available**
Energy intensity (optional)- the relevant metric may be selected by the Company	**-**	**-**	**-**

NB: Energy intensity was calculated using non-renewable energy consumption last year, where for FY2026, it is based on total energy consumption.
*Turnover is based on Gross Revenue
** Conversion factor of 1 USD = 20.66 INR on PPP Basis
*** Given the nature of business, there is no physical output directly attributable to this Principle.

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

Yes, Reasonable assurance was conducted by Walker Chandiok & Co. LLP for FY2026.

2. Does the Company 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 undertaken, if any.

No, the Company does not have any sites/facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

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

Parameter	FY2026	FY2025
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	1,55,101	1,64,089
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1,55,101	1,64,089
Total volume of water consumption (in kilolitres)	1,55,101	1,64,089
Water intensity per rupee of turnover* (Total water consumption / Revenue from operations in INR Crores)	2.43	3.35
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP in USD Crores)	49.53	69.26
Water intensity in terms of physical output	-	-
Water intensity (optional) – the relevant metric may be selected by the Company	-	-

Note: The Company's water usage is restricted to the purpose of human consumption only. The Company's 470 offices are in rental premises, and the Company has no mechanism to track water utilisation. However, efforts have been made to ensure that water is utilised judiciously. Water saving initiatives undertaken include deployment of waterless urinals, aerator taps installation, dual flush mechanism WC, water-efficient fixtures, sensor-based taps and reutilisation of wastewater generated from RO Water filter and AC drainage water reutilisation in select branches.

*Turnover is based on Gross Revenue

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

Yes, Reasonable assurance was conducted by Walker Chandiok & Co. LLP for FY2026 as per Industry Standards on Reporting of BRSR Core dated December 20, 2024.

4. **Provide the following details related to water discharged :** Not available*

Parameter	FY2026	FY2025
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	**-**	**-**

*The Company's water usage is restricted to the purpose of human consumption only. The Company's 470 offices are in rental premises and the Company has no mechanism to track water utilisation. However, efforts have been made to ensure that water is utilised judiciously. Water saving initiatives undertaken include deployment of waterless urinals, aerator taps installation, dual flush mechanism WC, water-efficient fixtures, sensor-based taps and reutilisation of wastewater generated from RO Water filter and AC drainage water reutilisation in select branches.

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, independent assessment has been carried out.

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

   No.

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

Parameter	Please specify unit	FY2026	FY2025
Nox	Not applicable		
Sox			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

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

Parameter	Unit	FY2026	FY2025
Total Scope 1 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO_2 equivalent	745	759
Total Scope 2 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO_2 equivalent	4,604	6,579
Total Scope 1 and Scope 2 emissions per rupee of turnover* (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations)	Metric tonnes of CO_2 equivalent / INR Crores	0.08	0.15
Total Scope 1 and Scope 2 emission intensity per rupee of turnover* adjusted for Purchasing Power Parity (PPP)** (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations adjusted for PPP)	Metric tonnes of CO_2 equivalent / USD Crores (PPP)	1.71	3.10
Total Scope 1 and Scope 2 emission intensity in terms of physical output***	Not available	Not available	Not available
Total Scope 1 and Scope 2 emission intensity (optional)	-	-	-

*Turnover is based on Gross Revenue
** Conversion factor of 1 USD = 20.66 INR on PPP Basis
***Given the nature of business, there is no physical output directly attributable to this Principle.

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

Yes, Reasonable assurance was conducted by Walker Chandiok & Co. LLP for FY2026

8. **Does the Company have any project related to reducing Green House Gas emissions. If yes, then provide details.**

   The Company has deployed energy efficient equipment like VRF and 5-star rated inverter ACs in offices, Chillers with refrigerant R410a & R134a used, which are Halon / HCFC Free refrigerant, LED lighting and LED signage.

   The Company has moved to “Green Power” in 64 branches in Maharashtra, Odisha, West Bengal and Assam as per availability.

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

Parameter	FY2026	FY2025
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	18.85	42.68
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	-	-
Total (A+B + C + D + E + F + G + H)	**18.85**	**42.68**
Waste intensity per rupee of turnover* (Total waste generated / Revenue from operations) tonnes/INR Crores	0.0003	0.0006
Waste intensity per rupee of turnover* adjusted for Purchasing Power Parity (PPP)** ((Total waste generated / Revenue from operations adjusted for PPP) tonnes/USD Crores (PPP)	0.006	0.012
Waste intensity in terms of physical output***	Not available	Not available
Waste intensity (optional) the relevant metric may be selected by the Company	-	-
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	18.85	42.68
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	**18.85**	**42.68**
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	-	-
Total	**-**	**-**

*Turnover is based on Gross Revenue
** Conversion factor of 1 USD = 20.66 INR on PPP Basis
*** Given the nature of business, there is no physical output directly attributable to this Principle.

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

Yes, Reasonable assurance was conducted by Walker Chandiok & Co. LLP for FY2026.

10. Briefly describe the waste management practices adopted by the Company. Describe the strategy adopted by your Company to reduce usage of hazardous and toxic chemicals in the Company's products, processes and the practices adopted to manage such wastes.

Waste Management & Resource Circularity (Principle 6: Environment): As a financial services organisation, the Company's operations involve limited use of raw or recycled materials as direct inputs. However, the Company remains committed to advancing circular economy principles through responsible waste management and resource optimisation practices.

E-waste Management: The Company has established a structured approach for the safe disposal of electronic waste, which constitutes the primary waste stream arising from its operations, including end-of-life IT assets such as computers, printers, scanners, and networking equipment.

- A cumulative 169,651 kgs of e-waste has been disposed of through authorised recyclers since FY2020, including 18,851 kgs during FY2026
- All disposals are conducted through government-authorised e-waste recyclers, with appropriate recycling certifications obtained to ensure regulatory compliance and traceability

To further strengthen responsible disposal practices, the Company has installed dedicated e-waste collection bins across 50 branches pan-India, enabling employees and visitors to safely dispose of electronic waste through certified channels.

Plastic Reduction & Sustainable Substitutes: The Company has implemented targeted interventions to minimise the use of single-use plastics and promote sustainable alternatives across its operations:

- Elimination of single-use plastic water bottles, replaced with reusable water jars and glassware
- Discontinuation of single-use paper cups, supported by deployment of durable crockery across offices and branches
- Transition from plastic garbage bags to biodegradable compostable alternatives
- Replacement of plastic dustbins with steel-based, long-life alternatives

These initiatives reflect the Company's commitment to responsible consumption, waste minimisation and environmentally sustainable operations, aligned with applicable regulatory frameworks and broader ESG objectives.

11. If the Company 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

Sr. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) . If no, the reasons thereof and corrective action taken, if any.
Not applicable			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
Not applicable					

13. Is the Company 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.

Based on the nature of its business, the Company complies with applicable environmental norms.

LEADERSHIP INDICATORS

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):
For each facility/plant located in areas of water stress, provide the following information:

(i) Name of the area

(ii) Nature of operations

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

Parameter	FY2026	FY2025
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the Company	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	**-**	**-**

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

No independent assessment has been carried out by any external agency.

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

Parameter	Unit	FY2026	FY2025
Total Scope 3 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO_2 equivalent	14,213	18,062
Total Scope 3 emissions per rupee of turnover*	Metric tonnes of CO_2 equivalent/INR crores	0.22	0.35
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the Company	Metric tonnes of CO_2 equivalent/ USD Crores (PPP)	4.54	7.62

*Turnover is based on Gross Revenue

**Conversion factor is considered from UK DEFRA 2024 for FY2025

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 independent assessment has been carried out by any external agency.

Note: The Scope 3 emissions is reported for Category 1 – Purchased Goods & Services, Category 2 – Capital Goods, Category 3 – Fuel and Energy Related, Category 5 – Waste Generated in Operations, Category 6 – Business Travel, Category 7 – Employee Commute.

The Category 15 – Financed Emissions is not estimated and is not included in Scope 3 Inventory.

3. With respect to ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of the Company's significant direct and indirect impact on biodiversity in such areas along-with prevention and remediation activities.

Not applicable.

4. If the Company 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 as well as outcome of such initiatives, as per the following format.

Not applicable.

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

Yes, the Company has a business continuity management (BCM) policy and framework to ensure resilience and continuity of key products and services at minimum acceptable level.

The BCM policy has been approved by the Board and is reviewed annually. Business impact analysis and business continuity risk assessments are conducted to assess any impact on the Company's business processes due to adverse events such as natural disaster, pandemic, technical disruption including cyber-attack or administrative decisions like lockdown

The plans encompasses systems and processes leveraged by the management of business continuity risk, which include use of disaster recovery sites, conducting functional resilience and restoration drills periodically.

The Company's key processes and systems have accredited with the ISO 22301:2019 certification for its business continuity management systems.

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

Given the nature of business, there has been no adverse impact on environment.

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

Nil

8. How many Green Credits have been generated or procured:

a. By the listed entity

b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners

Nil

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

ESSENTIAL INDICATORS

1. a. **Number of affiliations with trade and industry chambers/associations.**
   The Company is a member of three trade and industry chambers/ associations.

   b. **List the top 10 (determined on the basis of total members of such body) trade and industry chambers/ associations with which the Company is affiliated as a member or otherwise**

Sr. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/ associations (State/National)
1.	The Advertising Standards Council of India	National
2.	The Indian Society of Advertisers	National
3.	Life Insurance Council	National

2. **Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the Company, based on adverse orders from regulatory authorities.**
   Not applicable.

LEADERSHIP INDICATORS

1. **Details of public policy positions advocated by the Company**
   NIL

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

ESSENTIAL INDICATORS

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

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

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

NIL

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

NIL

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

	FY2026	FY2025
Directly sourced from MSMEs/small producers	2.28%	2.19%
Directly from within India	99.79%	90.71%

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

Location	FY2026	FY2025
Rural	0.10%	0.11%
Semi-urban	4.45%	5.16%
Urban	24.10%	26.71%
Metropolitan	71.35%	68.03%

Note: Total annual compensation of all employees active in the FY calculated as per definition of wages given in BRSR guidance note.

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)**
   Nil

2. **Provide the details of CSR projects undertaken by the Company in designated aspirational districts as identified by government bodies.**

Sr. No.	State	Aspirational District	Amount spent (in ₹)
1.	Jharkhand	Chatra	27,54,918
2.	Odisha	Nabarangpur	40,40,438

3. a. **Does the Company have a preferential procurement policy where the Company gives preference to purchase from suppliers comprising marginalised/vulnerable groups? (Yes/No)**
   Given that the Company is in the business of providing life insurance, consumption of resources is limited to running its operations.

   The Company believes in equal opportunity to vendors including suppliers comprising marginalised/vulnerable groups, to promote inclusive growth and equitable development. Besides encouraging and providing equal opportunities to these groups to participate in providing supplies, wherever possible, the Company is engaged in various CSR activities to promote social and economic well-being.

   b. **From which marginalised/vulnerable groups does the Company procure?**
   NIL, since the Company believes in equal opportunities to all vendors.

   c. **What percentage of total procurement (by value) does it constitute?**
   Not applicable

4. **Details of benefits derived and shared from the intellectual properties owned or acquired by the Company (in the current financial year), based on traditional knowledge.**
   NIL.

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.**
   NIL.

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

CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
ICICI Foundation for Inclusive Growth		The Company's objective is to pro-actively support meaningful socio-economic development in India and enable a larger number of people to participate in and benefit from India's economic progress. This is based on the belief that growth and development are effective only when they result in wider access to opportunities and benefit a broader section of society. All the Company's CSR initiatives support the underprivileged and those belonging to vulnerable or marginalised sectors of society.
• Skill development: Setting up of Skilling labs and vocational training for youth • Healthcare program: Support for subsidised healthcare and or healthcare infrastructure	• 4 skilling labs established in 4 locations. • Trainer honorarium with the Indian Army Institute to enhance the digital literacy. Over 1000 trainees including (serving soldiers, ex-servicemen, veer naris) • Cancer surgery support for 94 patients through Indian Cancer Society • Support with 4 eye care equipment in Simadri Surya Eye Hospital, Odisha • Optical Coherance Tomography System machine support to Shrimad Rajchandra Hospital and Research Centre (SRHRC) in Gujarat • 1 Patient transport ambulance Rural Police District Howrah in West Bengal	
Company related CSR Programmes		
• Employee Volunteering Joy of Giving: Employees' contribution towards fulfilling wishes of underprivileged children	₹ 0.91 million employee contribution towards the Joy of Giving with 1,481 employees participation in the programme	

PRINCIPLE 9: BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER

ESSENTIAL INDICATORS

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

   The customer grievance redressal policy is designed to provide fair, and effective resolution of grievances. The Company's service recovery team is an independent central grievance redressal team that objectively investigates and evaluates every concern to ensure an impartial outcome.

   The Company has multiple channels (level 01) to report grievances such as branch, e-mail, letter, website, mobile application, contact centre, sourcing intermediaries and social media.

   The grievance redressal process involves a thorough investigation based on facts and evidence to ensure a fair outcome. To provide the best possible solution, we carefully review the customer's profile, product details, and feedback from the sourcing intermediary where relevant.

   If a resolution is unsatisfactory, the customer can escalate it to the next levels of escalation, i.e. Grievances Redressal Officer (level 02) and Grievances Redressal Committee (level 03).

   External avenues such as the Ombudsman office and the IRDAI are also available to the policyholder, details of which are made available on the Company website and in the policy document.

   The Company has a digital grievance management platform to upload, respond and monitor disposal of customer grievances.

   The process of complaint redressal from grievance registration to resolution is as follows:

   Registration of Complaint

   The Company's digital complaint management platform collates the complaints received through emails, website or social media. The complaints are registered with the service recovery team, which is an independent central grievance redressal (GR) team. Complaints received through the IRDAI or National Consumer Helpline are also directed to the team.

   Complaint acknowledgement

   On registration of a complaint, an acknowledgement is sent to the customer informing that the complaint is being investigated and assuring that a response shall be provided within the regulatory turnaround time.

   Assignment of Complaint

   The GR team investigates the facts and the evidence. Depending on the complaint, the GR team also directs the complaint to the department concerned as part of its investigation efforts. Response received by the department is then evaluated.

   Complaint Evaluation

   The facts of the case are noted and the area of concern is reviewed. All complaints are handled by the GR team to ensure a prompt, fair and effective resolution. The team analyses the problem and assesses the root cause of the conflict. The team takes a decision for the resolution of the complaint. Feedback is also provided to the relevant department to ensure that the same problem does not recur.

   Resolution

   The customer is informed of the decision by the GR team and the steps for escalation in case of dissatisfaction. If a customer is not satisfied with the resolution, they can escalate the issue to the Grievances Redressal Officer and beyond that to the Grievances Redressal Committee.

   The GR team monitors the redressal of all complaints and the quality of response provided to the customer. It also monitors pendency and regularly shares its analysis with the Company. The summary of grievances is reviewed by the Board Policyholders' Protection Grievance Redressal and Claims Monitoring Committee reporting to the Board of Directors of the Company.

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

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

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

Category	FY2026			FY2025		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of the year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber security	-	-	-	-	-	-
Delivery of essential services	2,581	2	-	1,916	1	-
Restrictive trade practices	-	-	-	-	-	-
Unfair trade practices	-	-	-	-	-	-
Others - Unfair business practices*	1,758	-	-	1,473	1	-

**Unfair business practices are primarily allegations pertaining to policy features not explained or incorrectly explained, false returns assured, allegations pertaining to signature or documents tampering, payment misappropriation and spurious or hoax calls.*

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

Nil.

5. Does the Company have a framework/policy on cyber security and risks related to data privacy along with the web-link of the Policy.

Yes, the Company has an information and cyber security policy/ and framework that ensures all information assets are safeguarded by establishing comprehensive management processes throughout the organisation, so that customer and business information is adequately protected.

The Information and cyber security policy has been approved by the Board and is reviewed annually. The policy is available to the internal stakeholders on over the Company's intranet.

The Company has governance mechanism to review and monitor the cybersecurity risks. The Information and Security Risk Management Committee (ISRMC) reviews the information and cybersecurity programme. The ISRMC reports to the Executive Risk Committee (ERC). Updates on Information and cyber security related matters are presented also discussed at the Board Risk Management Committee every quarter.

The Company has defence-in-depth approach, and has deployed security solutions such as, firewalls, intrusion prevention systems, anti-malware solutions, end-point detection and response (EDR), email security, data leakage prevention, network access control (NAC) and web proxy. Vulnerability assessment and penetration testing program for critical information technology applications and infrastructure is in place, to ensure IT Systems are assessed periodically across the system life cycle. Further, cloud security strategy, practices and advance level controls are configured and monitored for protecting data and IT system on cloud. Cybersecurity operations centre (SOC) has been setup for proactive monitoring (24x7), incident response, recovery and remediation activities.

The Company has a privacy policy in place which provides the Company's commitment to privacy throughout the life-cycle of the information from collection, processing, sharing, retention and destruction, by taking reasonable steps to protect the confidentiality of the Personal Information provided and protect it from unauthorised access or alteration, disclosure or destruction. Privacy policy is hosted on Company's website (Link: https://www.iciciprulife.com/privacy-policy.html).

6. **Provide details of any corrective actions taken or underway on issues relating to advertising and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on safety of products/services.**
In this regard, no material corrective action is required to be taken by the Company other than for mitigation of customer grievances related to potential mis-selling, as indicated below:

- Persistency as one of the key factors in determining the performance of the agent
- The Company conducts intensive training programmes through which its frontline sales force and partners are provided different types of training including customer need analysis. Most product training modules also identify the target customer segment for each product which helps the sales teams to sell the right product
- Product suitability is conducted at the time of sale to ensure that the policyholder is offered the appropriate plan.
- In cases of Bancassurance business, products are recommended to customers based on their risk profile as mandated by banking regulations.
- Analytics model (Propensity to Longevity and Lapse model (PTLL)) is used to identify policies at the time of onboarding with likelihood of lapsing and initiate corrective action
- Pre login/issuance verification/Video verification is done for certain channels
- Various controls at the policy on-boarding stage have been introduced over the years at the Company level. These safety mechanisms shift from physical application forms to digital forms, digital customer declaration consent, capturing of customer contact details at the on-boarding stage, data pre-population through CKYC & UIDAI for E-KYC, KYC verification through credit bureaus and partner integration have all helped to ensure smooth on-boarding of customers.
- The Company sends communication to the customers at all milestones during policy lifecycle to manage customer anxiety. SMS/Email related to policy issuance, policy credit to electronic insurance account (eIA), welcome kit dispatch/delivery details and free look information are sent on policy issuance
- The policy document is sent through email, SMS, WhatsApp and credited into the customer's Electronic Insurance Account (eIA) wherever applicable. The policy document carries the Key Feature Document (KFD), which highlights the features such as the product type, premium amount, premium paying term, and policy term.
- Customer education videos like 'Know your policy' and 'Keep your policy safe' are sent to the policyholders educating on the key features and benefits of the policy opted
- Digital Standing Instructions (SI) adoption at new business stage to ensure the renewals are received and policy benefits continue for the policyholders
- The Company promotes its mobile app to the policyholders for accessing the policy details online
- The Company engages and sensitises intermediaries on instances of mis-selling and has discontinued its business with broker channels having a high incidence of mis-selling complaints. Within certain sales channels, only specific products (specially designed micro insurance products, targeting socially and economically weaker sections) are offered to customers belonging to vulnerable segments.

7. **Provide the following information relating to data breach.**
   a. **Number of instances of material data breaches along-with impact -** Nil
   b. **Percentage of data breaches involving personally identifiable information of customers-** Nil
   c. **Impact, if any of the data breaches -** Nil

LEADERSHIP INDICATORS

1. **Channels / platforms where information on products and services of the Company can be accessed (provide web link, if available).**
Information relating to all the products and services provided by the Company are available on the Company's website, www.iciciprulife.com. In addition, the Company actively uses various social media and digital platforms to disseminate information on its products and services.

2. **Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.**
Quarterly communication is sent to active customers to educate them on spurious calls even though the spurious call disclaimer forms part of the Company's customer communications. Communication promoting in-house digital platforms that provide various customer services is sent to customers periodically.

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

The Company has in place a communication mechanism to inform customers in advance about relocation of branch or branch closure along with details of the alternate servicing branch.

In case of any natural calamity, communication is sent to customers informing them of assistance with claim processing that also promotes various touch points to enable faster and hassle-free processing of claims in a multilingual format.

Details about non-payment of premiums are mentioned under policy terms and conditions.

4. Does the Company display product information about the product over and above what is mandated as per local laws? If yes, provide details in brief. Did the Company carry out any survey on consumer satisfaction relating to the major products/services of the Company, significant locations of operation of the Company or the Company as a whole?

Product information displayed is as per applicable regulations / guidelines.

To continuously improve the quality of insurance products and services delivered to its customers thus resulting in a highly recommended and trusted brand, the Company has in place a robust framework for managing customer experience. This framework involves a holistic measurement system which not only captures customer satisfaction through CSAT studies but also measures how many customers are likely to recommend the brand to others, by conducting regular Net Promoter Score (NPS) surveys after experiences such as purchasing a new insurance policy or making a claim. The Company on a continuous basis captures the experience of customers buying a new life insurance policy or transacting across various touch points and policy lifecycle milestones. As part of this exercise, once the customer's transaction is completed, feedback is solicited using multiple mechanisms such as out-calling, e-mail, SMS, IVR, pop-up on the logout page of the secured website, mobile application and on chatbot. In addition, the functions and function owners of various processes listen to the customer feedback calls. A rigorous internal process ensures that insights generated from the measurements and call listening sessions are reviewed across multiple levels within the organization and translated into actions such as process and system improvements, for enhancing various facets of customer experience.

Independent practitioner's reasonable assurance report on Identified Sustainability Information included in ICICI Prudential Life Insurance Company Limited's Business Responsibility and Sustainability Report

To the Board of Directors of ICICI Prudential Life Insurance Company Limited

1. We have been engaged to perform a reasonable assurance engagement for ICICI Prudential Life Insurance Limited (the 'Company'), vide our engagement letter dated 28 May 2026 in respect of non-financial information pertaining to core attributes of Business Responsibility and Sustainability Report (BRSR) listed below (the "Identified Sustainability Information") prepared by the Company's management in accordance with the Criteria stated below. This Identified Sustainability Information is included in the BRSR section in the Annual Report of the Company for the financial year ended 31 March 2026. This engagement was conducted by a multidisciplinary team including assurance practitioners and engineers.

Identified Sustainability Information

2. The Identified Sustainability Information for the financial year ended 31 March 2026 is summarised below:

Attribute	Principle	Key Performance Indicator
Energy footprint	Principle 6 – 1	• Total energy consumption (in Joules or multiples) and energy intensity • % of energy consumed from renewable sources • Energy intensity
Water footprint	Principle 6 – 3 and 4	• Total water consumption • Water consumption intensity • Water Discharge by destination and levels of Treatment
Greenhouse (GHG) footprint	Principle 6 – 7	• Greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity
Embracing circularity - details related to waste management by the entity	Principle 6 – 9	• Details related to waste generated by the entity (category wise) • Waste intensity • Each category of waste generated, total waste recovered through recycling, re-using or other recovery operations • For each category of waste generated, total waste disposed by nature of disposal method
Enhancing Employee Wellbeing and Safety	Principle 3 – 1(c)	Spending on measures towards well-being of employees and workers (including permanent and other than permanent)
	Principle 3 – 11	Safety related incidents: • Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) • Total recordable work-related injuries • No. of fatalities • High consequence work-related injury or ill-health (excluding fatalities)
Enabling Gender Diversity in Business	Principle 5 – 3(b)	Gross wages paid to females as % of total wages paid by the entity
	Principle 5 – 7	Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

Attribute	Principle	Key Performance Indicator
Enabling Inclusive Development	Principle 8 – 4	Percentage of input material (inputs to total inputs by value) sourced from suppliers
	Principle 8 – 5	Job creation in smaller towns – Wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the locations, as % of total wage cost
Fairness in Engaging with Customers and Suppliers	Principle 1 – 8	Number of days of accounts payables
	Principle 9 – 7	Instances involving loss / breach of data of customers as a percentage of total data breaches or cyber security events
Openness of business	Principle 1 – 9	Details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties

3. Boundary of the report covers the company's operations in India, and includes Corporate Office, Back Office and 468 Branches.

4. Our reasonable assurance engagement is with respect to the Identified Sustainability Information for the reporting boundary as mentioned above for financial year ended 31 March 2026 only unless otherwise stated and we have not performed any procedures with respect to earlier periods or any other elements included in the BRSR and, therefore, do not express any opinion thereon.

Criteria

5. The criteria used by the Company to prepare the Identified Sustainability Information is summarised below (hereinafter referred to as 'Criteria'):

   Regulation 34(2)(f) of the Securities and Exchange Board of India (the "SEBI") (Listing Obligations and Disclosure Requirements), Regulations, 2015 ('LODR Regulations') as amended, read with SEBI Master circular HO/49/14/14(7)2025-CFD-POD2/I/3762/2026 dated 30 January 2026 and BRSR Core Reporting Standard formulated by Industry Standards Forum.

Management's Responsibilities

6. The Company's management is responsible for selecting or establishing suitable criteria for preparing the Identified Sustainability Information, taking into account applicable laws and regulations, if any, related to reporting on the Identified Sustainability Information, identification of key aspects, engagement with stakeholders, content, preparation and presentation of the Identified Sustainability Information in accordance with the Criteria. This responsibility includes design, implementation and maintenance of internal control relevant to the preparation of the BRSR and the measurement of Identified Sustainability Information, which is free from material misstatement, whether due to fraud or error.

Inherent limitations

7. The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities.

Practitioner's Independence and Quality Control

8. We have complied with the independence and other ethical requirements of International Code of Ethics for Professional Accountants (including International Independence Standards) ('IESBA Code') issued by the International Ethics Standards Board for Accountants' ('IESBA'), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour and we have and have the required competencies and experience to conduct this assurance engagement..

9. Our firm applies International Standard on Quality Management (ISQM) 1, "Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements", which requires the firm to design, implement and operate a system of quality management including policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

Practitioner's Responsibility

10. Our responsibility is to express a reasonable assurance in the form of an opinion on the Identified Sustainability Information based on the procedures we have performed and evidence we have obtained.

11. We conducted our reasonable assurance engagement in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised), "Assurance Engagements other than Audits or Reviews of Historical Financial Information" ("ISAE 3000 (Revised)"), issued by the International Auditing and Assurance Standards Board ("IAASB"). This standard requires that we plan and perform our engagement to obtain reasonable assurance about whether the Identified Sustainability Information is prepared, in all material respects, in accordance with the Criteria.

12. A reasonable assurance engagement involves assessing the risks of material misstatement of the Identified Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances and evaluating the overall presentation of the Identified Sustainability Information.

13. The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, evaluating the appropriateness of quantification methods and reporting policies, analytical procedures and agreeing or reconciling with underlying records.

14. Given the circumstances of the engagement, in performing the procedures listed above, we:

    a. Performed walkthrough and discussion with individual data owners for understanding business processes and data management processes at corporate office, back office and bank branches of the Company

    b. Discussions at the corporate office for data and document verification;

    c. Interviewed senior executives to understand the reporting process, governance, systems and controls in place during the reporting period.

    d. Reviewed the records and relevant documentation including information from audited financial statements or statutory reports submitted by the Company to support relevant performance disclosures within our scope.

    e. Evaluated the suitability and application of the Criteria and that the Criteria have been applied appropriately to the subject matter.

    f. Selected key parameters and representative sampling, based on statistical audit sampling tables and agreeing claims to source information to check accuracy and completeness of claims such as source data, meter data, etc.

    g. Re-performed calculations to check accuracy of claims,

    h. Reviewed data from independent sources, wherever available,

    i. Reviewed data, information about sustainability performance indicators and statements in the report.

    j. Reviewed and verified information/ data as per the Criteria;

    k. Reviewed accuracy, transparency and completeness of the information/ data provided;

15. We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our reasonable assurance opinion.

Exclusions:

Our reasonable assurance engagement scope excludes the following and therefore we do not express an opinion on the same:

- Operations of the Company other than those mentioned in the paragraph 2 and 3 above on Scope of Assurance

- Aspects of the BRSR and the data/information (qualitative or quantitative) other than the Identified Sustainability Information.

- Data and information outside the defined reporting period i.e., 01 April 2025 to 31 March 2026.

- Data related to Company's financial performance, strategy and other related linkages expressed in Identified Sustainability Information.

- The statements that describe expression of opinion, belief, aspiration, expectation, forward looking statements provided by the Company.
- Assertions related to Intellectual Property Rights and other competitive issues
- Mapping of the Identified Sustainability Information with reporting frameworks other than those mentioned in Criteria above.
- While we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls.
- The procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

Opinion

16. Based on the procedures we have performed and the evidence we have obtained, the Identified Sustainability Information included in the BRSR for the financial year ended 31 March 2026 is prepared in all material respects, in accordance with the Criteria.

Restriction on use or distribution

17. Our reasonable assurance report has been prepared and addressed to the Board of Directors of the Company at the request of the Company solely, to assist the Company in reporting on the Company's sustainability performance and activities. Accordingly, this report may not be suitable for any other purpose and should not be used by any other party other than Board of Directors of the Company. Further, we do not accept or assume any duty of care or liability for any other purpose or to any other party to whom this report is shown or into whose hands it may come without our prior consent in writing.

For **Walker Chandiok & Co LLP**
Chartered Accountants
Firm's Registration No.: 001076N/N500013

Murad D. Daruwalla Partner
Membership No.: 043334
UDIN: 26043334OZEUKF8520

Place: Mumbai
Date: 03 June 2026