दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड
(भारत सरकार का उपक्रम)
THE NEW INDIA ASSURANCE COMPANY LTD.
(Govt. of India Undertaking)
पंजीकृत एवं प्रधान कार्यालय : न्यु इन्डिया एश्योरन्स बिल्डिंग, 87, महात्मा गांधी मार्ग, फोर्ट, मुंबई - 400 001.
Regd. & Head Office : New India Assurance Bldg., 87, M.G. Road, Fort, Mumbai - 400 001.
CIN No. L66000MH1919GOI000526

Phone : 022 2270 8100
022 2270 8400
Website : www.newindia.co.in

Ref No.: NIACL/CMD_BoardSectt/2026-27 July 29, 2026

To,

| | |
|---|---|
| The Manager | The Manager |
| Listing Department | Listing Department |
| BSE Limited | The National Stock Exchange of India Ltd. |
| Phiroze Jeejeebhoy Tower | Exchange Plaza, 5th Floor, Plot C/1 |
| Dalal Street | G Block, Bandra-Kurla Complex, |
| Mumbai 400 001 | Mumbai – 400 051 |

Scrip Code: (BSE 540769/NSE – NIACL)

Dear Sir/Madam,

**Sub: Submission of Business Responsibility and Sustainability Report for FY 2025-26**

Pursuant to Regulation 34(2)(f) of SEBI (Listing Obligation and Disclosure Requirements) Regulations, 2015, please find attached copy of Business Responsibility and Sustainability Report for the Financial Year 2025-26.

You are requested to kindly take the same on records

Thanking You

Yours faithfully

**For The New India Assurance Company Limited**

ABHISHEK PAGARIA
Digitally signed by ABHISHEK PAGARIA
Date: 2026.07.29 16:41:19 +05'30'

**Abhishek Pagaria**
**Company Secretary**

# BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025-26

# INDEPENDENT ASSURANCE REPORT ON BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (BRSR) CORE INDICATORS

To,
The Board of Directors
The New India Assurance Company Limited
87, M.G. Road, Fort,
Mumbai-400001, Maharashtra

We have undertaken to perform reasonable assurance engagement, for The New India Assurance Company Limited (the "**Company**") vide our engagement letter dated April 09, 2026 in respect of the agreed Sustainability Information listed below (the "Identified Sustainability Information" or "BRSR Core indicators") in accordance with the Criteria stated in paragraph 3 below. This Sustainability Information is included in the Business Responsibility and Sustainability Report (the "BRSR" or the "Report") of the Annual Report (the "AR") of the Company for the year ended March 31, 2026.

**2. Identified Sustainability Information**

Our scope of reasonable assurance consists of the BRSR Core indicators listed in the **Appendix I** to our report. The reporting boundary of the Report is as disclosed in Question 13 of Section A: General Disclosure of the BRSR with exceptions disclosed by way of note under respective questions of the BRSR, where applicable.

Our reasonable assurance engagement was with respect to the year ended March 31, 2026 information only and we have not performed any procedures with respect to earlier periods, and, therefore, do not express any opinion thereon.

**3. Criteria**

The Criteria used by the Company to prepare the Identified Sustainability Information is as under:

- Regulation 34(2)(f) of the Securities and Exchange Board of India (the "SEBI") (Listing Obligations and Disclosure Requirements), Regulations, 2015 as amended;
- Business Responsibility and Sustainability Reporting Requirements for listed entities per Master Circular No. SEBI/HO/CFD/PoD2/ CIR/P/2023/120 dated July 11, 2023; and
- SEBI Circular SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023 and clarifications thereto issued by SEBI.

**4. Management's Responsibility**

The Company's management is responsible for the preparation and presentation of the Identified Sustainability Information in accordance with the applicable criteria. This responsibility includes:

- Selection of suitable criteria;
- Design, implementation, and maintenance of internal control systems;
- Ensuring the information is free from material misstatement due to fraud or error.

**5. Inherent limitations**

There is currently no significant global standard for measuring and reporting non-financial data, which allows for diverse acceptable methodologies and may affect comparability across entities.

The assurance is limited to the defined reporting period and geographical boundary. It excludes:

- Strategic narratives or future expectations;
- Statements on intellectual property, competitive issues, or legal compliance;
- Information outside the agreed reporting frameworks.
- This assurance is based on the completeness, sufficiency, and authenticity of data provided by the Company.

**6. Our Independence**

We have maintained independence in accordance with the applicable SEBI circular and possess the required competencies and experience to conduct this engagement.

**7. Our Responsibility**

Our responsibility is to express a reasonable assurance opinion on the Identified Sustainability Information based on evidence obtained during the engagement.

8. **Reasonable Assurance**

Our procedures included:

- Evaluation of design and implementation of relevant controls;
- Interviewing personnel responsible for BRSR reporting; Sample-based verification of data points;
- Analytical procedures and reconciliations;
- Reviewing documents and records to validate selected data.

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

9. **Exclusions**

This assurance excludes:

- Data outside the Identified Sustainability Information;
- Statements of opinion, expectation, or future intent.

10. **Other Information**

Management is responsible for all other information included in the BRSR and Annual Report, excluding the Identified Sustainability Information. We have reviewed the additional sections for material inconsistencies and found none that would affect the assurance conclusion.

11. **Reasonable Assurance Opinion**

Based on the procedures performed and evidence obtained, the Identified Sustainability Information for the year ended March 31, 2026, is prepared, in all material respects, in accordance with the stated criteria.

12. **Restriction on use**

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 Company's sustainability performance and activities. Accordingly, we accept no liability to anyone, other than the Company. Our Reasonable Assurance report should not be used for any other purpose or by any person other than the addressees of our report. We neither accept nor assume any duty of care or liability for any other purpose or to any other party to whom our report is shown or into whose hands it may come without our prior consent in writing.

For **Ragini Chokshi & Co.**
Company Secretaries

**Ragini Chokshi**
(Partner)
M. No.: F2390
COP No.: 1436

Date: 05-07-2026
Place: Mumbai

## Appendix -1

| Sr. No. | Reporting Standard Reference | Indicator number |
|---|---|---|
| **Section C: Principle [P] Wise Performance Disclosures- Essential** | | |
| 1 | P-1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable. | E-8: Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured).<br>E-9: Details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances and investments, with related parties. |
| 2 | P-3: Businesses should respect and promote the well-being of all employees, including those in their value chains. | E-1c: Spending on measures towards well-being of employees and workers (including permanent and other than permanent).<br>E-11: Details of safety related incidents |
| 3 | P-5: Businesses should respect and promote human rights. | E-3b: Gross wages paid to females as % of total wages paid by the entity.<br>E-7: Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. |
| 4 | P-6: Businesses should respect and make efforts to protect and restore the environment. | E-1: Details of total energy consumption (in Joules or multiples) and energy intensity.<br>E-3: Disclosures related to water withdrawal and consumption.<br>E-4: Details related to water discharged.<br>E-7: Details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity.<br>E-9: Total weight of waste generated in metric tons, and a breakdown of this total by composition of the waste. |
| 5 | P-8: Businesses should promote inclusive growth and equitable development. | E-4: Percentage of input material (inputs to total inputs by value) sourced from suppliers.<br>E-5: Job creation wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis), as % of total wage cost. |
| 6 | P-9: Businesses should engage with and provide value to their consumers in a responsible manner. | E-7: Information relating to data breaches. |

## Section A: General Disclosures

| S No. | Particulars | Response |
|---|---|---|
| 01. | Corporate Identity Number (CIN) of the Listed Entity | L66000MH1919GOI000526 |
| 02. | Name of the Listed Entity | THE NEW INDIA ASSURANCE COMPANY LIMITED |
| 03. | Year of incorporation | 23rd July 1919 |
| 04. | Registered office address | 87, M. G. ROAD, FORT, MUMBAI - 400001 |
| 05. | Corporate address | 87, M. G. ROAD, FORT, MUMBAI - 400001 |
| 06. | E-mail | investors@newindia.co.in |
| 07. | Telephone | 022-22708100 |
| 08 | Website | www.newindia.co.in |
| 09. | Financial year for which reporting is being done | 2025-26 |
| 10. | Name of the Stock Exchange(s) where shares are listed | National Stock Exchange of India Limited (NSE) and BSE Limited |
| 11. | Paid-up Capital | INR 824 Crores |

12. Details of the person who may be contacted in case of any queries on the BRSR report.

| S. No | Name | Telephone No |
|---|---|---|
| 1 | Ms. Jayashree Nair - Chief Compliance Officer | 022-22708206 |
| 2 | Mr. Abhishek Pagaria- Company Secretary | 022-22708263 |

| | | |
|---|---|---|
| 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 under this report are made on standalone basis. |
| 14. | Name of assessment or assurance provider | Ragini Chokshi and Company |
| 15. | Type of assessment or assurance obtained | Reasonable Assurance on BRSR Core Indicators |

### II. Products / services

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

| S. No. | Description of Main Activity | Description of Business Activity | % of Turnover of the entity |
|---|---|---|---|
| 01. | Finance & Non-Life Insurance | Non-Life Insurance & Reinsurance activities | 100% |

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

| S No. | Product/Service | NIC Code | % of total Turnover contributed |
|---|---|---|---|
| 01. | Non-Life Insurance | 65120 | 100% |

### III. Operations

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

| Location | Number of plants* | Number of offices | Total |
|---|---|---|---|
| National | 0 | 1,594 | 1,594 |
| International | 0 | 39 | 39 |

Note: The company operates within the insurance industry and therefore does not maintain any facilities classified under plant operations.

**19. Markets served by the entity.**

**a. Number of locations**

| Location | Number |
|---|---|
| National (No. of States) | 28* |
| International (No. of Countries) | 24 |

Note: *The company has operations in 28 states and 8 union territories

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

0%

**19. c. A brief on types of customers**

The New India Assurance Company serves a diverse customer base across multiple segments: **Retail Customers**: Individuals seeking insurance for health, motor, property, and personal accident coverage and all other personal line of businesses. Products like Battery Protect for EVs and Cancer Guard are tailored for this segment. **Corporate Clients**: Large enterprises and infrastructure companies availing specialized insurance solutions such as Surety Bonds, Engineering, Marine, and Liability covers. **Government and Social Sector**: The company actively participates in schemes like Ayushman Bharat, Pradhan Mantri Suraksha Bima Yojana (PMSBY), and Pradhan Mantri Jan Dhan Yojana (PMJDY), covering millions of lives, especially in rural and underserved areas. **Rural and Agricultural Customers**: Farmers and rural communities' benefit from products like Saral Sampurna Kisan Bima and livestock insurance. International Customers: Through its operations across various countries, New India Assurance caters to global clients in sectors like property, motor aviation, marine, and reinsurance.

## IV. Employee

**20. Details as at the end of Financial Year:**

a. Employees and workers (including differently abled):

| S No. | Particular | Total A | Male | | Female | |
|---|---|---|---|---|---|---|
| | | | No. (B) | % (B/A) | No. (C) | % (C/A) |
| **Employee** | | | | | | |
| 01. | Permanent (D) | 10,405 | 7,091 | 68.15% | 3,314 | 31.85% |
| 02. | Other than permanent (E) | 0 | 0 | 0 | 0 | 0 |
| 03. | Total Employees (D+E) | 10,405 | 7,091 | 68.15% | 3,314 | 31.85% |
| **Workers – Not Applicable** | | | | | | |

Note: The organization does not have any other than permanent employees and does not employ or engage individuals classified as 'workers' as defined in SEBI's BRSR guidance note.

**b. Differently abled Employees and workers:**

| S No. | Particular | Total A | Male | | Female | |
|---|---|---|---|---|---|---|
| | | | No. (B) | % (B/A) | No. (C) | % (C/A) |
| **Differently Abled Employees** | | | | | | |
| 01. | Permanent (D) | 329 | 250 | 75.99% | 79 | 24.01% |
| 02. | Other than permanent (E) | 0 | 0 | 0 | 0 | 0 |
| 03. | Total differently abled employees (D+E) | 329 | 250 | 75.99% | 79 | 24.01% |
| **Differently Abled Workers- Not Applicable** | | | | | | |

Note: The organization does not have any other than permanent employees and does not employ or engage individuals classified as 'workers' as defined in SEBI's BRSR guidance note.

**21. Participation/Inclusion/Representation of women**

| | Total A | No. and percentage of Females | |
|---|---|---|---|
| | | No. (B) | % (B/A) |
| Board of Directors | 6 | 3 | 50% |
| Key Management Personnel | 17 | 7 | 41.17% |

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

| | FY26 (Turnover rate in current FY) | | | FY25 (Turnover rate in previous FY) | | | FY24 (Turnover rate in year prior to previous FY) | | |
|---|---|---|---|---|---|---|---|---|---|
| | Male | Female | Total | Male | Female | Total | Male | Female | Total |
| Permanent Employees | 7.67% | 5.32% | 6.93% | 7.79% | 5.68% | 7.14% | 7.13% | 5.15% | 6.53% |

Note: Turnover here implies persons leaving the employment of the entity, including those who leave the entity voluntarily or due to dismissal, termination, retirement or death in service.

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

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

| S. No | Name of the holding / subsidiary / associate companies / joint ventures(A) | Indicate whether holding/ Subsidiary/ Associate/ Joint Venture | % of shares held by listed entity | Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes / No) |
|---|---|---|---|---|
| 01. | The New India Assurance Company (Sierra Leone) Ltd. | Subsidiary | 100% | No |
| 02. | The New India Assurance Company (Trinidad & Tobago) Ltd. | Subsidiary | 83.89% | No |
| 03. | Prestige Assurance Plc. Nigeria | Subsidiary | 78.32% | No |
| 04. | Health Insurance TPA of India Limited | Associate | 23.75% | No |
| 05. | India International Pte Ltd., Singapore | Associate | 20% | No |

## VI. CSR Details

i. Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) - **Yes**

ii. Turnover (in Rs. Lakhs) – 47,17,380

iii. Net worth (in Rs. Lakhs) – 23,61,927

## VII. Transparency and Disclosure Compliances

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

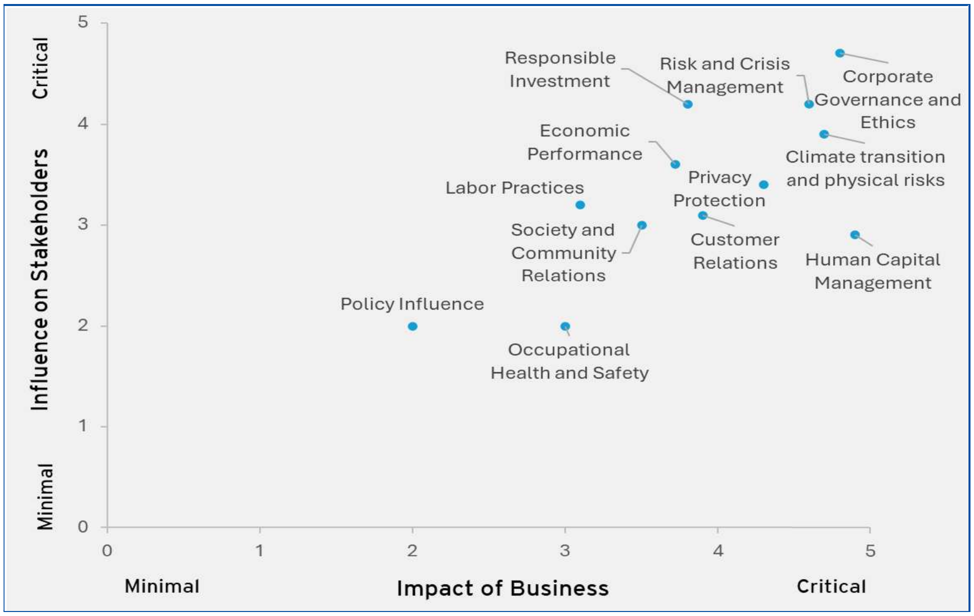
| Stakeholder group from whom complaint is received | Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy) | FY 26 Current Financial Year | | | FY 25 Previous Financial Year | | |
|---|---|---|---|---|---|---|---|
| | | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks |
| Communities | Yes https://www.newindia.co.in/assets/docs/investors/policies/Grievance%20Redressal%20Policy.pdf | 0 | 0 | - | 0 | 0 | - |
| Investors (Other than shareholders) | Yes https://www.newindia.co.in/assets/docs/investors/policies/Grievance%20Redressal%20Policy.pdf | 0 | 0 | - | 0 | 0 | - |
| Shareholder | Yes* https://www.newindia.co.in/assets/docs/investors/policies/Grievance%20Redressal%20Policy.pdf | 4 | 0 | The New India Assurance Company Limited has an internal mechanism for grievance redressal of all its investors including the shareholders of the Company and ensures all the complaints are closed within the regulatory defined timelines. | 1 | 0 | All complaints filed during FY 2024-25 were duly resolved |
| Employees | Yes** https://www.newindia.co.in/assets/docs/investors/policies/Grievance%20Redressal%20Policy.pdf | 8 | 5 | The company ensures all complaints are closed within the policy defined timelines | 4 | 3 | The company ensures all complaints are closed within the policy defined timelines |
| Customers | Yes https://www.newindia.co.in/assets/docs/grievance/Grievance%20Redressal%20Policy26.pdf | 9,385 | 19 | The company ensures all complaints are closed within the policy defined timelines | 8,018*** | 27 | The company ensures all complaints are closed within the policy defined timelines |
| Value chain partners | Yes https://www.newindia.co.in/assets/docs/grievance/Grievance%20Redressal%20Policy26.pdf | 0 | 0 | - | 0 | - | |
| Others (Please specify) | - | - | - | - | - | - | - |

Note:
**The grievance redressal framework for employees is covered under the Conduct, Discipline and Appeal Rules Policy of the company and is an internal document of the company.
***The Customer Complains number of FY 2024-25 have been revised.

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

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

**New India Assurance's ESG Materiality Matrix**




| S. 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 (Indicate positive or negative implications) |
|---|---|---|---|---|---|
| 1 | Societal and Community Relations | Opportunity | Low insurance penetration in rural and underserved areas offers a growth opportunity aligned with national priorities. | Develop inclusive insurance products; collaborate with government schemes; conduct financial literacy initiatives. | Positive: Revenue growth, enhanced brand loyalty, and market expansion. |
| 2 | Climate Transition and Physical Risks | Risk | Exposure to climate-related disasters heightens underwriting and investment risks.<br><br>Integrate climate risk into underwriting and investment decisions; promote renewable energy; reduce environmental footprint. | Integrate climate risk into underwriting and investment decisions; promote renewable energy; reduce footprint. | Negative: Increased claims and losses due to extreme weather events. |

| S. 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 (Indicate positive or negative implications) |
|---|---|---|---|---|---|
| 3 | Promoting Health and Well-being | Opportunity | The evolving healthcare landscape and changing customer expectations require a revamp of health insurance offerings to provide broader coverage and encourage sustainable lifestyles. Market research highlights the need for innovative products that promote preventive health behaviour. | The company aims to develop innovative health insurance solutions that address emerging customer needs and support well-being through behavioural change. | Positive: Potential for higher market penetration, particularly in underserved segments, along with improved customer retention and reduced financial burden for policyholders. |
| 4 | Innovation and Digitization | Opportunity | Digital transformation drives value creation for both the organization and stakeholders by improving operational efficiency and customer experience. It also facilitates access to previously untapped markets. | The company will continue to expand its digital footprint by introducing innovative solutions aligned with evolving consumer needs and underserved segments. | Positive: Enhanced operational efficiency, improved customer experience, and opportunities for new product development and market growth. |
| 5 | Human Capital Management | Opportunity | A diverse and engaged workforce supports innovation, enhances service quality, and strengthens organizational resilience. | Promote gender diversity include specially abled individuals invest in training and employee well-being programs. | Positive: Reduced attrition costs, and increased productivity and innovation. |
| 6 | Corporate Governance and Ethics | Risk | Ethical lapses and non-compliance may result in reputational and regulatory risks. | Adopt ESG-aligned investment screening strengthen grievance redressal mechanism ensure board-level ESG oversight. | Negative: Potential penalties and reputational damage.<br>Positive: Increased investor confidence and better access to sustainable finance. |

Note: The Materiality Survey was undertaken by the company in financial year FY24–25, the applicability of which is two years; therefore, the results continue to remain valid for the current reporting period.

## Section B: Management and Process Disclosures

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

| Disclosure Question | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|---|---|---|---|---|---|---|---|---|---|
| Policy and Management System | | | | | | | | | |
| 1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes / No) | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| b. Has the policy been approved by the Board? (Yes/No) | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |

| Disclosure Question | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|---|---|---|---|---|---|---|---|---|---|
| Web Link of the Policies, if available | Investors - New India Assurance Co. Ltd.<br>All policies under Principles 1 to 9 are available on the company's official website the link for which is available above. | | | | | | | | |
| 2. Whether the entity has translated the policy into procedures. (Yes / No) | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| 3. Do the enlisted policies extend to your value chain partners? (Yes/No)* | No | No | No | No | No | No | No | No | No |

* The value chain partners of the company are contractually obligated to comply with requirements related to workplace safety and a healthy environment, prohibition of child and forced labour, and non-discrimination at the workplace.

| Disclosure Question | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|---|---|---|---|---|---|---|---|---|---|
| Policy and Management System | | | | | | | | | |
| 4. Name of the national and international codes/ certifications / labels / standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle. | ISO 27001:2022 Information Security Management System under Principle 9 | | | | | | | | |
| 5. Specific commitments, goals and targets set by the entity with defined timelines, if any | 1. Increase renewable energy sourcing by 5% by 2030<br>2. Undertake Employee Engagement Survey by 2027<br>3. Increase women representation to a total of 35% of workforce by 2030<br>4. Achieve 75% employee training by 2030<br>5. Build a framework for engagement with value chain partners on sustainability by 2027 | | | | | | | | |
| 6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met. | 1. As part of its renewable energy commitment, the Company is progressively undertaking initiatives to transition towards solar energy for domestic use. The implementation is currently under planning and execution stages.<br>2. As part of its commitment, the Company is in the process of establishing an employee engagement assessment approach, including the planned implementation of an Employee Engagement Survey by 2030<br>3. Women representation currently stands at 31.85 % reflecting consistent progress toward the 2030 target.<br>4. Current year 58.73% employees have been trained on health & safety and skill upgradation, and we are committed and proactive to achieve our 100% employee training target by 2030.<br>5. The Company is in the process of developing a structured framework to assess and monitor ESG impacts across its value chain. | | | | | | | | |

Note: Current year the goals and targets have been revised and are under discussion with the Steering Committee.

| Governance, leadership and oversight | |
|---|---|
| 7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure) | Our Business Responsibility and Sustainability Reporting (BRSR) framework reflects our dedication to transparency, accountability, and continuous improvement. We recognize that sustainable business practices are not merely compliance requirements but strategic imperatives that drive innovation, operational excellence, and stakeholder trust.<br><br>Looking ahead, we have established clear ESG goals that align with national priorities and global sustainability aspirations.<br><br>While we are encouraged by the progress achieved thus far, we recognize that sustainability is an ongoing journey. We remain committed to setting ambitious targets, measuring our performance transparently, and collaborating with our stakeholders to create a positive and lasting impact.<br><br>- Girija Subramanian, Chairman and MD of New India Assurance |
| 8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies). | Ms. Girija Subramanian<br>Chairman-cum-Managing Director<br>DIN: 09196957 |
| 9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details. | Yes.<br><br>The company has a dedicated Risk Management Committee at the board level responsible for sustainability-related decisions. It operates within a three-tier ESG Governance Structure to implement the company's ESG vision. The committee oversees ESG integration into business goals, ensures regulatory compliance, tracks ESG metrics, updates key policies, and leads the Business Responsibility and Sustainability Report (BRSR) planning and readiness. The members of the Risk Management Committee as on 31.03.2026 are:<br><br>Mr. Nidhu Saxena, Chairman<br>Ms. Girija Subramanian, Member<br>Ms. Kasturi Sengupta, Member<br>Ms. Shwetha Rao B, Member<br>Mr. Sharad S Ramnarayanan, Member<br>Mr. K V Raman, Member<br>Mr. Vimal Kumar Jain, Member<br><br>The full ESG Policy can be accessed here:<br>ESG Policy - The New India Assurance Co.Ltd |

**10. Details of Review of NGRBCs by the Company:**

| Subject for review | Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
| Performance against above policies and follow up action | All the policies are reviewed by the Board/Committees of the Board/ Senior Management of the Company. These policies are reviewed and revised to align with changing regulatory requirements. | | | | | | | | |
| Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances | The organisation ensures timely compliance with all statutory requirements | | | | | | | | |
| Frequency of NGRBCs review (Annually/ Half yearly/ Quarterly/ Any other – please specify) | Annually/ As and when required | | | | | | | | |

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

    Yes. The policies of the Company are independently audited and reviewed by the Auditor as a part of Secretarial Audit.

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

    Not applicable since the policies and procedures of the Company cover all principles of NGRBCs

## Section C: Principle Wise Performance Disclosure

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

**PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.**

### Essential Indicators

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

| Segment | Total Number of training and awareness programmes held | Topics/principles covered under the training and its impact | % age of persons in respective category covered by the awareness programmes |
|---|---|---|---|
| Board of Directors | 3 | - Familiarization Programme of Independent Directors on the various amendments in the applicable laws viz., Companies Act; Guidelines and Circulars issued by Insurance Regulatory & Development Authority of India (IRDAI) of India; SEBI Listing Obligations and Disclosure Requirements) Regulations; SEBI (Prohibition of Insider Trading) Regulations, SEBI (Substantial Acquisition of Shares & Takeovers) Regulations and Circulars and Notifications issued on the aforesaid from time to time. | 100% |
| Key Managerial Personnel | 3 | - Enterprise Risk Management<br>- ERM Application and Integration in the Indian Insurance Industry<br>- Digital Transformation: Strategies and Business Models | 100% |
| Employees other than BoD and KMPs | 1 | - Information Technology- Fraud Analytics<br>- Health Awareness Trainings | 98.69% |

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

| Monetary | | | | | |
|---|---|---|---|---|---|
| | NGRBC Principle | Name of the regulatory/ enforcement agencies/ judicial institutions | Amount (in INR) | Brief of the Case | Has an appeal been preferred? (Yes/No) |
| Penalty/Fine Settlement Compounding fee | No penalties have been imposed on the entity or directors and the KMPs. | | | | |

| Non – Monetary | | | | | |
|---|---|---|---|---|---|
| | NGRBC Principle | Name of the regulatory/ enforcement agencies/ judicial institutions | Amount (in INR) | Brief of the Case | Has an appeal been preferred? (Yes/No) |
| Imprisonment | No penalties have been imposed on the entity or directors and the KMPs. | | | | |
| Punishment | | | | | |

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

| S. No | Case Detail | Name of the regulatory/ enforcement agencies/ judicial institutions |
|---|---|---|
| 01. | Not Applicable* | |

* No penalties or punitive actions were imposed on the Company, its directors, or its Key Managerial Personnel (KMPs) during the reporting period; accordingly, this question is not applicable.

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

**Policy available (Yes/No)**

Yes, The full Anti-Corruption and Anti-Bribery Policy can be accessed here: HYPERLINK https://www.newindia.co.in/assets/docs/investors/policies/anti%20corruption%20and%20anti%20bribery%20policy.pdf Anti Corruption and Anti Bribery Policy final

The Company is committed to conducting business with integrity and has adopted a zero-tolerance approach to bribery, corruption, fraud, and other unethical practices. Applicable to all employees and associated stakeholders, the policy establishes clear reporting mechanisms, whistleblower safeguards, and accountability measures.

.

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

| Designation | FY26 Current Financial Year | FY25 Previous Financial Year |
|---|---|---|
| Director | 0 | 0 |
| KMPs | 0 | 0 |
| Employees | 0 | 0 |
| Workers* | Not Applicable | |

*Note: The organization does not employ or engage individuals classified as 'workers' as defined in SEBI's BRSR guidance note.

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

| Designation | FY26 Current Financial Year | | FY25 Previous Financial Year | |
|---|---|---|---|---|
| | Number | Remark | Number | Remark |
| Number of complaints received in relation to issues of Conflict of Interest of the Directors | 0 | - | 0 | - |
| Numbers of Complaints received in relation to issues of Conflict of Interest of the KMPs | 0 | - | 0 | - |

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

During the reporting period, there have been no cases taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest.

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

| | FY 26 Current Financial Year | FY 25 Previous Financial Year |
|---|---|---|
| Number of days of accounts payables | 51 Days | 64 Days |

9. **Open-ness of business Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along- with loans and advances & investments, with related parties, in the following format:**

| Parameter | Metric | FY 26 Current Financial Year | FY 25 Previous Financial Year |
|---|---|---|---|
| Concentration of purchases | **a.** Purchase from trading houses as % of total purchases | Not Applicable* | Not Applicable* |
| | **b.** Number of trading houses where purchases are made from | Not Applicable* | Not Applicable* |
| | **c.** Purchases from top 10 trading houses as % of total purchases from trading houses | Not Applicable* | Not Applicable* |
| Concentration of Sale | **a.** Sales to dealers / distributors as % of total sales | Not Applicable* | Not Applicable* |
| | **b.** Number of dealers / distributors to whom sales are made | Not Applicable* | Not Applicable* |
| | **c.** Sales to top 10 dealers / distributors as % of total sales to dealers / distributors | Not Applicable* | Not Applicable* |
| Share of RPTs in | **a.** Purchases (purchases with related parties / Total Purchases) | 0.08% | 0.81% |
| | **b.** Sales (Sales to related parties / Total Sales) | 0.035% | 0.02% |
| | **c.** Loans and advances (Loans and advances given to related parties / Total loans and advances) | 0 | 0 |
| | **d.** Investments (Investments in related parties / Total Investments made) | 0 | 0 |

* The company operates exclusively within the services sector and does not engage in the procurement or domestic trade of physical goods.

Consequently, these disclosures are not applicable.

## Leadership Indicators

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

| Total number of awareness programmed held | Topics / principles covered under the training | % age of value chain partners covered (by value of business done with such partners) under the awareness programs |
|---|---|---|
| 0 | 0 | 0 |

*During the year, the Company did not conduct any specific programs or initiatives for its value chain partners. However, the Company is in the process of developing a structured framework to assess and monitor ESG impacts across its value chain.

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

**Yes**

Yes, the Company has established a comprehensive Code of Conduct that serves as a guiding framework for ethical and professional behaviour across all levels of the organization. This code is applicable to the senior management, and board members, and is designed to uphold the highest standards of integrity, transparency, and accountability.

The Code specifically addresses the prevention and management of conflicts of interest, requiring all individuals to act in the best interests of the Company and avoid any personal or professional situations that could compromise their objectivity. Board members and senior officials are expected to lead by example, consistently demonstrating ethical conduct in all business dealings. By adhering to this Code, the Company reinforces its commitment to responsible governance and fosters a culture of trust and ethical excellence among stakeholders.

The full Code of Conduct can be accessed here: Code of conduct for Directors and Senior Management - The New India Assurance Co. Ltd.

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

### Essential Indicators

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

| | Current Financial Year | Previous Financial Year | Details of improvements in environmental and social impacts |
|---|---|---|---|
| R&D | 0 | 0 | |
| Capex | 0 | 0 | |

2. **Does the entity have procedures in place for sustainable sourcing? (Yes/No) If yes, what percentage of inputs were sourced sustainably?**

Entity has procedures (Yes/No)

Yes. The Company has procedures in place to promote sustainable sourcing through procurement policies and supplier evaluation processes. However, the percentage of inputs sourced sustainably has not been quantified for FY 2025-26, as the methodology and data collection processes are under development. The Company is strengthening its systems to enable measurement and disclosure in future reporting periods.

3. **Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life**

| | Process Description |
|---|---|
| (a) Plastics (including packaging) | Owing to our nature of operations the use of reclaimed or recycled products is limited. |
| (b) E-waste | |
| (c) Hazardous waste | |
| (d) other waste | |

4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Extended Producer Responsibility (EPR) applicable (Yes / No) - Not applicable owing to the nature of the Company's operations as a provider of insurance services.

### Leadership Indicators

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

| NIC Code | Name of Product / Service | % of total Turnover contributed | Boundary for which the Life Cycle Perspective / Assessment was conducted | Whether conducted by independent external agency (Yes/No) | Results communicated in public domain (Yes/No) | If results communicated in public domain, provide the web-link. |
|---|---|---|---|---|---|---|
| No, the Company has not conducted LCA for its services | | | | | | |

Note: New India Assurance is engaged in providing general insurance services, as our operations do not involve manufacturing or the handling of physical products, the scope for conducting LCA is limited. However, we are committed to reducing our environmental impact through efficient resource use and sustainable operational practices, in alignment with our broader ESG commitments and regulatory standards.

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

| Current Financial Year | Description of the risk / concern | Action Taken |
|---|---|---|
| Not Applicable | | |

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

| Indicate Input Material | Recycled or re-used input material to total material | |
|---|---|---|
| | FY26 Current Financial Year | FY25 Previous Financial Year |
| Not Applicable owing to the nature of operations of the organization | | |

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

| | FY 26 Current Financial Year | | | FY 25 Previous Financial Year | | |
|---|---|---|---|---|---|---|
| | Re-used | Recycled | Safely Disposed | Re-used | Recycled | Safely Disposed |
| Plastics (including packaging) | Not Applicable owing to the nature of operations of the organization | | | | | |
| E-waste | | | | | | |
| Hazardous Waste | | | | | | |
| Other Waste | | | | | | |

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

| Indicate product category | Reclaimed products and their packaging materials as % of total products sold in respective category |
|---|---|
| Not Applicable owing to the nature of operations of the organisation | |

## PRINCIPLE 3: Businesses should respect and promote the well-being of all employees, including those in their value chains

### Essential Indicators

**1 a. Details of measures for the well-being of employees:**

| Category | % of employees covered by | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total (A) | Health Insurance | | Accident Insurance | | Maternity Benefits | | Paternity Benefits | | Day Care Facilities | |
| | | Number (B) | % (B / A) | Number (C) | % (C / A) | Number (D) | % (D / A) | Number (E) | % (E / A) | Number (F) | % (F / A) |
| **Permanent employees** | | | | | | | | | | | |
| Male | 7,091 | 7091 | 100 | 7,091 | 100 | Not Applicable | Not Applicable | 7,091 | 100 | Not Applicable | Not Applicable |
| Female | 3,314 | 3,314 | 100 | 3,314 | 100 | 3,314 | 100 | Not Applicable | Not Applicable | Not Applicable | Not Applicable |
| Total | 10,405 | 10,405 | 100 | 10,405 | 100 | 3,314 | 100 | 7,091 | 100 | Not Applicable | Not Applicable |
| **Other than Permanent Employee** | | | | | | | | | | | |
| Male | Not Applicable | | | | | | | | | | |
| Female | | | | | | | | | | | |
| Total | | | | | | | | | | | |

**b. Details of measures for the well-being of Workers:**

Not Applicable

*Note: The organization does not have any other than permanent employees and does not employ or engage individuals classified as 'workers' as defined in SEBI's BRSR guidance note.

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

| | FY 26 Current Financial Year | FY 25 Previous Financial Year |
|---|---|---|
| Cost incurred on well-being measures as a % of total revenue of the company | 0.15% | 0.28% |

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

| Benefits | FY 26 Current Financial Year | | | FY 25 Previous Financial Year | | |
|---|---|---|---|---|---|---|
| | No. of employees covered as a % of total employees | No. of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/N.A.) | No. of employees covered as a % of total employees | No. of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/N.A.) |
| PF | 40.43% | Not Applicable | Yes* | 48.68% | Not Applicable | Yes* |
| ESI | Not Applicable | | | | | |
| Gratuity | 100% | Not Applicable | Yes* | 100% | Not Applicable | Yes* |
| NPS | 59.57% | Not Applicable | Yes | 51.32% | Not Applicable | Yes |

Note: *New India maintains its own Provident and Gratuity Fund. Contributions towards the National Pension System (NPS) are made on a voluntary basis by employees, and all deductions made during the reporting period were duly deposited with the respective authorities within the prescribed timelines. ESI benefits are not being provided by the Company. Additionally, PF & NPS (National Pension Scheme) together cover 100% of the permanent workforce.

**Accessibility of workplaces**

**3. Are the premises / offices of the entity accessible to differently abled employees and workers? (Yes/No) If not, whether any steps are being taken by the entity in this regard.**

Entity accessible to differently abled employees and workers (Yes / No) **– Yes**

1. Legal Compliance: The company strictly follows India's Rights of Persons with Disabilities Act, 2016 to ensure a barrier-free workplace.
2. Fair Policies: They enforce an Equal Opportunity Policy and maintain zero tolerance for discrimination or bias against differently abled staff.
3. Physical Accessibility: Practical features like ramps and chair lifts are already installed at the primary corporate offices.
4. Future Growth: The company is actively working to expand these accessibility features across all its remaining office locations to build an inclusive environment.

**4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016 (Yes / No). If so, provide a web- link to the policy.**

Entity has an equal opportunity policy (Yes / No)

Yes, The Company has an equal opportunity policy.

The Company is committed to equal opportunities in employment and welcomes individuals with disabilities. It ensures that all employees are treated with fairness and equality. Offices with differently abled employees are equipped with accessibility features. The Company actively integrates these features across all its offices to comply with the Rights of Persons with Disabilities Act, 2016. The full policy can be accessed here:NIACL Equal Opportunity Policy

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

| Gender | Permanent Employees | | Permanent Employees | |
|---|---|---|---|---|
| | Return to work rate | Retention rate | Return to work rate | Retention rate |
| Male | 100% | 99.56% | Not Applicable | Not Applicable |
| Female | 100% | 100% | | |
| Total | 100% | 99.68% | | |

Note: The organization does not have any other than permanent employees and does not employ or engage individuals classified as 'workers' as defined in SEBI's BRSR guidance note.

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

| Yes/No (If yes, then give details of the mechanism in brief) | |
|---|---|
| Permanent Employees | Yes, New India Assurance has instituted a robust and transparent grievance redressal framework to ensure that employee concerns are addressed promptly and fairly. The company has a Whistle Blower Policy in place, enabling employees to report any unethical practices or grievances anonymously. The identity of the whistle-blower is kept strictly confidential to protect the individual from any form of retaliation.<br>A dedicated email ID has been created for employees to raise their concerns. All complaints received through this channel are handled independently, ensuring impartiality and timely resolution.<br>In addition to the whistle-blower mechanism, the company has an Internal Disciplinary Department (IDD) that is responsible for investigating and resolving employee complaints and disciplinary matters. The IDD operates independently and ensures that all grievances are addressed in a structured, fair, and unbiased manner, in line with the company's internal Conduct, Discipline and Appeal policy. |
| Other than Permanent Employees | Not Applicable |
| Permanent Workers | Not Applicable |
| Other than Permanent Workers | Not Applicable |

Note: The organization does not have any other than permanent employees and does not employ or engage individuals classified as 'workers' as defined in SEBI's BRSR guidance note.

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

| Category | FY26 Current Financial Year | | | FY25 Previous Financial Year | | |
|---|---|---|---|---|---|---|
| | Total employees / workers in respective category | No. of employees / workers in respective category, who are part of association(s) or Union | % | Total employees / workers in respective category | No. of employees / workers in respective category, who are part of association(s) or Union | % |
| **Total Permanent Employees** | 10,405 | 8,259 | 79.37% | 10,951* | 9,320 | 85.11% |
| Male | 7,091 | 5,631 | 79.41% | 7,551 | 6,441 | 85.30% |
| Female | 3,314 | 2,628 | 79.29% | 3,400 | 2,887 | 84.91% |
| **Total Permanent workers** | Not Applicable | | | | | |
| Male | | | | | | |
| Female | | | | | | |

Note: The numbers for financial year 2025 have been revised. The organization does not have any other than permanent employees and does not employ or engage individuals classified as 'workers' as defined in SEBI's BRSR guidance note.

**8. Details of training given to employees and workers:**

| Category | FY26 Current Financial Year | | | | | FY25 Previous Financial Year | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Total (A) | On health and Safety Measures | | On Skill upgradation | | Total (D)* | On health and Safety Measures | | On Skill upgradation | |
| | | Number (B) | % (B / A) | Number (C) | % (C / A) | | Number E | % (E / D) | Number (F) | % (F / D) |
| **Employees** | | | | | | | | | | |
| Male | 7,091 | 7,091 | 100% | 4,152 | 58.55% | 7,551 | 7,551 | 100% | 4,080 | 54.03% |
| Female | 3,314 | 3,314 | 100% | 1,959 | 59.11% | 3,400 | 3,400 | 100% | 1,899 | 55.85% |
| Total | 10,405 | 10,405 | 100% | 6,111 | 58.73% | 10,951 | 10,951 | 100% | 5,979 | 54.60% |
| **Workers** | | | | | | | | | | |
| Male | Not Applicable | | | | | | | | | |
| Female | | | | | | | | | | |
| Total | | | | | | | | | | |

Note: *The training coverage number of FY 2024-25 has been revised. The organization does not have any other than permanent employees and does not employ or engage individuals classified as 'workers' as defined in SEBI's BRSR guidance note.

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

| Category | FY26 Current Financial Year | | | FY25 Previous Financial Year* | | |
|---|---|---|---|---|---|---|
| | Total (A) | No. (B) | % (B / A) | Total (C) | No. (D) | % (D / C) |
| **Employees** | | | | | | |
| Female | 3,314 | 3,297 | 99.49% | 3,400 | 3,388 | 99.65% |
| Male | 7,091 | 7,050 | 99.42% | 7551 | 7,504 | 99.38% |
| Total | 10,405 | 10,347 | 99.44% | 10,951 | 10,892 | 99.46% |
| **Workers** | | | | | | |
| Female | Not Applicable | | | | | |
| Male | | | | | | |
| Total | | | | | | |

Note: The organization does not have any other than permanent employees and does not employ or engage individuals classified as 'workers' as defined in SEBI's BRSR guidance note.

* The figures for FY 24-25 have been revised.

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

Health and safety management system implemented by the entity (Yes / No) **Yes**

| | |
|---|---|
| **Coverage system** | Although the nature of operations involves limited occupational health risks, New India Assurance has established a comprehensive occupational health and safety management system to protect employee well-being. The company encourages responsible behaviour among its workforce and regularly conducts health awareness programs and fire drills across all offices to promote a culture of safety and prevent hazards. |

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

New India Assurance adopts a structured and proactive approach to workplace safety, focusing on the identification, assessment, and mitigation of risks. The Company promotes a strong safety culture through continuous monitoring, employee engagement, and alignment with industry standards and regulatory requirements. There are checks conducted by designated SPOCs across all offices to identify and assess risks.

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

Not Applicable, as the Company does not have any workers as defined in the guidance note on BRSR, issued by SEBI.

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

Yes, the employees of the Company have access to non-occupational medical and healthcare services. A comprehensive Mediclaim policy is provided, offering coverage that extends beyond work-related health concerns to support overall employee well-being.

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

| Salary Incident / Number | Category | FY26 Current Financial Year | FY25 Previous Financial Year |
|---|---|---|---|
| Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) | Employees | 0 | 0 |
| | Workers | Not Applicable | Not Applicable |
| Total recordable work-related injuries | Employees | 0 | 0 |
| | Workers | Not Applicable | Not Applicable |
| No. of fatalities | Employees | 0 | 0 |
| | Workers | Not Applicable | Not Applicable |
| High consequence work-related injury or ill- health (excluding fatalities) | Employees | 0 | 0 |
| | Workers | Not Applicable | Not Applicable |

Note: Safety-related complaints or concerns, if any, are tracked and monitored at the regional level and are addressed immediately upon receipt through established escalation and corrective-action mechanisms.

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

New India Assurance promotes a safe and healthy workplace by encouraging employees to promptly report any hazards or concerns to the designated HR or Admin point of contact. This proactive approach supports timely resolution and continuous improvement in workplace safety standards.

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

| Assessment Type | FY 26 Current Financial Year | | | FY 25 Previous Financial Year | | |
|---|---|---|---|---|---|---|
| | Filed during the year | Pending resolution at the end of year | Remarks | Filed during the year | Pending resolution at the end of year | Remarks |
| Working Conditions | 0 | 0 | | 0 | 0 | |
| Health & Safety | 0 | 0 | | 0 | 0 | |

*NIA has an open-door policy, in case of any complaints or grievances the designated HR personnel immediately undertakes necessary action and ensures the complaint/grievance is resolved however these complaints are not formally tracked by the organisation.

**14. Assessments for the year:**

| Assessment Type | % of your plants and offices that were assessed (by entity or statutory authorities or third parties) |
|---|---|
| Health and safety practices | No Assessment Conducted |
| Working Conditions | |

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

No assessments were conducted during the reporting period by the Company. Accordingly, no corrective actions were required or undertaken in relation to such assessments.

## Leadership Indicators

1. **Does the entity extend any life insurance or any compensatory package in the event of death of**

   (A) Employees (Y/N) **Yes** –

   The New India Assurance Company Limited provides comprehensive employee benefits, including group life insurance, group personal accident insurance, provident fund, and gratuity. Gratuity is granted to eligible employees who have completed the requisite tenure, in accordance with the Payment of Gratuity Act, 1972. In the unfortunate event of an employee's passing, the Company ensures that the proceeds and benefits from these schemes are extended to the employee's family or nominated beneficiary

   (B) Workers (Y/N) - Not Applicable

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

   The company engages with its suppliers through the Government e-Marketplace (GeM), a centralized procurement platform for public sector organizations. All registered sellers and service providers on GeM are required to strictly adhere to applicable statutory obligations, including timely deduction and deposit of dues such as taxes and labour-related contributions. Therefore, it is assumed by the company that requirements are fulfilled by its value chain partners.

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

| | Total no. of affected employees/ workers | | No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment | |
|---|---|---|---|---|
| | FY 26 | FY 25 | FY 26 | FY 25 |
| **Employees** | 0 | 0 | 0 | 0 |
| **Workers** | Not Applicable | | | |

   Note: Given the nature of the Company's operations, instances of high-consequence work-related injury, ill-health, or fatalities are not applicable.

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

   Yes, while New India Assurance does not currently have a formal transition support program, it does offer specific training at retirement to help employees prepare for post-career life. Rather than providing dedicated outplacement services, the company prioritizes continuous workforce development. This is achieved through ongoing skill-building initiatives, training programs, and support for professional certifications from top-tier institutions like the IIMs. Additionally, regular workshops on industry best practices are held to ensure employees maintain strong competencies and achieve sustained growth within the insurance sector.

5. **Details on assessment of value chain partners:**

| | % of value chain partners (by value of business done with such partners) that were assessed |
|---|---|
| Health and safety practices | New India Assurance conducts its procurement activities primarily through the Government e-Marketplace (GeM) portal, which is designed to uphold transparency, compliance, and ethical business practices among all registered users. The GeM portal mandates that suppliers and service providers adhere to relevant laws and regulations, including those related to working conditions, occupational health, and safety standards. As these compliance requirements are embedded within the GeM framework and procurement contracts, the Company has not undertaken separate, comprehensive assessments of the working conditions and health and safety procedures followed by its value chain partners. Nevertheless, New India Assurance remains committed to responsible sourcing and expects all partners to maintain high standards of integrity and legal compliance. |
| 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**

   No assessments were conducted during the reporting period by the Company. Accordingly, no corrective actions were required or undertaken in relation to such assessments.

## PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

### Essential Indicators

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

The Company follows a structured approach to engage with its stakeholders, taking into consideration both the influence of various stakeholder groups on its operations and its impact on them. It focuses on maintaining constructive and trust-based relationships with stakeholders to support sustainable value creation.

The Company engages with stakeholders through established channels to understand their expectations and align its actions. Its operations involve interactions with key stakeholder groups, including Government and Regulators, Shareholders and Investors, Customers, Key Managerial Personnel (KMPs), and Employees.

The Company also aims to maintain transparent communication with shareholders while focusing on consistent value creation.

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

| Stakeholder Group | Whether identified as Vulnerable & Marginalized Group (Yes/No) | Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other | Frequency of engagement (Annually/ Half yearly/ Quarterly/ others– please specify) | Purpose and scope of engagement including key topics and concerns raised during such engagement |
|---|---|---|---|---|
| Employees | No | 1) Workshop, training and awareness programs<br>2) Performance review<br>3) Dedicated Human resource SPOCs<br>4) Internal publications, circulars and emails | Frequently | 1) Assessment of effectiveness of learning & development<br>2) Effective performance Management<br>3) Fair Workplace<br>4) Talent Attraction<br>5) Succession Planning<br>6) Training & Development |
| Suppliers | No | 1) Telephonic and e-mail<br>2) Periodic meets and visits | Frequently | 1) Product Innovation & Pricing<br>2) Data Privacy and security<br>3) Innovation and Digitization |
| Investor | No | 1) Quarterly financial statements<br>2) Annual report<br>3) Investors meet<br>4) Annual General Meeting | Annually and quarterly | 1) Economic Performance<br>2) Enterprise Risk Management<br>3) Responsible Investment<br>4) Operational Efficiency<br>5) Aligning Business Objectives with Investor Interests<br>4) Enhancing Corporate Governance |
| Regulatory Bodies | No | 1) Directives and circulars<br>2) Notifications<br>3) Submission of reports and returns | Frequently | The New India Assurance Company Limited is a PSU with majority shares being held by the Government of India. The Company is regulated by IRDAI and SEBI (Since it is a listed entity). The Company is required to comply with different circulars and orders issued by the Regulatory Bodies from time to time.<br>Multiple policies of the company are advocated by the regulatory bodies. |

| Stakeholder Group | Whether identified as Vulnerable & Marginalized Group (Yes/No) | Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other | Frequency of engagement (Annually/ Half yearly/ Quarterly/ others– please specify) | Purpose and scope of engagement including key topics and concerns raised during such engagement |
|---|---|---|---|---|
| Customers | Yes. If they qualify based on the criteria | 1) Engagement at all stages of the product/service cycle<br>2) Through policies available on the website<br>3) Process for claims explained through website<br>4) Engagement through digital channel, trained customer relationship managers | Frequently | 1) Product Innovation & Pricing<br>2) Data Privacy and security<br>3) Enhancing Customer Satisfaction<br>4) Customer Relationship Management<br>5) Customer Feedback |

## 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 maintains continuous engagement with a wide range of stakeholder groups through multiple communication channels to ensure meaningful two-way interaction. Feedback collected from these engagements is first reviewed by the Committees involved. This feedback is further reported to the Board for strategic consideration. The Risk Management Committee plays a key role in overseeing the implementation of consultation mechanisms, ensuring effective engagement on critical economic, environmental, and social matters

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

Used (Yes / No)

**Yes**

| **Details** | Yes. The Company actively interacts with the stakeholder groups including employees, customers, suppliers, investors, regulators, local communities and other relevant groups through various formal & informal channels to understand their expectations, concerns and priorities. The inputs received by the stakeholdrs helps the Company to prioritize environmental and social topics, establish appropriate policies and management frameworks. The stakeholder engagement process also enables the Company to review the effectiveness of its sustainability initiatives, enhance transparency and ensure that the environmental and social management practices remain responsive to evolving stakeholder expectations and requirements. |
|---|---|

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

Our senior management is continuously engaging with the central and state governments to address the concerns of the marginalised / vulnerable stakeholders. Actions taken based on such engagements include improving access to insurance services, simplifying processes, strengthening grievance redressal systems, and undertaking community-focused initiatives. These measures are integrated into the Company's policies and operational practices to ensure inclusivity and responsiveness to the concerns of vulnerable and marginalized groups.

## PRINCIPLE 5: Businesses should respect and promote human rights

### Essential Indicators

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

| Category | FY26 Current Financial Year | | | FY25 Previous Financial Year | | |
|---|---|---|---|---|---|---|
| | Total (A) | No. of employees / workers covered (B) | % (B / A) | Total C | No. of employees / workers covered (D) | % (D / C) |
| **Employees** | | | | | | |
| Permanent | 10,405 | 10,405 | 100% | 10,951 | 10,951 | 100% |
| Other than Permanent | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Employees | 10,405 | 10,405 | 100% | 10,951 | 10,951 | 100% |
| **Workers** | | | | | | |
| Permanent | Not Applicable | | | | | |
| Other than Permanent | | | | | | |
| Total Workers | | | | | | |

Note: The organization does not have any other than permanent employees and does not employ or engage individuals classified as 'workers' as defined in SEBI's BRSR guidance note.

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

| Category | FY26 Current Financial Year | | | | | FY25 Previous Financial Year | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Total (A) | Equal to Minimum Wage | | More than Minimum Wage | | Total (D) | Equal to Minimum Wage | | More than Minimum Wage | |
| | | Number (B) | % (B / A) | Number (C) | % (C / A) | | Number E | % (E / D) | Number (F) | % (F / D) |
| **Employees** | | | | | | | | | | |
| **Permanent** | | | | | | | | | | |
| Male | 7,091 | - | - | 7,091 | 100% | 7,551 | - | - | 7,551 | 100% |
| Female | 3,314 | - | - | 3,314 | 100% | 3,400 | - | - | 3,400 | 100% |
| **Other than Permanent** | | | | | | | | | | |
| Not Applicable | | | | | | | | | | |
| **Workers** | | | | | | | | | | |
| Not Applicable | | | | | | | | | | |

Note: The organization does not have any other than permanent employees and does not employ or engage individuals classified as 'workers' as defined in SEBI's BRSR guidance note.

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

   a. **Median remuneration / wages:**

| Gender | Male | | Female | |
|---|---|---|---|---|
| | Number | Median remuneration/ salary/ wages of respective category (in INR) | Number | Median remuneration/ salary/ wages of respective category (in INR) |
| Board of Directors (BoD)* | 3 | 3,94,852 | 3 | 54,28,489.71 |
| Key Managerial Personnel | 10 | 50,62,969.63 | 7 | 44,88,989 |
| Employees** other than BoD and KMP | 7081 | 24,77,297.67 | 3307 | 25,72,030.33 |

Note:
*The median remuneration for the Board of Directors has been calculated considering only Ms. Girja Subramanian, Ms. Kasturi Sengupta, and Mr. S. Sivasankar. Mr. Nidhu Saxena, being an Independent Director, and Mr. P.K. Goyal and Ms.

Shweta Rao, being a Nominee Director and a Non-Executive Director respectively, have not received any remuneration from the Company and are therefore excluded from the calculation.

**The median remuneration is calculated only for 10,388 permanent employees, the remaining employees were on leave without pay/posted in foreign branches/others.

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

| | FY 26<br>Current Financial Year | FY 25<br>Previous Financial Year |
|---|---|---|
| Gross wages paid to females as % of total wages | 32.91% | 31.73% |

**4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business?**

Yes, HR IDD (Industrial Disputes and Discipline) is the focal point responsible for addressing the Human rights impacts 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 established robust and structured mechanisms to enable all stakeholders—including employees, customers, suppliers, and community members—to raise concerns or report actual or potential human rights violations. These mechanisms ensure accessibility, confidentiality, non-retaliation, and timely redressal, reinforcing the Company's commitment to protecting human rights across its operations and value chain.

The key grievance redressal mechanisms include:

1) Whistleblower Policy:

The Company has a formal whistleblower mechanism that allows employees and external stakeholders to report unethical behaviour, human rights violations, misuse of company resources, or misconduct. Reports can be made confidentially or anonymously and are reviewed by designated authorities with defined investigation and resolution procedures.

2) HR SPOCs (Human Resources Single Points of Contact):

All employees (permanent and contractual) can directly raise grievances related to workplace practices, discrimination, or any human rights concerns with their respective HR SPOCs at office or regional levels. Confidentiality of the complainant is strictly maintained, and appropriate action is taken in a time-bound manner.

3) Prevention of Sexual Harassment (POSH) Policy:

The Company is committed to providing a safe and respectful workplace. The POSH policy ensures protection against sexual harassment and gender-based discrimination. An Internal Complaints Committee (ICC) is constituted to address complaints, conduct impartial investigations, and ensure appropriate disciplinary actions.

4) Investigation and Redressal Process:

All reported grievances are assessed, investigated, and resolved through a structured process with defined timelines. Serious concerns are escalated to senior management or relevant committees to ensure impartial and fair resolution.

5) Non-retaliation and Confidentiality Assurance:

The Company strictly prohibits retaliation against individuals raising concerns in good faith and ensures confidentiality throughout the grievance handling process.

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

| Complaint Type | FY26<br>Current Financial Year | | | FY25<br>Previous Financial Year | | |
|---|---|---|---|---|---|---|
| | Filed during the year | Pending resolution at the end of year | Remarks | Filed during the year | Pending resolution at the end of year | Remarks |
| Sexual Harassment | 8 | 5 | - | 4 | 3 | - |
| Discrimination at Workplace | 0 | 0 | - | 0 | 0 | - |
| Child Labour | 0 | 0 | - | 0 | 0 | - |
| Forced Labour/ Involuntary | 0 | 0 | - | 0 | 0 | - |

| Complaint Type | FY26 Current Financial Year | | | FY25 Previous Financial Year | | |
|---|---|---|---|---|---|---|
| | Filed during the year | Pending resolution at the end of year | Remarks | Filed during the year | Pending resolution at the end of year | Remarks |
| Labour | 0 | 0 | - | 0 | 0 | - |
| Wages | 0 | 0 | - | 0 | 0 | - |
| Other Human rights related Issue | 0 | 0 | - | 0 | 0 | - |

**Note:** NIA has an open-door policy, in case of any complaints or grievances the designated HR personnel immediately undertakes necessary action and ensures the complaint/grievance is resolved however different categories of complaints above (excluding) POSH complaints, are not formally tracked by the organisation.

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

| | FY 26 | FY 25 |
|---|---|---|
| Total Complaints reported under the Sexual Harassment on of Women at Workplace (Prevention, prohibition and Redressal) Act,2013(POSH). | 8 | 4 |
| Complaints on POSH as a % of female employees / workers | 0.24% | 0.12% |
| Complaints on POSH upheld | 0 | 3 |

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

The Company is committed to ensuring that complainants in cases of discrimination and harassment are protected from adverse consequences.

In line with its zero-tolerance approach and governed by the Conduct, Discipline and Appeal (CDA) Rules, the Company promotes a fair and respectful work environment where concerns can be raised without fear.

The Prevention, Prohibition and Redressal of Sexual Harassment Policy, aligned with the POSH Act, provides a structured mechanism for addressing complaints through the Internal Complaints Committee (ICC), which conducts inquiries in a fair and time-bound manner.

The Company also emphasizes confidentiality, sensitivity in handling complaints, and awareness through regular training programs, thereby supporting a safe and inclusive workplace for all employees.

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

Yes. Human rights and labour law compliance are integral to our business agreements, particularly those executed via the Government e-Marketplace (GeM) portal. The GeM framework mandates adherence to applicable labour laws such as the Minimum Wages Act and the Equal Remuneration Act, among others. These requirements are embedded in the portal's standard terms and conditions, ensuring that suppliers and service providers uphold ethical employment practices and safeguard worker rights.

10. **Assessments for the year:**

| | % of your plants and offices that were assessed (by entity or statutory authorities or third parties) |
|---|---|
| Sexual Harassment | No assessment was conducted during the reporting period by the Company, statutory authorities, or any third party, and hence the percentage of plants and offices assessed is Nil.<br><br>However, the Company is committed to compliance with applicable legal and regulatory requirements, including the prohibition of child labour, forced or involuntary labour, and discriminatory employment practices. The Company also ensures adherence to relevant provisions such as the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. |
| Discrimination at workplace | |
| Child Labour | |
| Forced Labour/Involuntary Labour | |
| Wages | |
| Others – please specify | |

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

No assessments were conducted during the reporting period by the Company, statutory authorities, or any third parties. Accordingly, no corrective actions were required or undertaken in relation to such assessments.

## Leadership Indicators

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

Demonstrating our steadfast commitment to a respectful, inclusive, and equitable workplace, the Company recorded zero grievances or complaints regarding human rights violations during FY 2025–2026. We maintain comprehensive policies and rigorous mechanisms designed to proactively prevent and resolve any forms of unfair treatment, unprofessional conduct, bias, harassment, intimidation, or discrimination. Furthermore, the Company has adopted a formal Human Rights Statement aligned with international benchmarks, reinforcing our dedication to upholding human rights across all operations and business interactions.

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

While the Company has not undertaken a standalone human rights due diligence or impact assessment, certain aspects of human rights are addressed through existing internal policies and procedures. These broadly cover areas such as employee conduct, workplace practices, and stakeholder interactions.

The applicability of these policies primarily extends to employees and, where relevant, to third-party service providers through contractual arrangements and adherence to applicable regulatory requirements.

The Company periodically reviews its policies to ensure alignment with evolving regulatory requirements issued by IRDAI and SEBI.

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

Yes, the Company's owned offices have taken measures to support accessibility for differently abled employees and visitors, including the provision of stair lifts to aid mobility. The Company continues to assess and enhance accessibility features in line with applicable requirements under the Rights of Persons with Disabilities Act, 2016.

**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 | The Company is in the process of developing a structured framework to assess and monitor ESG impacts across its value chain. |
| Discrimination at workplace | |
| Child Labour | |
| Forced Labour/Involuntary Labour | |
| Wages | |
| Others – please specify | |

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

As the process is currently on going, there have been no corrective action taken.

## PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

### Essential Indicators

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

| Parameter | FY26 Current Financial Year | FY25 Previous Financial Year |
|---|---|---|
| **From renewable sources (in gigajoules)** | | |
| Total electricity consumption (A) | - | - |
| Total fuel consumption (B) | - | - |
| Energy consumption through other sources (C) | - | - |
| Total energy consumed from renewable sources (A+B+C) | - | - |

| Parameter | FY26<br>Current Financial Year | FY25<br>Previous Financial Year |
|---|---|---|
| **From non-renewable sources (in gigajoules)** | | |
| Total electricity consumption (D) | 74,475 | 80,173 |
| Total fuel consumption (E) | 35,164 | 37,557 |
| Energy consumption through other sources (F) | - | - |
| Total energy consumed from non-renewable sources (D+E+F) | 1,09,639 | 1,17,730 |
| Total energy consumed (A+B+C+D+E+F) | 1,09,639 | 1,17,730 |
| Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) | 0.00000023 | 0.00000027 |
| Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) | 0.0000047 | 0.0000056 |
| Energy intensity in terms of physical output | 10.54 | 10.75 |
| Energy intensity (optional) – the relevant metric may be selected by the entity | | - |

Note:
The energy data has been estimated using the spend-based method, and New India Assurance is proactively developing robust systems to enable more accurate and consistent data capture going forward.

Basis / Benchmark for Intensity ratio computation:

(i) Year-end Employee count is taken as physical output.

(ii) PPP conversion rate is considered based on latest available International Monetary Fund (IMF) publication for respective year (FY2026 – 20.34 INR / USD and FY2025 – 20.66 INR / USD).

(iii) Turnover is considered as Gross Written Premium.

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

Assurance has been carried out (Yes/No)

Yes,

Ragini Chokshi and Company

2. **Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

   **Have sites? (Yes/No)** No*

   **Targets achieved? (Yes/No)** Not Applicable

   **In case targets have not been achieved, provide the remedial action taken, 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 | FY26<br>Current Financial Year | FY25<br>Previous Financial Year* |
|---|---|---|
| **Water withdrawal by source (in kilolitres)** | | |
| (i) Surface water | | 0 |
| (ii) Groundwater | | 0 |
| (iii) Third party water | | - |
| (ii) Groundwater | | 0 |

| Parameter | FY26 Current Financial Year | FY25 Previous Financial Year* |
|---|---|---|
| (iv) Seawater / desalinated water | | 0 |
| (v) Others | | 0 |
| Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v) | 84,632 | 89,138 |
| Total volume of water consumption (in kilolitres) * | 16,926 | 17,828 |
| Water intensity per rupee of turnover (Total Water consumption / Revenue from operations) | 0.00000004 | 0.00000004 |
| Water intensity per rupee of turnover adjusted for Purchasing Power Parity(PPP)(Total water consumption / Revenue from operations adjusted for PPP) | 0.00000073 | 0.00000084 |
| Water intensity in terms of physical output | 1.63 | 1.71 |
| Water intensity (optional) – the relevant metric may be selected by the entity | | - |

Note:
Water withdrawal has been estimated using a assumption of 45 litres per employee per day, in line CGWA benchmarks for domestic water use.
In the absence of site-level metering, water consumption and discharge have been estimated using standard industry assumptions, wherein approximately 80% of the water withdrawn is considered as wastewater discharge, and the remaining 20% as consumption (losses through evaporation, leakage, etc.).

Basis / Benchmark for Intensity ratio computation:

i. Year-end Employee count is taken as physical output.

ii. PPP conversion rate is considered based on latest available International Monetary Fund (IMF) publication for respective year (FY2026 – 20.34 INR / USD and FY2025 – 20.66 INR / USD).

iii. Turnover is considered as Gross Written Premium.

* The calculation for FY 2025 have been revised.

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

Has been carried out by an external agency (Yes / No)

Yes

**Name of external agency**

Ragini Chokshi and Company

**4. Provide the following details related to water discharged:**

| Parameter | FY26 | FY25* |
|---|---|---|
| **Water discharge by destination and level of treatment (in kilolitres)** | | |
| (i) To Surface Water | | |
| - No Treatment | | |
| - With Treatment – Please specify the level of Treatment | | |
| (ii) Ground Water | | |
| - No Treatment | | |
| - With Treatment – Please specify the level of Treatment | | |
| (iii) Ground Water | | |
| - No Treatment | | |
| - With Treatment – Please specify the level of Treatment | | |
| (iv) Sent to Third Parties | | |
| - No Treatment | | |
| - With Treatment – Please specify the level of Treatment | | |

| Parameter | FY26 | FY25* |
|---|---|---|
| (v) Others | | |
| - No Treatment | 67,705 | 80,224 |
| - With Treatment – Please specify the level of Treatment | | |
| **Total water discharged (in Kilolitres) (i+ii+iii+iv+v)** | **67,705** | **80,224** |

**Note:**
Water withdrawal has been estimated using a assumption of 45 litres per employee per day, in line with CGWA benchmarks for domestic water use.
In the absence of site-level metering, water consumption and discharge have been estimated using standard industry assumptions, wherein approximately 80% of the water withdrawn is considered as wastewater discharge, and the remaining 20% as consumption (losses through evaporation, leakage, etc.).

*The calculations for FY 2025 have been revised.

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

Has been carried out by an external agency (Yes / No)

Yes

**Name of external agency**

Ragini Chokshi and Company

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

Mechanism implemented? (Yes / No)

No. NIA operates in the service sector, with water requirements limited to employee drinking and sanitation purposes.

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

| Parameter | Please specify unit | FY26 Current Financial Year | FY25 Previous Financial Year |
|---|---|---|---|
| Nox | - | Not Applicable | Not Applicable |
| Sox | - | | |
| Particulate matter (PM) | - | | |
| Persistent organic pollutants matter (POP) | - | | |
| Volatile organic compounds (VOC) | - | | |
| Hazardous air pollutants (HAP) | - | | |
| Others – please specify. | - | | |

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

Assurance has been carried out by an external agency (Yes / No): Yes

Name of external agency: Ragini Chokshi and Company

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

| Parameter | Unit | FY26 Current Financial Year | FY25 Previous Financial Year |
|---|---|---|---|
| Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available) | Metric tonnes of CO2 equivalent | 2,665 | 2,669 |

| Parameter | Unit | FY26 Current Financial Year | FY25 Previous Financial Year |
|---|---|---|---|
| Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available) | Metric tonnes of CO2 equivalent | 15,040 | 16,190 |
| Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations) | Metric Tons/ INR | 0.000000037 | 0.000000043 |
| 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 Tons/ INR | 0.000000760 | 0.000000893 |
| Total Scope 1 and Scope 2 emission intensity in terms of physical output | | 1.70 | 1.72 |
| Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity | | | - |

Basis / Benchmark for Intensity ratio computation:

i. Year-end Employee count is taken as physical output.

ii. PPP conversion rate is considered based on latest available International Monetary Fund (IMF) publication for respective year (FY2025 – 20.66 INR / USD and FY2024 – 22.40 INR / USD).

iii. Turnover is considered as Gross Written Premium.

iv. Scope 1 greenhouse gas emissions have been calculated using emission factors sourced from the UK Government GHG Conversion Factors (DEFRA) and IPCC Guidelines, as applicable to the relevant fuel types and refrigerants. Scope 2 emissions have been calculated using the grid emission factor of 0.727 kg $CO_2$e/kWh for India (Central Electricity Authority – Baseline Database), applied under the location-based method.

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

Assurance has been carried out by an external agency (Yes / No)

Yes,

Ragini Chokshi and Company

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

Have project? (Yes / No) **Yes**

Yes, the Company has undertaken several initiatives aimed at reducing greenhouse gas (GHG) emissions through improved energy efficiency and operational optimisation.

**Key initiatives include:**

- Replacement of conventional lighting with energy-efficient LED systems
- Optimisation of HVAC operations to reduce energy consumption
- Increased digitalisation and paperless processes to minimise resource use
- Promotion of virtual meetings to reduce travel-related emissions
- Deployment of energy-efficient office equipment
- Responsible e-waste disposal through authorised recyclers
- Employee awareness programmes on energy conservation and sustainability

These initiatives have contributed to reduced energy consumption, lower travel-related emissions, and overall improvement in the Company's environmental performance. While specific emission reductions are being evaluated, the Company remains committed to further strengthening its GHG reduction efforts.

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

The Company currently does not have a formal system in place to monitor and quantify waste generation across its office operations. However, it is in the process of establishing a structured waste monitoring framework that will facilitate effective tracking, segregation, and management of waste streams going forward.

| Parameter | FY26<br>Current Financial Year | FY25<br>Previous Financial Year |
|---|---|---|
| **Total Waste Generated (in metric tonnes)** | | |
| Plastic waste (A) | - | |
| E-waste (B) | - | |
| 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)<br><br>Packaging Paper waste | - | |
| Total (A + B + C + D + E + F + G + H) | - | |
| Waste intensity per rupee of turnover (Total Waste generated / Revenue from operations) | - | |
| Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Waste generated / Revenue from operations adjusted for PPP) | - | |
| Waste intensity in terms of physical output | - | |
| Waste intensity (optional) – the relevant metric may be selected by the entity | - | |
| **For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)** | | |
| **Category of Waste** | | |
| (i) Recycled | - | |
| (ii) Re-Used | - | |
| (iii) Other recovery operations | - | |
| Total | - | |
| **For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)** | | |
| **Category of Waste** | | |
| (i) Incineration | - | |
| (ii) Landfilling | - | |
| (iii) Other disposal operations | - | |
| Total | - | |

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

Assurance has been carried out by an external agency (Yes / No) - **Yes**

Name of external agency **–** Ragini Chokshi and Company

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

New India Assurance operates in the service sector as a non-life insurance provider. Given the nature of its operations, the waste generated is non-hazardous and non-toxic. While waste generation is not currently monitored, the organization plans to initiate systematic waste monitoring at key locations in the future.

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

| S. No | Location of operations/offices | Type of operations | Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any. |
|---|---|---|---|
| Not Applicable. The Company does not operate any offices in or near ecologically sensitive areas. All offices are in premises that have the requisite approvals and follow applicable local municipal regulations | | | |

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

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

Note: As the company's operations are limited to insurance, there is limited scope for direct environmental impacts.

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

| S.No. | Specify the law / regulation / guidelines which was not complied | Provide details of the non-compliance | Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts | Corrective action taken, if any |
|---|---|---|---|---|
| 1 | Yes, New India Assurance adheres to all relevant environmental laws, rules, and guidelines in India, such as the Environment Protection Act and Rules, the Air (Prevention and Control of Pollution) Act, and the Water (Prevention and Control of Pollution) Act. | | | |

### Leadership Indicators

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

NIA has 411 offices across 28 states and 8 union territories under areas of water stress as per the Central Ground Water Board List, 2024. The details are provided in Annexure 1 below.

(i) **Name of the area**

Given the geographically dispersed nature of the company's operations across numerous office locations, disclosure of all individual areas is not practicable. The Company has reported the number of states from which water is withdrawn, and area specific information is maintained internally, where applicable.

(ii) **Nature of operations**

Office

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

| Parameter | Treatment | FY26 Current Financial Year | FY25 Previous Financial Year |
|---|---|---|---|
| **Water withdrawal by source (in kilolitres)** | | | |
| The company currently does not have a site-level metering measuring water withdrawal, consumption and discharge | | | |
| **Water discharge by destination and level of treatment (in kilolitres)** | | | |
| The organization uses water solely for domestic purposes and ensures that water is used responsibly and the wastewater is discharged through municipal treatment systems. | | | |

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

Has been carried out by an external agency (Yes / No) **No**

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

| Parameter | Unit | FY26 Current Financial Year | FY25 Previous Financial Year |
|---|---|---|---|
| Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available | $MTCO_2e$ | The Company acknowledges the importance of accounting for indirect greenhouse gas emissions across its value chain (Scope 3). However, Scope 3 emissions and related intensity metrics for the current and previous financial years have not been quantified or disclosed. The Company is committed to progressively assessing and reporting these emissions in line with national and internationally accepted standards in future periods. | |
| Total Scope 3 emissions per rupee of turnover | $MTCO_2e$ / Per rupee turnover | | |
| Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity | $MTCO_2e$ | | |

**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

| Name of external agency | Not applicable |
|---|---|

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

Not Applicable. The Company does not operate any offices in or near ecologically sensitive areas. All offices are in premises that have the requisite approvals and are following applicable local municipal regulations.

4. **If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:**

| S. No. | Initiative undertaken | Details of the initiative (Web-link, if any, may be provided along-with summary) | Outcome of the initiative |
|---|---|---|---|
| 1 | Energy-efficient lighting (LED) | Replacement of conventional lighting systems with energy-efficient LED lighting across facilities to reduce electricity consumption. | Reduced energy consumption and associated GHG emissions. |
| 2 | HVAC optimisation | Optimisation of HVAC operations to improve energy efficiency through better temperature control and reduced load. | Lower energy usage and improved operational efficiency. |
| 3 | Digitalisation and paperless processes | Adoption of digital tools and workflows to minimise paper usage and enhance resource efficiency. | Reduction in paper consumption and associated environmental impact. |
| 4 | Promotion of virtual meetings | Encouragement of virtual meetings to limit business travel and associated emissions. | Reduction in travel-related GHG emissions. |
| 5 | Energy-efficient office equipment | Deployment of energy-efficient office equipment to improve overall energy performance. | Decrease in electricity consumption and operational emissions. |
| 6 | Responsible e-waste management | Disposal of electronic waste through authorised recyclers to ensure environmentally sound management. | Improved waste management and reduced environmental impact. |

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

New India Assurance has implemented a comprehensive Business Continuity Management (BCM) framework that defines clear principles, objectives, and controls to ensure resilience and uninterrupted operations. The framework supports systematic planning, execution, and continuous improvement of business continuity practices. The Company conducts annual reviews of its Business Continuity Plan (BCP) and Business Impact Analysis (BIA) to assess potential risks and preparedness levels.

These measures help ensure that critical business functions continue at predefined minimum service levels during disruptions. Through this proactive approach, the company safeguards its financial stability, operational integrity, and reputation while enhancing its ability to effectively respond to unforeseen events.

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

   Given the nature of business, 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.**

   The Company is in the process of developing a structured framework to assess and monitor ESG impacts across its value chain.

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.

| S. No. | Green Credits generated | FY 2025-26 |
|---|---|---|
| 1 | By the company | 0 |
| 2 | By the value chain partners | 0* |

*The Company is in the process of developing a structured framework to assess and monitor ESG impacts across its value chain.

## 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.**

   **6**

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

| S. No. | Name of the trade and industry chambers/ associations | Reach of trade and industry chambers/ associations (State/National) |
|---|---|---|
| 1 | ASSOCHAM – Associated Chambers of Commerce and Industry of India | National - India |
| 2 | Bombay Chamber of Commerce & Industry | National - India |
| 3 | FICCI – Federation of Indian Chambers of Commerce and Industry | National - India |
| 4 | Indian-Asean-Sri Lanka Chamber of Commerce and Industry | National- India |
| 5 | General Insurance Council | National- India |
| 6 | Federation of Afro Asian Insurers & Reinsurers (FAIR) | International |

3. **Provide details of corrective action taken or underway on any issues related to anticompetitive conduct by the entity, based on adverse orders from regulatory authorities.**

| Name of authority | Brief of the case | Corrective action taken |
|---|---|---|

| |
|---|
| During the reporting period, the organization was not involved in any instances of anti-competitive behaviour |

## Leadership Indicators

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

| S No. | Public policy advocated | Method resorted for such advocacy | Whether information available in public domain? (Yes/No) | Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify) | Web Link, if available |
|---|---|---|---|---|---|
| 1 | The Company is committed to ethical, transparent, and responsible engagement on matters impacting the insurance sector and its stakeholders. While no public policy positions were advocated directly during the reporting period, the Company continued to monitor regulatory developments and support industry-wide dialogue through appropriate channels. | | | | |

## PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

## Essential Indicators

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

| Project Name SIA | Notification | Date Notification | Conducted by independent | Result Communicated | Web link |
|---|---|---|---|---|---|
| The Company has not undertaken any projects requiring Social Impact Assessment (SIA) under applicable laws during the financial year. Accordingly, no SIA was conducted. | | | | | |

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

| S. No. | Name of Project for which R&R is ongoing | State | District | No. of Project Affected Families (PAFs) | % of PAFs covered by R&R | Amounts paid to PAFs in the FY (In INR) |
|---|---|---|---|---|---|---|
| Not applicable. The Company has not undertaken any projects requiring Rehabilitation and Resettlement, in view of the nature of its operations. | | | | | | |

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

Mechanisms to receive and redress grievances of the community

The New India Assurance Company Limited has established mechanisms to receive and address community grievances in a structured and transparent manner, primarily in the context of its CSR and stakeholder engagement activities.

- CSR-led Community Engagement Mechanism:

  Under its CSR framework, the Company engages regularly with local communities and implementing agencies during project planning and execution. Feedback and concerns from community stakeholders are considered during these interactions and through periodic project reviews. Such inputs, including grievances, are evaluated by designated internal committees, enabling appropriate and timely resolution.

- Monitoring and Review Processes:

  CSR projects are subject to ongoing monitoring and, where applicable, third-party assessments. These processes provide an additional channel for identifying and addressing community concerns and improving project implementation.

- Whistle Blower Mechanism:

  The Company's Whistle Blower Policy provides a formal channel through which stakeholders, may report concerns related to unethical conduct or malpractice. Complaints can be submitted through secure communication channels and are handled confidentially, with oversight from the Audit Committee. The policy ensures protection against retaliation.

Through these mechanisms, the Company seeks to ensure that community concerns are appropriately received, reviewed, and addressed, while promoting transparency and accountability.

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

| | FY26 Current Financial Year | FY25 Previous Financial Year |
|---|---|---|
| Directly sourced from MSMEs/ small producers | 8.40% | 2.04% |
| Directly from within India | 100% | 100% |

**5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost. (Place as per RBI Classification System - rural/semi-urban/urban/Metropolitan)**

| Location | FY26 Current Financial Year | FY25 Previous Financial Year |
|---|---|---|
| Rural | 0.91% | 0.83% |
| Semi-urban | 13.38% | 17.40% |
| Urban | 34.96% | 18.13% |
| Metropolitan | 50.74% | 63.64% |

## Leadership Indicators

**1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments**

| Negative Social Impact | Corrective Action |
|---|---|
| The Company has not undertaken any projects requiring Social Impact Assessment (SIA) under applicable laws during the financial year. Accordingly, no SIA was conducted. | |
| | |

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

| S. No. | State | S. No. State Aspirational District | Amount spent (In INR) |
|---|---|---|---|
| 1 | Haryana | Nuh (formerly Mewat) | 30,97,038 |
| 2 | Gujarat | Narmada | 24,56,250 |
| 3 | Chhattisgarh | Bastar | 37,46,250 |

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

The Company complies with Government procurement policies and encourages fair, transparent and inclusive procurement practices. While no formal preferential procurement policy exclusively dedicated to vulnerable or marginalised groups is currently in place, the Company promotes equal opportunity and supports participation by eligible MSMEs, women entrepreneurs, startups and other recognised categories as per applicable government guidelines and procurement regulations. Procurement decisions are undertaken through transparent processes based on quality, capability, compliance and value considerations. Accordingly, procurement from vulnerable and marginalised groups is not separately tracked at present.

**(b) From which marginalized /vulnerable groups do you procure?**

**None**

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

**None**

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

| Intellectual Property | Owned Acquired | Benefit Shared | Calculate Benefit Share |
|---|---|---|---|
| No, the organisation has not generated or acquired any intellectual properties during the current reporting year. | | | |

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.**

| Authority Name | Brief Case | Corrective Action |
|---|---|---|
| Not Applicable | | |

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

| S. No. | CSR Project | No. of persons benefitted from CSR Projects | % of beneficiaries from vulnerable and marginalized groups |
|---|---|---|---|
| 1 | Society for the promotion of women & child Welfare (SPOWAC):<br>Financial Assistance towards Skill on Wheels - Grooming and parlour course training in customised van (certified courses) NIA supports the van with fabrication and equipment's | 1000 | 100% |
| 2 | Social Aspiration for Participatory Reforms by Evolved Manpower (SAPREM):<br>Financial Assistance towards procurement of Solar Panels for 7 Government and Tribal schools | 1991 | 100% |
| 3 | Indus Initiative Council:<br>Financial Assistance towards Procurement of 3 Health ATM machines each at-<br>1) Dimrapal Health Centre<br>Dimrapal Village, Tokapal Tehsil, Bastar District, Chhattisgarh – PIN 494001<br>2) Civil Hospital, Bhanpuri<br>Bhanpuri, Bastar District, Chhattisgarh<br>3) Maharani Hospital, Jagdalpur<br>Maharani Hospital, Chandni Chowk, Jagdalpur, Bastar, Chhattisgarh – PIN 494001 | 800 | 100% |

## 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 Company has established a structured and multi-channel grievance redressal framework to ensure timely and effective resolution of consumer complaints and feedback. Grievances received through various channels—including email, written letters, telephone, walk-in interactions, and the New India Assurance grievance redressal portal—are systematically recorded in the grievance module of the Customer Relationship Management (CRM) system. This system is integrated with IRDAI's Bima Bharosa platform to enable seamless monitoring and regulatory alignment.

Each grievance is reviewed in detail, and an appropriate response is communicated to the complainant within defined timelines. In case the complainant is not satisfied with the resolution, they are informed of their right to escalate the matter to the Insurance Ombudsman. Once addressed, the grievance is formally closed in the system, and customers are provided with an opportunity to share feedback on the resolution experience.

The grievance redressal mechanism operates in accordance with the Board-approved Grievance Redressal Policy and the associated Standard Operating Procedures of the Company.

In addition, the Company has implemented a formal and secure process to receive complaints and feedback through its Whistle Blower Policy. Stakeholders and consumers may raise concerns via email or sealed communication addressed directly to the Chief Risk Officer, ensuring confidentiality and direct access to the designated authority. All complaints received under this mechanism are duly recorded, reviewed, and, where required, investigated within a defined timeframe (generally up to 90 days). The process involves notifying relevant parties, conducting an impartial investigation, and recommending corrective or disciplinary actions, as appropriate.

The Company is committed to safeguarding whistleblowers against any form of retaliation for raising concerns in good faith and ensures transparency, fairness, and accountability throughout the grievance resolution process.

https://www.newindia.co.in/assets/docs/investors/policies/Grievance%20Redressal%20Policy.pdf

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

| Services | As a percentage to total turnover |
|---|---|
| Environmental and social parameters relevant to the product | 0 |
| Safe and responsible usage | 0 |
| Recycling and/or safe disposal | 0 |

Note: As a provider of insurance services, the Company does not manufacture or sell physical consumer products requiring environmental labels, recycling instructions or safe disposal markings.

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

| Complaint Type | FY26 Current Financial Year | | Remarks | FY25 Prev Financial Year | | Remarks |
|---|---|---|---|---|---|---|
| | Received during the year | Pending resolution at end of year | | Received during the year | Pending resolution at end of year | |
| Data Privacy | 0 | 0 | | 0 | 0 | |
| Advertising | 0 | 0 | | 0 | 0 | |
| Cyber Security | 0 | 0 | | 0 | 0 | |
| Delivery of essential service | 0 | 0 | | 0 | 0 | |
| Restrictive trade practices | 0 | 0 | | 0 | 0 | |
| Unfair trade practice | 0 | 0 | | 0 | 0 | |
| Other | 9,385 | 19 | | 8,018* | 27 | |

*The number of consumer complaints have been revised for financial year 24-25.

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

| | Number | Reason to recall |
|---|---|---|
| Voluntary Recall | 0 | - |
| Forced Recall | 0 | - |

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

Policy available (Yes/No) **Yes**

The New India Assurance Company Limited maintains robust **internal** policies and frameworks to effectively mitigate risks related to cyber security. New India's cyber security policy and the framework are internal documents. As an insurance provider, the Company recognizes the critical importance of safeguarding customer confidentiality and places it at the core of its operations. Regular monitoring and reviews are conducted by designated teams to ensure adherence to established data protection measures and regulatory requirements. The Company is ISO 27001 certified, reflecting its commitment to maintaining high standards of information security management. In addition, the company undertakes annual internal audits to ensure compliance with applicable regulations and to evaluate the effectiveness of both technical and operational security controls implemented across IT network and systems

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.**

None

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

   a. Number of instances of data breaches

      0

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

      0%

   c. Impact, if any, of data breaches

      Not Applicable

### Leadership Indicators

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

   Channels/Platforms available (Yes / No) **Yes**

| | |
|---|---|
| Weblink<br>https://www.newindia.co.in/ | The New India Assurance Co. Ltd. (NIACL) is committed to providing a seamless and integrated service experience throughout the customer lifecycle. In alignment with our digital transformation initiatives, we have deployed a suite of innovative platforms, including our official website, an AI-powered chatbot, and automated messaging services via SMS and WhatsApp, to ensure effective and convenient stakeholder engagement. Comprehensive information pertaining to the Company's product portfolio and service offerings is readily available on our official website. |

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

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

   The New India Assurance Co. Ltd. (NIACL) places strong emphasis on customer education to ensure that policyholders are well-informed about its products, associated benefits, and the claims process. The Company has established a structured Customer Education Policy that outlines its commitment to empowering customers and promoting informed decision-making.

   To facilitate safe and responsible usage of its products and services, NIACL has implemented the following initiatives:

   - Multi-channel Awareness Campaigns: Leveraging digital platforms, print media, television, radio, and other communication channels to disseminate information on product features, benefits, and policyholder rights and responsibilities.
   - Proactive Customer Communication: Regular engagement with customers through SMS alerts, email campaigns, and notifications to provide timely updates on policy information, renewals, and product enhancements.
   - Direct Customer Engagement: Conducting awareness drives, insurance literacy campaigns, and participation in public outreach programs to enhance understanding and accessibility of insurance products.
   - Capacity Building of Intermediaries and Employees: Providing comprehensive training to agents and employees to equip them with the knowledge and skills required to guide customers effectively, address queries, and ensure transparent communication.

   These measures collectively strengthen customer awareness, promote responsible usage of services, and enhance overall customer trust and satisfaction.

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

   The Company has a robust Business Continuity Plan (BCP) in place, which ensures minimal disruption to operations and uninterrupted delivery of essential services. In the event of any potential interruption or discontinuation of crucial services, the Company proactively informs consumers through multiple channels, including:

   *Written notifications

   * Call centre communication

* Newspaper advertisements,

ensuring wide public reach and timely awareness If a product is discontinued, the existing policy remains valid and continues to offer coverage until the end of the policy period, ensuring no immediate impact on the policyholder.

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

Product Information Over and Above (Yes / No / Not Applicable) Not Applicable

**a) Display of product information over and above statutory requirements**

Not applicable, considering the nature of the Company's operations involving intangible insurance products. However, comprehensive information relating to insurance products, including features, benefits, terms and conditions, and policyholder rights, is made available through the Company's website and other communication channels to facilitate informed decision-making by customers.

**b) Consumer satisfaction surveys**

Yes, the Company has implemented a structured customer feedback mechanism to assess consumer satisfaction. Feedback is primarily collected from customers, particularly complainants, upon resolution of their grievances. This feedback is systematically captured and tracked through the Customer Relationship Management (CRM) system.

The insights derived from this mechanism are periodically reviewed and utilized to drive continuous improvements in service quality and customer experience across the organization.