Secretarial Department

September 04, 2026

National Stock Exchange of India Limited
Exchange Plaza, C-1, Block G
Bandra Kurla Complex
Bandra (E), Mumbai – 400 051

BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street, Mumbai- 400 001

Symbol: FEDFINA

Scrip Code: 544027

Dear Sir/Madam,

Subject: Business Responsibility and Sustainability Report for the Financial Year 2025-26, pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("SEBI Listing Regulations")

Pursuant to Regulation 34(2)(f) of SEBI Listing Regulations, we are submitting herewith the Business Responsibility and Sustainability Report for the Financial Year 2025-26, which forms an integral part of the Annual Report of the Company for the Financial Year 2025-26.

The above is submitted for your kind information and appropriate dissemination.

Thanking you

Yours faithfully,
For **Fedbank Financial Services Limited**

PARTHASARATHY RAJAGOPAL IYENGAR
Digitally signed by PARTHASARATHY RAJAGOPAL IYENGAR
Date: 2026.09.04 18:42:16 +05'30'

Parthasarathy Iyengar
Company Secretary & Compliance Officer
Membership No.: A21472

Encl.: a/a

Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the Listed Entity

S. No.	Field	Details
1.	Corporate Identity Number (CIN) of the Listed Entity	L65910MH1995PLC364635
2.	Name of the Listed Entity	Fedbank Financial Services Limited
3.	Year of Incorporation	1995
4.	Registered Office Address	Unit no. 1101, 11th Floor, Cignus, Plot No 71 A, Powai, Paspoli, Mumbai – 400087, Maharashtra
5.	Corporate Address	Unit no. 1101, 11th Floor, Cignus, Plot No 71 A, Powai, Paspoli, Mumbai – 400087, Maharashtra
6.	E-mail	customercare@fedfina.com
7.	Telephone	022 68520601
8.	Website	www.fedfina.com
9.	Financial Year for which reporting is done	FY 2025-26
10.	Name of Stock Exchange(s) where shares are listed	BSE & NSE
11.	Paid-up Capital (in ₹)	3,74,20,61,010/-
12.	Name and contact details of the person to be contacted for BRSR queries	Anila Rajneesh Contact No: - 022 6852 0638 anila.rajneesh@fedfina.com
13.	Reporting Boundary — Standalone basis (only for the entity) or Consolidated basis? [Select: Standalone / Consolidated]	Standalone basis
14.	Name of Assurance Provider (if BRSR Core assurance undertaken)	Not Applicable
15.	Type of Assurance Obtained (Reasonable / Limited / N.A.)	Not Applicable

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
1.	Other Financial services - Lending	Lending Services, Gold Loan, Loan against Property, Housing Loan, Business loan etc	94.72%

17. Products/Services Sold (accounting for 90% of the entity's turnover)

S. No.	Product / Service	NIC Code	% of Total Turnover contributed
1.	Gold Loan	64920	51%
2.	Mortgaged Loan	64920	48%
3.	Unsecured business loan	64920	1%

III. Operations

18. Number of Locations where plants and/or operations/offices are situated

Location	Number of Plants	Number of Offices	Total
National	NA	757	757
International	NA	NA	NA

19 a. Markets Served by the Entity

Locations	Number
National (No. of States)	17
International (No. of Countries)	0

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

Not Applicable

c. A brief on types of customers:

Fedfina is a retail-focused Non-Banking Financial Company (NBFC) serving Emerging Self-Employed Individuals (ESEIs) and Micro, Small and Medium Enterprises (MSMEs), segments that often face limited access to formal financial services due to informal income profiles, inadequate credit history, or the absence of conventional income documentation. Through its integrated “Phygital” operating model, which combines an extensive branch network with digital capabilities, the Company delivers accessible and customer-centric financial solutions across semi-urban, urban and metropolitan markets, with a significant presence in Southern and Western India.

As on 31st March, 2026, Fedfina operated 757 branches across 17 States and Union Territories with an Assets Under Management (AUM) of approximately ₹ 20,153 Crores. The Company’s retail lending portfolio primarily comprises secured lending products designed to address the diverse financing requirements of individuals, households and small businesses.

Gold Loans constitute the largest segment of the Company’s portfolio, representing approximately 51% of the lending portfolio. These loans primarily serve self-employed individuals, small business owners, traders, farmers, salaried individuals and households seeking short-term liquidity for business or personal requirements. By enabling timely access to formal credit against pledged household gold jewellery, the product supports financial resilience while reducing dependence on informal sources of finance.

Small Ticket Loans Against Property (LAP) are offered to self-employed individuals, proprietors, traders and professionals who own residential or commercial property but may not possess the formal income documentation generally required by conventional lenders. These loans facilitate access to credit for business expansion, asset creation, working capital requirements and debt consolidation, thereby supporting financial inclusion among underserved customer segments.

Medium Ticket Loans Against Property (LAP) cater to relatively established self-employed individuals and small businesses operating across manufacturing, trading and service sectors with verifiable income streams and credit history. These products support long-term business growth, capital expenditure and enterprise expansion while maintaining prudent underwriting and responsible lending practices.

Affordable Housing Loans are designed to promote home ownership among individuals and families with stable but informally documented incomes, including self-employed individuals, daily wage earners and small traders. By recognising alternate income assessment mechanisms, the Company seeks to improve access to formal housing finance for customers who may otherwise remain underserved by traditional housing finance institutions.

The Company had also extended Unsecured Business Loans to eligible MSMEs requiring short-term working capital. In line with its strategic focus under Fedfina 2.0, this portfolio is being gradually phased down as the Company transitions towards a predominantly secured lending portfolio.

Across our product offerings, we serve customers who are typically underserved by conventional banking channels while maintaining robust credit appraisal and risk management processes. By expanding access to responsible and formal credit, Fedfina strives to contribute towards financial inclusion, supports entrepreneurship and micro-enterprise development, facilitates asset creation, and strengthens the financial resilience of individuals, households and small businesses.

IV. Employees

20 a. Employees and Workers (including differently abled) — as at end of Financial Year

S. No.	Particulars	Total (A)	Male No. (B)	Male % (B/A)	Female No. (C)	Female % (C/A)
	Employees					
1.	Permanent Employees (D)	5,303	4,433	84%	870	16%
2.	Other than Permanent Employees (E)	-	-	-	-	-
3.	**Total Employees (D+E)**	**5,303**	**4,433**	**84%**	**870**	**16%**
	Workers					
4.	Permanent Workers (F)	NA				
5.	Other than Permanent Workers (G)	412	378	92%	34	8%
6.	**Total Workers (F+G)**	**412**	**378**	**92%**	**34**	**8%**

b. Differently Abled Employees and Workers

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
	Differently Abled Employees					
1.	Permanent (D)	0	0	0	0	0
2.	Other than Permanent (E)	-	-	-	-	-
3.	**Total Differently Abled Employees (D+E)**	**0**	**0**	**0**	**0**	**0**
	Differently Abled Workers					
4.	Permanent Differently Abled Workers (F)	NA	NA	NA	NA	NA
5.	Other than Permanent (G)	NA	NA	NA	NA	NA
6.	**Total Differently Abled Workers (F+G)**	**NA**	**NA**	**NA**	**NA**	**NA**

21. Participation / Inclusion / Representation of Women

Category	Total (A)	Number and Percentage of Females	
		Number (B)	% (B/A)
Board of Directors	10	2	20%
Key Management Personnel	3	0	-

22. Turnover Rate for Permanent Employees and Workers

(Disclose trends for the past 3 years)

Category	FY 2025-26			FY 2024-25			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	49.31%	36.15%	47.17%	45.20%	35.47%	43.65%	45.33%	40.53%	44.54%
Permanent Workers	-	-	-	-	-	-	-	-	-

The increase in employee turnover during the current year is mainly attributable to expansion-led hiring and separations, along with normal attrition trends influenced by market conditions and internal restructuring. This resulted in a higher turnover rate compared to previous years.

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)	Type (Holding / Subsidiary / Associate / JV)	% of shares held by Listed Entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	The Federal Bank Limited	Holding	60.79%	No

VI. CSR Details

24. CSR Applicability

Field	Details
(i) Whether CSR is applicable as per Section 135 of Companies Act, 2013? (Yes / No)	Yes
(ii) Turnover (in ₹)	2,226.61 Crores
(iii) Net Worth (in ₹)	2,926.10 Crores

VII. Transparency and Disclosures Compliances

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

Stakeholder Group	Grievance Redressal Mechanism in Place (Yes/No) along with the Weblink	FY 2025-26			FY 2024-25		
		No. of complaints filed during the year	No. of complaints pending resolution at the close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at the close of the year	Remarks
Communities	The Company has a Grievance redressal mechanism in place for capturing and addressing grievances of various stakeholders. The policy can be found on the website. Link: https://fedfina.com/corporate-governance/grievance-redressal-mechanism/	0	0		0	0	We proactively engage with local communities through regular outreach initiatives, fostering open dialogue and building trust, and our consistent receipt of positive feedback and lack of formal complaints is a testament to the effectiveness of our community engagement efforts.
Investors (other than shareholders)		0	0		0	0	For any information or data, Investors can write to the Company Secretary & Compliance Officer. Email: secretarial@fedfina.com, Tel: +91 022 68520601 All details are mentioned on the website.
Shareholders		1	0		0	0	For any information or data, Investors/ shareholders can write to the Company Secretary & Compliance Officer. Email: secretarial@fedfina.com Tel: +91 022 68520601 All details are mentioned on the website.
Employees and Workers		0	0		0	0	No complaints were received

Stakeholder Group	Grievance Redressal Mechanism in Place (Yes/No) along with the Weblink	FY 2025-26			FY 2024-25		
		No. of complaints filed during the year	No. of complaints pending resolution at the close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at the close of the year	Remarks
Customers		1,275	79	79 customer Complaints pending for resolution at the end of financial year 2025-26 was resolved in the subsequent months	493	6*	We have a dedicated 'support' section on our website where consumers can view raise grievances related to any of the offerings and services. We also help customers raise support requests through the NBFC Helpline number 7418128882 & 08069291313 or through their registered email ID, they can mail to customercare@fedfina.com They can also do a Branch Walk n & register a complaint with branch manager/official. They can also advance up to Nodal officer or Principal Nodal officer for major complaints. 5. All details are mentioned on the Company website.
Value Chain Partners		0	0		0	0	Our Procurement and Admin teams regularly interacts with our suppliers and other value chain partners and complaints/grievances, if any, are resolved on a case-to-case basis.
Other (specify)		0	0		0	0	-

Remarks: Our quarterly customer awareness initiatives have strengthened customer awareness and accessibility of Fedfina's grievance redressal mechanisms, resulting in a higher volume of reported complaints. However, the overall incidence remains minimal, with complaints constituting less than 1% of our total customer base.

**In the previous financial year's BRSR disclosure, the number of customer complaints pending at the close of the year was reported as 493. The correct number of customer complaints pending at the close of the reporting period was 6. The figure of 493 represented the total number of customer complaints filed/received during the year, and not the pending complaints at year-end. The disclosure has been reviewed and updated accordingly.*

26. Overview of the Entity's Material Responsible Business Conduct Issues

Note: 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 :

S. No.	Material Issue Identified	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.	Financial Inclusion	Opportunity	Despite ongoing efforts, financial inclusion remains out of reach for many underprivileged communities. FedFina aims to bridge this gap by providing access to essential financial tools that enable individuals to save, invest, and build a secure future. Through this, the organisation seeks to drive socioeconomic development and improve the overall well-being of these underserved populations	-	**Positive:** - By serving underserved populations, we expand our customer base, unlocking new revenue streams and driving business growth. - Our inclusive financial services foster long-term relationships, yielding sustained customer loyalty, and reducing the costs associated with acquiring new customers. - We prioritise local hiring, providing employment opportunities to young people in the communities surrounding our offices, and investing in the economic development of these regions. - Through our inclusive services, we empower underprivileged populations, contributing to a positive impact on the national economy, and advancing sustainable development and social progress.
2.	Customer Satisfaction	Risk / Opportunity	At Fedfina, customer satisfaction is our top priority. We deliver exceptional experiences through personalised services, high-quality products, and competitive pricing, fostering loyalty and trust.	At Fedfina, our customer-centric approach drives adaptability and innovation, prioritising satisfaction through personalised interactions and proactive feedback. We exceed expectations, foster loyalty, and continuously refine our approach to deliver exceptional experiences.	**Negative:** - Customer dissatisfaction can lead to customers switching to competitors, impacting financial performance of the Company - Customer complaints can lead to imposition of fines and penalties - Loss of customer trust can impact reputation negatively **Positive:** - Satisfied customers develop a sense of loyalty to our brand, leading to long-term relationships and increased customer lifetime value. - Customer Retention, leading to lower new customer acquisition costs - Satisfied customers who experience fair grievance redressal are likely to share positive experiences, resulting in new customer acquisition, contributing to revenue growth.

Business Responsibility & Sustainability Report (Contd.)

S. No.	Material Issue Identified	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.	Responsible lending and Consumer Financial Protection	Risk / Opportunity	Responsible lending is crucial, considering both the borrower's financial health and the broader economic and social impact. It's a regulatory imperative and strategic necessity to protect customers from unfair practices and align with evolving consumer expectations for ethical business conduct.	Fedfina prioritises responsible lending and consumer protection through a comprehensive strategy that balances risk management, customer education, and technology integration. We adhere to regulatory frameworks, support small businesses, and promote environmental sustainability, while maintaining transparency, ethical practices, and a customer-centric approach.	**Negative:** - Monetary loss on account of fines and penalties - Reputational damage **Positive:** - Enhanced customer trust and reduced customer turnover - Lower default rates, translating into fewer non-performing assets and potential losses. - Competitive advantage, being the go-to organisation for all financing needs of customers - Increase in brand reputation
4.	Human rights & grievance redressal	Opportunity	Embracing human rights and grievance redressal is not only a social imperative, but also, a strategic business decision that fosters a positive reputation, strengthens stakeholder relationships, and enhances long-term sustainability.	-	**Positive:** - Reduced legal costs resulting from proactively managing human rights risks and addressing grievances promptly. - A commitment to human rights can provide a competitive advantage in markets where ethical considerations influence consumer choices.
5.	Human Capital Development	Opportunity	In the financial lending sector, investing in employee development is crucial for building organisational resilience, competitiveness, and sustainability. By aligning human capital strategies with business success, we enhance workforce capabilities, drive innovation, and cultivate a positive workplace culture, ultimately fueling long-term growth and prosperity.	-	**Positive:** - A positive workplace culture can lead to higher employee morale and job satisfaction, which, in the long term, contributes to increased productivity and lower turnover. - Improved employee relations leading to less disruptions, ensuring business continuity. - Reduced long-term costs associated with hiring. - Continuous learning fosters innovation and adaptability, leading to long-term efficiency gains. This can result in streamlined processes and cost savings in the operational workflow.

S. No.	Material Issue Identified	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)
6.	Digital innovation	Opportunity	Thriving in a digital world requires a delicate balance between seizing opportunities and managing risks. By prioritising proactive risk management, cybersecurity, and strategic tech adoption, organisations can unlock the benefits of digital innovation while safeguarding their future.	-	**Positive:** - Digital innovations streamline process, automate tasks, and reduce manual efforts, leading to operational cost efficiencies and improved resource allocation. - New and innovative financial products and services helps in expanding offerings and catering to diverse customer needs. - Improving digital interfaces, customer engagement platforms, and personalised services enhances the overall customer experience, potentially leading to increased customer satisfaction and loyalty. - The data generated through digital interactions can be leveraged for analytics and insights, thereby improving customer experiences.
7.	Emissions (GHG) & energy management	Risk / Opportunity	As a financial service provider, we acknowledge our role in promoting environmental sustainability, even in a non-traditional polluting sector. We prioritise efficient resource use, emissions reduction, and energy efficiency, demonstrating our commitment to a greener future.	The Company has transitioned its office operations to a certified Green Building, reinforcing its commitment to sustainability and environmental responsibility. This strategic move enables significant reductions in energy and water consumption, improved indoor air quality, and enhanced employee well-being. The green infrastructure also supports efficient waste management and use of renewable resources, aligning with our long-term ESG goals.	**Positive:** - Implementing energy-efficient practices leads to reduced energy consumption, translating into significant cost savings for the organisation. - Strong emissions and energy management practices may lead to a better access to green financing, with favourable terms and conditions. **Negative:** - Cost of transition to newer technologies in the short term may impact the bottom line.

Business Responsibility & Sustainability Report (Contd.)

S. No.	Material Issue Identified	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)
8.	Climate change	Risk	Climate change poses a significant risk to FedFina by potentially impacting the financial stability of its borrowers and the long-term value of its secured assets. Increased frequency of extreme weather events—such as floods, droughts, and cyclones— can damage properties used as collateral and disrupt the livelihoods of customers, especially those in agriculture, small enterprises, and informal sectors. This may lead to higher default rates and credit losses. Additionally, evolving regulatory requirements and stakeholder expectations around sustainability may necessitate operational changes. Proactively addressing climate related risks is therefore essential for FedFina's risk management, business continuity, and long-term resilience.	At Fedfina, we are committed to understanding and addressing the multifaceted impacts of climate change across our business operations. Our approach emphasises energy efficiency, reduction of GHG emissions, responsible waste management, and employee engagement through climate awareness initiatives. By integrating climate and broader ESG considerations into our operational strategies, we aim not only to mitigate environmental risks but also to unlock opportunities through sustainable and socially responsible practices—strengthening resilience and creating long term value for all stakeholders.	**Negative:** - Upfront investments in technology, infrastructure, and training, pressurising profitability. - Business disruption due to extreme weather events, such as cyclones, hurricanes, heat or cold waves, or floods and resultant revenue impact. - Failure to comply with evolving climate-related regulations can result in financial penalties and reputational damage.
9.	Community development	Opportunity	It is important for companies to invest to enhance quality of life in the communities where they have a business presence.	-	**Positive:** - Enhanced Brand Value - Community development efforts can build trust and loyalty among stakeholders, including customers, investors, and employees, which in turn creates a positive reputation

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 QUESTIONS

Policy and Management Processes

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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
c. Web Link of Policies, if available	https://www.fedfina.com/corporate-governance/								
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)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	NGRBC principles	NGRBC principles	NGRBC principles	NGRBC principles	NGRBC principles	NGRBC principles	NGRBC principles	NGRBC principles	ISO/IEC 27001:2022
5. Specific commitments, goals and targets set by the entity with defined timelines (if any)	At Fedfina, we understand that setting clear goals is essential to driving meaningful change and measuring progress. While we are currently tracking our environmental practices, we are actively working towards establishing specific, measurable targets that align with our core principles. Our overarching objectives are centred around three key pillars: Environment, Social, and Governance. • **Environment:** We aim to reduce our carbon footprint by implementing efficient energy management practices, reducing waste, and promoting responsible water usage. • **Social:** We are committed to enhancing employee well-being through comprehensive wellness programmes and fostering a culture of diversity, equity, and inclusion across all levels of the organisation. • **Governance:** We strive to maintain the highest standards of governance by increasing Board diversity and independence, implementing robust cybersecurity and data privacy measures, and upholding ethical business conduct. By establishing these ambitious goals, we are committed to driving progress, promoting transparency, and holding ourselves accountable for our actions, as we work towards creating a more sustainable, equitable, and responsible business model that benefits our stakeholders and the environment								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	At Fedfina, we are committed to aligning with all nine principles of the BRSR framework, ensuring responsible and transparent business practices. We are undertaking the measurement of our GHG emissions and are developing strategies for reduction in the coming years. Efforts are also underway to continue tracking water consumption, waste generation and strategies to reduce the same. We uphold fair labour practices, protect human rights, and foster a culture of diversity and inclusion across all levels. Customer satisfaction remains a top priority, and we actively support communities through partnerships with NGOs. Our governance framework includes robust policies on anti-corruption, anti-bribery, and data privacy. We ensure transparency through accurate disclosures on our website.								

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):

   Over the past 15+ years, Fedfina has been at the forefront of extending affordable financial access across India, supported by a rapidly growing network of 757 branches. As we continue to scale our impact, we recognise the responsibility to embed sustainability into every aspect of our operations and ecosystem. In FY 2025-26, we advanced our Environmental, Social, and Governance (ESG) journey with renewed focus and intent. To address the complexities of climate-related risks and operational emissions, we undertook a baseline assessment of our waste footprint and energy use.

   Alongside this, a detailed ESG materiality assessment was conducted to capture stakeholder priorities and sectoral relevance. These insights are shaping a structured ESG roadmap—anchored in clear targets, timelines, and actions—to guide our transition toward a more sustainable future. Our Board-approved ESG Policy provides the foundation for this transformation, while a dedicated internal ESG Committee ensures focused and accountable action.

   On the social front, our initiatives remain deeply rooted in responsible lending, financial inclusion, and community development—ensuring that our growth translates into meaningful impact for society. As we move forward, Fedfina reaffirms its commitment to building a resilient, ethical, and inclusive institution. With ESG principles at the core of our strategy, we are determined to create long-term value not only for our stakeholders but also for society and the planet at large.

Field	Details
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies) – name, designation, contact	Anila Rajneesh CHRO 022 6852 0638 anila.rajneesh@fedfina.com

Field	Details
9. Does the entity have a specified Committee of the Board / Director responsible for decision making on sustainability related issues? (Yes / No) If yes, provide details.	Yes. The Company has constituted an ESG Committee, chaired by the Managing Director & CEO and other leadership members to oversee sustainability-related decision-making and implementation across the organisation. Details of the ESG Committee: **Name** – **Designation** Anila Rajneesh – Chief Human Resource Officer Vikram Rathi – Chief Risk Officer Jagadeesh Rao J – Chief Marketing Officer and Chief Business Officer – Gold loan Parvez Mulla – MD and CEO Parthasarathy Rajagopal Iyengar – Company Secretary The Committee provides strategic direction for ESG initiatives, oversees the implementation of the ESG Policy and ESG Action Plan, monitors progress against ESG objectives and KPIs, reviews ESG-related risks, internal audit findings and compliance with applicable regulatory requirements, and approves periodic ESG progress reports. The Committee also guides the adoption of relevant ESG frameworks, including the National Guidelines on Responsible Business Conduct (NGRBC) and the Sustainable Development Goals (SDGs), and ensures adequate resources and awareness for effective implementation. The ESG Committee meets at least once every quarter, or more frequently as required, and reviews progress reports submitted by the ESG Officer before their escalation to the CSR Committee of the Board.

10. Details of Review of NGRBCs by the Company

Subject for Review	Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee									Frequency (Annually/Half yearly/ Quarterly/Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against policies & follow-up action	The relevant policies covering the above principles are reviewed annually by the ESG committee and any necessary changes suggested to these policies are implemented																	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The relevant policies for the above are reviewed annually by the Board / Internal ESG Committee and any necessary changes suggested to these policies are implemented accordingly																	

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

	P1	P2	P3	P4	P5	P6	P7	P8	P9
Assessment Conducted? (Yes/No)	No	No	No	No	No	No	No	No	No
Name of the External Agency (if yes)	-	-	-	-	-	-	-	-	-

12. If answer to Q1 above is 'No' (not all Principles covered by a policy), reasons to be stated:

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

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

ESSENTIAL INDICATORS

1. Percentage coverage by training/awareness programmes on any of the Principles during the financial year:

Segment	Total No. of Training & Awareness Programmes Held	Topics / Principles Covered under the training & its Impact	% of Persons in respective category Covered by Awareness Programmes
Board of Directors (BoD)	10	Our Board of Directors imbibe the best code of conduct, governing themselves with integrity and ensure ethical, transparent and accountable operations as per the Code of Conduct and NGRBC principles.	100%
Key Managerial Personnel (KMPs)	3	KYC, AML, POSH, Risk Management, Performance Management	100%
Employees other than BoD & KMPs	5,300	KYC, AML, POSH, Risk Management, Performance Management	100%
Workers	NA	NA	NA

Remarks: The Board of Directors (BoD) has been disclosed separately and is not considered as part of the employee headcount calculation. The total employee strength of 5,303 includes 3 Key Managerial Personnel (KMPs) and 5,300 employees other than BoD and KMPs.

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):

a. Monetary

NGRBC Principle	NGRBC Principle	Name of Regulatory / Enforcement Agency / Judicial Institution	Amount (in ₹)	Brief of the Case	Appeal Preferred? (Y/N)
Penalty/Fine	During the year under review, there were no cases where monetary action has been initiated or settled by any regulator/enforcement agencies/judicial institutions.				
Settlement					
Compounding Fee					

b. Non-Monetary

NGRBC Principle	NGRBC Principle	Name of Regulatory / Enforcement Agency / Judicial Institution	Brief of the Case	Appeal Preferred? (Y/N)
Imprisonment	During the year under review, there were no cases where monetary action has been initiated or settled by any regulator/enforcement agencies/judicial institutions.			
Punishment				

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

Case Details	Name of Regulatory / Enforcement Agency / Judicial Institution
NA	NA

4. Does the entity have an anti-corruption or anti-bribery policy? (Yes / No). If yes, provide details in brief. If available, provide a web-link to the policy:

Yes.

The Company has adopted an Anti-Bribery & Gifting Policy to promote ethical, fair and transparent business conduct across its operations. The Policy establishes a zero-tolerance approach towards bribery and corruption and provides a framework for the prevention, detection and reporting of actual or suspected instances of bribery and corrupt practices.

The Policy applies to all employees, fixed-term contractual resources directly engaged by the Company and contractors, and outlines expected standards of conduct in interactions with customers, vendors, business partners and public officials. It further prescribes principles governing gifts, entertainment and hospitality, requires anti-bribery provisions to be incorporated into vendor engagements, and encourages the reporting of concerns through established reporting channels, including the Whistle Blower mechanism. The Policy is reviewed periodically to ensure continued alignment with applicable regulatory requirements and good governance practices.

Our policy is available at: https://www.fedfina.com/corporate-governance/

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

Category	FY 2025-26	FY 2024-25
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

Category	FY 2025-26		FY 2024-25	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	Since no complaints were received, no corrective actions were taken.	0	Since no complaints were received, no corrective actions were taken.
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0		0	

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

   As there are no complaints received for the reporting year, hence the following question need not have details on the corrective actions.

8. **Number of Days of Accounts Payables [(Accounts Payable × 365) / Cost of Goods/Services Procured] in the following format:**

Category	FY 2025-26	FY 2024-25
Number of days of accounts payables	12	12

9. **Open-ness of Business**

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

Parameter	Metrics	FY 2025-26	FY 2024-25
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	NA. Our offerings are directly sold to customers	NA. Our offerings are directly sold to customers
	b. Number of dealers / distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0	0
	b. Sales (Sales to related parties / Total Sales)	0.80%	1.64%
	c. Loans & Advances (Loans & advances given to related parties / Total loans & advances)	0	0
	d. Investments (Investments in related parties / Total Investments made)	0	0

LEADERSHIP INDICATORS

L1. **Awareness programmes conducted for value chain partners on any Principles during the financial year:**

   Although no ESG trainings were conducted for value chain partners during this reporting year, we are committed to initiating such programmes in future periods. These trainings will be designed to strengthen ESG awareness and practices across our value chain, enabling partners to align more closely with our sustainability goals and contribute to long-term positive impact.

Total No. of Awareness Programmes	Topics / Principles Covered	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
None		

L2. Does the entity have processes in place to avoid / manage conflict of interests involving members of the Board? (Yes/No) If yes, provide details.

Yes, Each Director of the Company is required to annually disclose any interests or concerns they may have in the Company, its subsidiaries, other companies, bodies corporate, firms, or associations of individuals, and to promptly report any changes thereto. This includes disclosure of their shareholding, with all declarations formally placed before the Board for record.

During Board meetings, Directors abstain from participating in discussions on matters where they hold a direct or indirect interest. In addition, an annual declaration is obtained from all Directors confirming adherence to the Company's Code of Conduct.

Both Directors and Senior Management also affirm annually that they have not engaged in any financial, commercial, or other material transactions that could conflict with the interests of the Company. This rigorous disclosure and affirmation framework strengthens transparency, fosters ethical conduct, and upholds the highest standards of corporate governance.

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 products and processes to total R&D and CAPEX investments made by the entity, respectively.

Category	Amount	Percentage	Details of Improvements in Environmental & Social Impacts
R&D	0	0%	No R&D initiatives on environmental and social aspects were undertaken during the year.
Capex	1.52	17.58%	We undertook various initiatives towards conservation of energy, protection of environment and ensuring safety as follows: 1) Installation of LED (Light emitting diode) in branches/offices, saving about 20-40% of the power consumption. 2) Creating environmental education/awareness for employees through electronic/digital form on ways and means conserve electricity and other natural resources. 3) Minimising Air Condition usage 4) Shutting of lights when not in use We have made significant investments in upgrading our architecture aimed at being nimble and support business growth. We are committed to continue investments in technology to make us future ready and improve operational efficiencies and plan to monitor spends going forward.

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

Yes

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

Our operations use limited raw materials but the Company integrates ESG considerations into its procurement process through its Procurement Policy and Process, which governs the procurement of assets. The policy requires procurement decisions to consider environmental, social and governance (ESG) criteria alongside business requirements, including product standardisation, environmental friendliness, social acceptability, ethical alignment with the Company's business model and CSR strategy, cost-effectiveness, and minimisation of transportation-related impacts.

Depending on the asset category, the Company also promotes the procurement of energy-efficient products (such as LED lighting and star-rated air conditioners), BIS-certified safety equipment, standardised branded products, and compliance with applicable regulatory requirements. Further, the procurement process mandates competitive quotations, assessment of ESG considerations during asset selection, adherence to the approval matrix, avoidance of conflicts of interest, and a fair and transparent procurement process.

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

(a) Plastics (including packaging) (b) E-waste (c) Hazardous waste (d) Other waste

Waste Category	Process Description
(a) Plastics (including packaging)	NA
(b) E-waste	NA
(c) Hazardous waste	NA
(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 EPR plan submitted to Pollution Control Boards? If not, provide steps taken to address the same:

No. Extended Producer Responsibility does not apply to us.

LEADERSHIP INDICATORS

L1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products or services? If yes, provide details.

NIC Code	Name of Product/ Service	% of Turnover	Boundary for which the Life Cycle Perspective / Assessment was conducted	Conducted by Independent External Agency? (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.	Web-link
Not Applicable						

L2. 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.

Product/Service	Description of Risk/Concern	Action Taken
Not Applicable		

L3. 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	FY 2025-26	FY 2024-25
	Recycled/Re-used Input Material to Total Material	Recycled / Re-used to Total Material
E-Waste (Refurbished)	2700 KG	573 KG

L4. Of the products and packaging reclaimed at end of life — amount (metric tonnes) reused, recycled, and safely disposed as per the following format:

Category	FY 2025-26			FY 2024-25		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	0	0	0	0	0	0
E-waste	0	0	0	0	0	0
Hazardous waste	0	0	0	0	0	0
Other waste	0	0	0	0	0	0

L5. Reclaimed products and their packaging materials (as % of products sold) for each product category

Product Category	Reclaimed Products & Packaging as % of Total Products Sold
NA	NA

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	4,433	4,433	100%	0	0%	-	-	4,433	100%	4,433	100%
-	Female	870	870	100%	0	0%	870	100%	-	-	870	100
-	**Total**	**5,303**	**5,303**	**100%**	**0**	**0%**	**870**	**16%**	**4,433**	**84%**	**5,303**	**100%**
Other than Permanent Employees												
-	Male	273	NA									
-	Female	144										
-	**Total**	**417**										

b. **Details of Measures for the Well-Being of Workers**

Category	% of Workers 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 Workers - Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Permanent Workers - Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Permanent Workers - Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent - Male	378	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent - Female	34	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent - Total	412	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

	FY 2025-26	FY 2024-25
Cost incurred on wellbeing measures as a % of total revenue of the Company	0.37%	0.40%

2. Details of Retirement Benefits for Current Financial Year and Previous Financial Year:

Benefits	FY 2025-26			FY 2024-25		
	No. of Employees Covered as % of Total Employees	No. of Workers Covered as % of Total Workers	Deducted & Deposited with Authority (Y/N/N.A.)	No. of Employees Covered as % of Total Employees	No. of Workers Covered as % of Total Workers	Deducted & Deposited with Authority (Y/N/N.A.)
PF	100%	NA	Yes	100%	NA	Yes
Gratuity	10.45%	NA	Yes	12.90%	NA	Yes
ESI	4.36%	NA	Yes	5.90%	NA	Yes
Others (specify)	NA	NA	-	-	NA	-

3. Accessibility of Workplaces

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

Yes.

At Fedfina, we are dedicated to creating an inclusive and accessible work environment that welcomes individuals of all abilities. To ensure seamless navigation of our premises, each of our offices is equipped with elevators, providing convenient and dignified access for everyone, including our employees with mobility impairments. Our commitment to accessibility is a fundamental aspect of our diversity and inclusion strategy, reflecting our passion for fostering a workplace culture that values and empowers all individuals, regardless of their abilities.

4. Does the entity have an Equal Opportunity Policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy:

Yes.

The Company has adopted an Equal Opportunities Policy that reflects its commitment to providing a fair, inclusive and discrimination-free workplace. The Policy promotes merit-based recruitment, learning, development and career advancement, ensuring that employment-related decisions are based on an individual's abilities, qualifications and suitability for the role.

The Policy applies to prospective and existing employees, contractors and visitors, and promotes equal opportunity through non-discriminatory employment practices, equal pay for work of equal value, inclusive workplace practices and reasonable accommodation for persons with disabilities. It also provides for accessible grievance redressal, appointment of a Liaison Officer to oversee matters relating to persons with disabilities, maintenance of prescribed records, and periodic monitoring of equal opportunity practices to support an inclusive work environment.

The Policy is available to employees through the Company's HRMS portal and also available at https://www.fedfina.com/corporate-governance/

5. Return to Work and Retention Rates of Permanent Employees and Workers that took Parental Leave:

Gender	Permanent Employees		Permanent Workers	
	Return to Work Rate	Retention Rate	Return to Work Rate	Retention Rate
Male	80.45%	51.61%	NA	NA
Female	75.86%	45.45%		
Total	**79.06%**	**49.32%**		

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

Category	Yes/No	Details of Mechanism
Permanent Workers	NA	We do not have permanent workers
Other than Permanent Workers	NA	All the grievances are handled by respective vendors
Permanent Employees	Yes	We have a whistleblower policy in place, allowing employees to raise grievances, and we follow a proper mechanism to thoroughly understand the facts.
Other than Permanent Employees	NA	Fedfina does not have other than permanent employees

7. **Membership of Employees and Workers in Association(s) or Unions recognised by the listed entity:**

Category	FY 2025-26			FY 2024-25		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees						
- Male	NA					
- Female						
- Total						
Total Permanent Workers						
- Male	NA					
- Female						
- Total						

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

Category	FY 2025-26					FY 2024-25				
	Total (A)	On Health & Safety Measures		On Skill Upgradation		Total (D)	On Health & Safety Measures		On Skill Upgradation	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	& (E/D)	Number (F)	% (F/D)
Employees										
Male	4,433	4,433	100%	4,327	97.61%	3,850	3,850	100%	3,559	92.44%
Female	870	870	100%	796	91.72%	718	718	100%	681	94.64%
Total	**5,303**	**5,303**	**100%**	**5,125**	**97.64%**	**4,568**	**4,568**	**100%**	**4,240**	**92.82%**
Workers										
Male	NA									
Female										
Total										

9. **Details of Performance and Career Development Reviews of Employees and Workers**

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
- Male	4,433	4,433	100%	3,850	3,850	100%
- Female	870	870	100%	718	718	100%
- Total	**5,303**	**5,303**	**100%**	**4,568**	**4,568**	**100%**

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Workers						
- Male	NA	NA	NA	NA	NA	NA
- Female	NA	NA	NA	NA	NA	NA
- Total	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**

10. Health and safety management system:

Sub-question	Response
a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?	Yes. Our commitment to health and safety is unwavering, and we strive to create a workplace that is not only free from harm but also promotes overall well-being and resilience. To achieve this, we have implemented a robust health and safety management system that integrates across all business functions. Our approach is proactive, with regular risk assessments and hazard identification enabling us to mitigate potential threats and prevent incidents. In the event of an incident, we conduct thorough investigations to determine root causes and implement corrective actions to prevent recurrence. Clear roles and responsibilities are defined at every level of the organisation ensuring a coordinated and effective health and safety management system. Furthermore, we provide all employees with regular training and updates on our health and safety policies and procedures, empowering them to take an active role in maintaining a safe and healthy work environment. By prioritising health and safety, we aim to foster a culture of care, respect and responsibility where everyone can thrive and reach their full potential.
b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis?	At Fedfina, employee safety and well-being are our top priority. Our comprehensive health and safety policy outlines strict measures to prevent accidents and minimise risks. We conduct quarterly fire drills to test our emergency procedures and ensure employees are prepared to respond in case of an emergency. These drills are a key part of our proactive approach to safety, empowering our employees to stay safe and secure at work.
c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes / No)	Yes, we've established a robust reporting system for employees to identify and report work-related hazards, which are documented in our comprehensive Health & Safety Framework. This framework sets clear health and safety standards and SOPs for all offices. We also conduct regular safety training, mock drills, and awareness initiatives to keep employees informed and empowered to respond to emergencies. By prioritising safety and encouraging open reporting, we create a secure and healthy work environment.
d. Do the employees / workers of the entity have access to non-occupational medical and healthcare services? (Yes / No)	Yes, employees have access to non-occupational medical and healthcare services.

11. Details of Safety Related Incidents in the following format (*Including contract workforce):

Safety Incident/Number	Category	FY 2025-26	FY 2024-25
Lost Time Injury Frequency Rate (LTIFR) per million-person hours	Employees	0	0
	Workers	-	-
Total recordable work-related injuries	Employees	0	0
	Workers	-	-
No. of fatalities	Employees	0	0
	Workers	-	-
High consequence work-related injury/ill-health (excl. fatalities)	Employees	0	0
	Workers	-	-

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

All Fedfina offices are designed keeping in view the health and safety for our employees. We conduct regular safety training programmes for employees, covering topics such as emergency procedures, proper equipment use, and hazard recognition.

- Implement ergonomic assessments to ensure workstations and equipment are designed to prevent injuries and promote good health.
- Conduct routine workplace inspections to identify and address potential safety hazards promptly.
- Provide resources and support for mental health, recognising the importance of overall well-being.
- Offer flexible work arrangements, where applicable, to accommodate individual needs and promote work-life balance.
- Develop and communicate clear and comprehensive safety policies tailored to the organisation's operations.
- Involve employees in safety initiatives, encouraging them to actively participate in identifying and addressing hazards

13. Number of Complaints on the following made by Employees and Workers:

Category	FY 2025-26			FY 2024-25		
	Filed During the Year	Pending Resolution at End of Year	Remarks	Filed During the Year	Pending Resolution at End of Year	Remarks
Working Conditions	0	0	0	0	0	0
Health & Safety	0	0	0	0	0	0

14. Assessments for the Year

Category	% of your plants and offices that were assessed (by entity or statutory authorities orthird parties)
Health and safety practices	0%
Working Conditions	0%

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 formal health and safety assessments were conducted during the reporting year. Going forward, Fedfina may consider undertaking periodic health and safety assessments across its offices/branches to proactively identify potential risks, strengthen workplace safety practices, and support continuous improvement in employee health and well-being.

LEADERSHIP INDICATORS

L1. Does the entity extend any life insurance or any compensatory package in the event of death of — (A) Employees (Y/N) and (B) Workers (Y/N)? Provide details.

Employees (Y)

Workers (NA)

L2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

The Fedfina Agreement entered with various vendors ensures the deduction and submission of any relevant government dues. Furthermore, it performs a monthly GST reconciliation and takes necessary corrective actions.

L3. Provide the number of employees / workers having suffered high-consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above) who have been rehabilitated and placed in suitable employment, or whose family members have been placed in suitable employment:

Category	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2025-26	FY 2024-25	FY 2025-26	FY 2024-25
Employees	Not Applicable			
Workers				

L4. Does the entity provide transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes / No)

No.

The Learning & Development team conducts training programmes on office productivity tools and other functional competencies to enhance employees' day-to-day effectiveness. The Company does not currently have a structured transition support programme, such as reskilling, redeployment, or outplacement assistance, for employees undergoing role or career transitions.

L5. 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	0%
Working Conditions	0%

L6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

NA

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

ESSENTIAL INDICATORS

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

At Fedfina, stakeholder mapping is a strategic process that involves a comprehensive assessment to identify and understand individuals, groups, and entities that influence or are influenced by our operations. This includes internal stakeholders such as employees and management, as well as external stakeholders like customers, investors, suppliers, regulators, industry associations, advocacy groups, and local communities.

We place particular emphasis on acknowledging the role of government and regulatory bodies, engaging proactively with advocacy groups, and staying attuned to public sentiment to maintain a strong and positive reputation. Competitor insights and inputs from internal committees are also factored into our approach to ensure a well-rounded perspective.

By recognising the diverse expectations of our stakeholders and actively incorporating their viewpoints, Fedfina is better equipped to design effective engagement, communication, and collaboration strategies. This inclusive approach fosters trust, transparency, and long-term value creation for all parties involved.

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

Stakeholder Group	Whether Identified as Vulnerable & Marginalised Group (Yes/No)	Channels of Communication (Email / SMS / Newspaper / Pamphlets / Meetings / Notice Board / Website / Other)	Frequency of Engagement (Annually / Half-yearly / Quarterly / Other)	Purpose and Scope of Engagement including key Topics & Concerns Raised during such engagement
Customers	No	• Email, SMS, Newspaper, Pamphlets, Website, App • Customer satisfaction surveys • Marketing and advertising activities	Others - Need-based	We have transparent processes and documentation for customer engagement & on-boarding. A Welcome Letter carrying detailed T&C are shared with new customers post sanction of loan and all details; T&C of the loan facility are explained to them. We ensure timely and quality response to customer queries/complaints through a robust customer grievance redressal & review framework. Grievances and queries are addressed through the helpline number, instant support, Get Help assistant on the website (FedBuddy) and other support channels. We engage with customers on their upliftment (financial inclusion) & awareness building as well. We also conduct regular customer satisfaction surveys to gauge feedback and improve offerings and support services.
Employees	No	• Emails and intranet • Regular, direct communication between managers, teams and individuals. • Engagement surveys and feedback mechanism • Monthly newsletters • Town halls • Training sessions	Others- Need based 3 Yearly employee surveys	We regularly connect with our employees through the following activities: - Training calendar & Induction – annual and at the time of onboarding respectively - Talent management and employee development initiatives - Performance appraisal – annual & timely feedback - Diversity and inclusion initiatives - Community initiatives and volunteering - Two external survey - One internal survey
Government and Regulators	Yes	• Surveys • Face to face interactions • CSR activities	Others - Need-based	We engage with the government and regulatory bodies to discuss rules, regulations and policies released by Government of India, RBI, & state governments, affecting the economy and sharing our viewpoints on propositions relevant to the financial services/lending sector.

Business Responsibility & Sustainability Report (Contd.)

Stakeholder Group	Whether Identified as Vulnerable & Marginalised Group (Yes/No)	Channels of Communication (Email / SMS / Newspaper / Pamphlets / Meetings / Notice Board / Website / Other)	Frequency of Engagement (Annually / Half-yearly / Quarterly / Other)	Purpose and Scope of Engagement including key Topics & Concerns Raised during such engagement
Communities	Yes	• Surveys • Face to face interactions • CSR activities	Annually	Our community engagement initiatives are designed as per the following: - Community need identification prior to planning of CSR initiatives/ programmes - Volunteering activities – as per CSR project requirements Impact assessment studies at the end of CSR programme period
Investors and Shareholders	No	• General Meetings with Members • Earnings calls • Email broadcasts and intimation • Individual meetings with financial media, shareholders and analysts • Email, SMS, Newspaper, Website	Others - Need-based / Quarterly / Annually	We present performance review and highlights to our investors, providing updates on various aspects such as growth, profitability, dividends, financial analysis, stability, market risk, and future plans. We also engage to address queries and grievances
Third Party service providers for Collections, provision of manpower, etc.	No	• Emails • Face to face interactions • Surveys and feedback mechanism • Training sessions	Others – Need based	We conduct ongoing engagements with service providers in the form of performance feedback, payouts & reconciliations, grievance redressal, audits, trainings, compliance with ESG aspects (regulatory/statutory/ Company guidelines), audits and query resolution, etc.

LEADERSHIP INDICATORS

L1. 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 has established a comprehensive strategy and roadmap to enhance its stakeholder management framework, with a strong focus on safeguarding minority interests and those of stakeholders who are external to its core business operations.

Regular and structured engagement with identified stakeholders enables the Company to gather meaningful feedback, which is reported to the Board on a quarterly basis. These updates ensure that stakeholder perspectives are integrated into key decisions and governance processes. The Board plays an active role by reviewing the feedback received and providing guidance. Any recommendations or suggestions from the Board are appropriately actioned, reinforcing our commitment to inclusive, transparent, and responsive stakeholder management.

L2. 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 inputs received from stakeholders on these topics were incorporated into policies and activities of the entity:

We actively incorporate feedback obtained through ongoing stakeholder engagement into our policies, procedures, and decision-making processes. As we chart our ESG roadmap and advance on our sustainability journey, this continuous dialogue has been instrumental in identifying and prioritising key ESG material issues. Stakeholder insights have played a critical role in shaping our strategic direction and operational priorities, ensuring that our actions align with stakeholder expectations and support long-term value creation.

L3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable / marginalised stakeholder groups:

We have identified specific marginalised community segments as key stakeholders and actively engage with them through targeted CSR initiatives. Our efforts are focused on impactful activities such as tree plantation drives, nutritional outreach programmes, and child welfare initiatives. These programmes not only support community development but also foster employee participation and a sense of shared purpose across the organisation.

PRINCIPLE 5 :Businesses should respect and promote human rights

ESSENTIAL INDICATORS

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
- Permanent	5,303	5,303	100%	4,568	4,568	100%
- Other than Permanent	-	-	-	NA		
Total Employees	**5,303**	**5,303**	**100%**	**4,568**	**4,568**	**100%**
Workers						
- Permanent	NA			NA		
- Other than Permanent	412	412	100%			
Total Workers	**NA**					

2. Details of Minimum Wages Paid to Employees and Workers:

Category	FY 2025-26					FY 2024-25				
	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	4,433	0	0%	4,433	100%	3,850	0	0%	3,850	100%
- Female	870	0	0%	870	100%	718	0	0%	718	100%
Other than Permanent										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Workers										
Permanent										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent										
Male	378	NA	NA	378	100%	NA	NA	NA	NA	NA
Female	34	NA	NA	34	100%	NA	NA	NA	NA	NA

3. Details of Remuneration / Salary / Wages

a. Median Remuneration / Wages:

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	8	35,95,000	2	33,20,000
Key Managerial Personnel	3	20,000,004	0	-
Employees other than BoD and KMP	4,430	4,95,000	870	4,09,992
Workers	NA	NA	NA	NA

b. Gross Wages Paid to Females as % of Total Wages Paid by the Entity:

	FY 2025-26	FY 2024-25
Gross wages paid to females as % of total wages	11.36%	11.40%

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

Yes.

Under our Human Rights Policy, the organisation has established a structured mechanism to address human rights impacts and issues. The responsibility is not limited to a single focal point but is managed through designated departments and committees, including:

1. Human Resources Department – acts as a primary point of contact for employee-related human rights concerns.
2. Prevention of Sexual Harassment (POSH) Committee – specifically addresses issues related to workplace harassment.
3. Grievance Redressal Committee – handles general employee grievances and concerns. This framework is further supported by associated policies, including the Employee Grievance Policy, POSH Policy, and HR Policies (Various policy available in HRIS), which collectively ensure systematic identification, escalation, and resolution of human rights-related issues.

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

The Company has established a structured grievance redressal framework to address concerns relating to human rights across its operations. Human rights standards are implemented through the Company's policies, processes and guidelines, with multiple internal channels available to enable the timely, fair and confidential resolution of grievances.

Employees, vendors, suppliers and customers may report actual or suspected human rights concerns through the Human Resources Department, Prevention of Sexual Harassment (POSH) Committees, and Grievance Redressal Committees. These mechanisms enable stakeholders to raise concerns confidentially and, where appropriate, anonymously without fear of retaliation. Reported grievances are reviewed and addressed in accordance with the Company's established policies and procedures.

To strengthen the effectiveness of these mechanisms, the Company also conducts regular awareness initiatives and employee engagement through mailers, team discussions and interactions with HR and business leaders, promoting awareness of human rights and encouraging early reporting and resolution of concerns.

6. **Number of Complaints on the following made by Employees and Workers:**

Category	FY 2025-26			FY 2024-25		
	Filed During the Year	Pending Resolution at End of Year	Remarks	Filed During the Year	Pending Resolution at End of Year	Remarks
Sexual Harassment	3	0	-	0	0	-
Discrimination at Workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced/Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other Human Rights Issues	0	0	-	0	0	-

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

	FY 2025-26	FY 2024-25
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	3	0
Complaints on POSH as a % of Female Employees / Workers	0.34%	0
Complaints on POSH Upheld	3	0

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

We are committed to fostering a safe, respectful and inclusive workplace where every employee is treated with dignity and respect. During FY 2025-26, we strengthened our Prevention of Sexual Harassment (POSH) Policy to further enhance our governance framework and align with evolving regulatory requirements and best practices. The revised Policy reinforces our commitment to ensuring a fair, transparent and confidential grievance redressal mechanism while strengthening safeguards for all employees across work-related environments.

Key enhancements introduced during the year include:

- Strengthened grievance redressal framework by introducing clearer procedures for complaint filing, inquiry, conciliation and appeal, ensuring greater procedural transparency and consistency. The legal heir filing process has now been explicitly defined.
- Expanded accessibility to the complaint mechanism by enabling complaints to be filed on behalf of an aggrieved person in specified circumstances, in accordance with the applicable legal framework.
- Enhanced governance and accountability through clearer roles and responsibilities of the Internal Complaints Committee (ICC), defined disciplinary actions for substantiated and malicious complaints, and a well-defined appellate mechanism.
- Broadened the scope of the Policy to explicitly cover work-related interactions beyond the Company's premises, including third-party locations, client sites, business travel and virtual work environments.
- Strengthened employee safeguards by enhancing confidentiality provisions, interim relief measures and procedural guidance to support a fair, impartial and sensitive resolution process.
- Improved implementation guidance through detailed procedural annexures, enabling greater consistency in the application of the Policy across the organisation.

These enhancements further strengthen our commitment to maintaining a workplace that is safe, equitable and free from harassment, while promoting trust, accountability and respect across our operations.

One of the key mechanisms we have institutionalised is compulsory POSH training during onboarding. Every new employee, irrespective of role or level, undergoes this training as part of their induction process. The programme is designed not only to familiarise them with the legal framework but also to instil a culture of sensitivity, respect, and zero tolerance toward harassment. By embedding this training at the very start of their journey with us, we reinforce our commitment to building a workplace where dignity and inclusivity are non-negotiable.

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

No.

While human rights requirements do not currently form part of our standard business agreements and contracts, we have adopted a comprehensive Human Rights Policy that reflects our commitment to respecting and promoting internationally recognised human rights across our operations. The Policy is aligned with the Constitution of India, the Universal Declaration of Human Rights, the UN Guiding Principles on Business and Human Rights, the International Labour Organisation's Declaration on Fundamental Principles and Rights at Work, and the National Guidelines on Responsible Business Conduct (NGRBC).

The Policy establishes our commitment to promoting equal opportunity, non-discrimination, prohibition of forced and child labour, prevention of workplace harassment, fair working conditions, freedom of association, workplace inclusion, protection of data privacy and accessible grievance redressal mechanisms. Going forward, we will continue to strengthen the integration of human rights considerations across our operations and evaluate opportunities to incorporate relevant human rights expectations within our engagement with third parties and business partners.

10. Assessments for the Year

Category	% of Plants and Offices Assessed (by entity or statutory authorities or third parties)
Child Labour	0%
Forced/Involuntary Labour	0%
Sexual Harassment	0%
Discrimination at Workplace	0%
Wages	0%
Others (specify)	0%

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Q10 above.

NA

LEADERSHIP INDICATORS

L1. Details of a business process being modified / introduced as a result of addressing human rights grievances / complaints:

NA

L2. Details of the scope and coverage of any Human Rights due-diligence conducted:

While we did not conduct any due diligence during the current reporting period, Fedfina, recognises and is dedicated to upholding the principles of responsible and sustainable business practices and plans to integrate human rights due diligence into its operations as applicable and feasible.

L3. 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. All our offices and branches are accessible to differently abled visitors.

L4. Details on Assessment of Value Chain Partners:

Category	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	0%
Discrimination at Workplace	0%
Child Labour	0%
Forced/Involuntary Labour	0%
Wages	0%
Others (specify)	0%

L5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Q4 (L4) above.

NA

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:

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

Parameter	FY 2025-26	FY 2024-25
From Renewable Sources		
Total Electricity Consumption (A)	0	0
Total Fuel Consumption (B)	0	0
Energy Consumption through Other Sources (C)	0	0
Total Energy Consumed from Renewable Sources (A+B+C)**	**0**	**0**
From Non-Renewable Sources		
Total Electricity Consumption (D) (GJ)	36,990.84	29,401.66
Total Fuel Consumption (E)	250.75	109.94
Energy Consumption through Other Sources (F)	-	-
Total Energy Consumed from Non-Renewable Sources (D+E+F)	37,241.59	29,511.6
Total Energy Consumed (A+B+C+D+E+F)	**37,241.59**	**29,511.6**
Energy Intensity per Rupee of Turnover (Total Energy Consumed / Revenue from Operations) (GJ/ Rupee Crores)	16.73	14.19
Energy Intensity per Rupee of Turnover Adjusted for Purchasing Power Parity (PPP)* (kJ/USD)	34.02	29.32
Energy Intensity in Terms of Physical Output	-	-
Energy Intensity (Optional) — the relevant metric may be selected by the entity	-	-

**The implied PPP conversion rate for India has been considered as 20.34 as sourced from the IMF database.*

***The Company currently does not procure renewable energy through on-site renewable energy generation or external renewable energy sources (such as renewable energy certificates or green power procurement). The Green Building certification achieved by the Company is based on design efficiency, resource optimisation, and other sustainability parameters, and does not indicate renewable energy consumption during the reporting period.*

Note: The increase in total energy consumption is primarily attributable to the expansion of the branch network during the reporting period. Additionally, based on operational requirements, certain branches remain functional during weekends or operate for extended hours to support business continuity and timely completion of activities, contributing to higher energy consumption.

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.

No, none of our sites are covered under PAT scheme

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

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

Parameter	FY 2025-26	FY 2024-25
Water Withdrawal by Source (in kilolitres)		
(i) Surface Water		
(ii) Groundwater		
(iii) Third Party Water	89,432	77,509
(iv) Seawater / Desalinated Water		
(v) Others		
Total Volume of Water Withdrawal (i+ii+iii+iv+v) (in kilolitres)	**89,432**	**77509**
Total Volume of Water Consumption (in kilolitres)	**89,432**	**77509**
Water Intensity per Rupee of Turnover (Total Water Consumption / Revenue from Operations) (KL / Crores)	40.16	37.27
Water Intensity per Rupee of Turnover Adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP* (KL / Million USD)	81.69	76.99
Water Intensity in Terms of Physical Output	-	-
Water Intensity (Optional) – the relevant metric may be selected by the entity	-	-

** The implied PPP conversion rate for India has been considered as 20.34 as sourced from the IMF database.*

4. Details Related to Water Discharged (in kilolitres)

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

Parameter	FY 2025-26	FY 2024-25
(i) To Surface Water – No Treatment	We do not monitor our water discharge. Considering the nature of our business, water consumption and discharge are minimal and do not qualify as a significant environmental aspect.	We do not monitor our water discharge. Considering the nature of our business, water consumption and discharge are minimal and do not qualify as a significant environmental aspect.
(i) To Surface Water – With Treatment (please specify level of treatment)		
(ii) To Groundwater – No Treatment		
(ii) To Groundwater – With Treatment (please specify level of treatment)		
(iii) To Seawater – No Treatment		
(iii) To Seawater – With Treatment (please specify level of treatment)		
(iv) Sent to Third-Parties – No Treatment		
(iv) Sent to Third-Parties – With Treatment (please specify level of treatment)		
(v) Others – No Treatment		
(v) Others – With Treatment (please specify level of treatment)		
Total Water Discharged (in kilolitres)		

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

Not Applicable, owing to the nature of operations

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

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

Parameter	Please Specify Unit	FY 2025-26	FY 2024-25
NOx	-	-	-
SOx	-	-	-
Particulate matter (PM)	-	-	-
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others (specify)	-	-	-

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

<table>
<tr><th>Parameter</th><th>Unit</th><th>FY 2025-26</th><th>FY2024-25</th></tr>
<tr><td>Total Scope 1 Emissions
(Break-up: CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3 if available)</td><td>Metric tonnes CO_2e</td><td>338.92
<table>
<tr><th>Emission Type</th><th>Unit</th><th>Total Emission</th></tr>
<tr><td>CO_2</td><td rowspan="5">Metric Tonnes of CO_2e</td><td>10.76</td></tr>
<tr><td>CH_4</td><td>0.09</td></tr>
<tr><td>N_2O</td><td>0.07</td></tr>
<tr><td>HFCs – R22</td><td>256</td></tr>
<tr><td>HFCs – R32</td><td>72</td></tr>
</table></td><td>226.4</td></tr>
<tr><td>Total Scope 2 Emissions
(Break-up: CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3 if available)</td><td>Metric tonnes CO_2e</td><td>7,295.40</td><td>5,938</td></tr>
<tr><td>Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)</td><td>MT CO_2e /₹Crores turnover</td><td>3.43</td><td>2.96</td></tr>
<tr><td>Total Scope 1 & 2 Emission Intensity per Rupee of Turnover Adjusted for PPP (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)*</td><td>MT CO_2e / Million USD</td><td>6.97</td><td>6.12</td></tr>
<tr><td>Total Scope 1 & 2 Emission Intensity in Terms of Physical Output</td><td></td><td>-</td><td>-</td></tr>
<tr><td>Total Scope 1 & 2 Emission Intensity (optional) – the relevant metric may be selected by the entity</td><td></td><td>-</td><td>-</td></tr>
</table>

* *The implied PPP conversion rate for India has been considered as 20.34 as sourced from the IMF database.*

Methodology Note: GHG emissions have been calculated in accordance with the GHG Protocol Corporate Standard, considering an operational control boundary. Scope 2 emissions have been estimated using the CEA FY 2022-23 grid emission factor of 0.71 kg CO_2/kWh. Emissions are expressed in CO_2e based on 100-year GWP values from IPCC AR5. The assessment boundary includes Fedfina's operational footprint comprising 757 branches across India for the reporting period

Remarks: The increase in Scope 2 emissions primarily attributable to the expansion of our branch network during the reporting year. Further, increased operational requirements during quarter-end periods, including extended branch operations on weekends and holidays, contributed to higher resource consumption while ensuring continuity of business activities. Scope 1 GHG emissions are expressed in CO_2 equivalent (CO_2e) using 100-year GWP factors from the IPCC AR5 methodology. Additionally, the increase in refrigerant emissions during FY 2025-26 was primarily driven by the addition of new AC/HVAC units across branches and offices, resulting in higher refrigerant usage

8. Does the entity have any project related to reducing Greenhouse Gas emissions? If Yes, provide details.

Yes.

The Company makes various efforts towards conservation of energy and protection of environment as follows:

1) Installation of LED (Light emitting diode) in branches/offices
2) Creating environmental education/awareness for employees through electronic/digital form on ways and means to conserve electricity and other natural resources
3) Minimising Air Condition usage
4) Shutting of lights when not in use

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

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

Parameter	FY 2025-26	FY 2024-25
Total Waste Generated (in Metric Tonnes)		
Plastic Waste (A)		
E-Waste (B)	2.7	0.57
Bio-Medical Waste (C)		
Construction and Demolition Waste (D)		
Battery Waste (E)		
Radioactive Waste (F)		
Other Hazardous Waste (G) — please specify		
Other Non-Hazardous Waste (H) — Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector		
Scrap Material		
Paper Waste	0.56	0.46
Total (A+B+C+D+E+F+G+H)	**3.26**	**1.03**
Waste Intensity per Rupee of Turnover (Total waste generated / Revenue from operations)	0.000000147	0.0005
Waste Intensity per Rupee of Turnover Adjusted for PPP (Total waste generated / Revenue from operations adjusted for PPP)	0.00293	0.001
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 tonnes)		
(i) Recycled	1.9	0.573
(ii) Re-Used		
(iii) Other Recovery Operations		
Total	**1.9**	**0.573**

Parameter	FY 2025-26	FY 2024-25
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
(i) Incineration		
(ii) Landfilling		
(iii) Other Disposal Operations	1.65	0.46
Total	**1.65**	**0.46**

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

Due to the inherent nature of our operations, there is no utilisation of hazardous and toxic chemicals. We maintain a comprehensive system for the management of e-waste, collaborating with certified handlers to ensure its proper disposal.

Our commitment to handling e-waste is grounded in environmentally conscious principles. Furthermore, our dedication to digitalisation has resulted in the conservation of paper sheets this year, in line with our ESG policy's emphasis on sustainable waste management.

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	Type of Operations	Environmental Approval Conditions Complied (Y/N)	Reasons/Corrective Action if No
1.	Not Applicable. Fedfina does not have any operations/offices in/around ecologically sensitive areas.			

12. Details of Environmental Impact Assessments (EIA) of projects undertaken based on applicable laws, in the current financial year.

Name and Brief Details of Project	EIA Notification No.	Date	Conducted by Independent External Agency? (Yes/No)	Results communicated in Public Domain? (Yes/No)	Web Link
NA					

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:

The Company is compliant with all the environmental rules and regulations

S. No.	Specify Law / Regulation / Guideline which was not complied with	Provide the Details of Non-Compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective Action Taken, if any
1.	NA			

LEADERSHIP INDICATORS

L1. Water Withdrawal, Consumption and Discharge in Areas of Water Stress (in kilolitres)

For each facility/plant located in areas of water stress, provide the following information: (i) Name of the area: (ii) Nature of operations: (iii) Water withdrawal, consumption, and discharge:

Parameter	FY 2025-26	FY 2024-25
Water Withdrawal by Source (in kilolitres)		
(i) Surface Water	NA	
(ii) Groundwater		
(iii) Third Party Water		
(iv) Seawater / Desalinated Water		
(v) Others		
Total Volume of Water Withdrawal		

Parameter	FY 2025-26	FY 2024-25
Total Volume of Water Consumption (in kilolitres)	NA	
Water Intensity per Rupee of Turnover (Water consumed / turnover)		
Water Intensity (Optional) - the relevant metric may be selected by the entity		
Water Discharge by Destination and Level of Treatment (in kilolitres)		
(i) Into Surface Water — No Treatment		
(i) Into Surface Water — With Treatment - please specify level of treatment		
(ii) Into Groundwater — No Treatment		
(ii) Into Groundwater — With Treatment - please specify level of treatment		
(iii) Into Seawater — No Treatment		
(iii) Into Seawater — With Treatment - please specify level of treatment		
(iv) Sent to Third-Parties — No Treatment		
(iv) Sent to Third-Parties — With Treatment - please specify level of treatment		
(v) Others — No Treatment		
(v) Others — With Treatment - please specify level of treatment		
Total Water Discharged (in kilolitres)		

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

No

L2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 3 Emissions (Break-up: CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3 if available)	Metric tonnes CO_2e	At present, the Company does not measure or disclose Scope 3 greenhouse gas emissions. Recognising the significance of value chain emissions in understanding our overall climate impact, we are committed to progressively strengthening our greenhouse gas accounting and reporting practices.	We do not measure Scope 3 emissions yet
Total Scope 3 Emissions per Rupee of Turnover			
Total Scope 3 Emission Intensity (Optional — the relevant metric may be selected by the entity)			

L3. 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, since we do not have any operations in ecologically sensitive areas

L4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Sr. No.	Initiative Undertaken	Details (Web-link if any)	Outcome
1.	-	-	-

L5. Does the entity have a business continuity and disaster management plan? Give details in 100 words / provide web link.

Yes.

At Fedfina, we recognise that operational resilience is fundamental to ensuring the continuity of our critical business operations and delivering uninterrupted services to our customers and other stakeholders. Our Business Continuity Management (BCM) Policy establishes a structured framework to prepare for, respond to and recover from disruptive events that may impact critical business processes, technology infrastructure and operational functions. The Policy aims to minimise operational, financial, legal and reputational impacts while enabling the timely restoration of essential business activities in compliance with applicable regulatory requirements.

The framework is supported by the following key elements:

- **Strong governance and oversight** through the Board of Directors, the IT Strategy Committee of the Board, the Operational Risk Management Committee, the Central Crisis Management Team and Business Continuity Teams across departments and branches.
- **Business Impact Analysis and Risk Assessment** to identify critical business processes, applications, operational dependencies and potential disruption scenarios, enabling effective continuity planning and prioritisation of recovery efforts.
- **Business continuity and disaster recovery strategies** that define recovery procedures, alternate operating arrangements, backup and archival mechanisms, and recovery timelines to facilitate the restoration of critical business functions and technology systems during disruptive events.
- **Crisis management and incident response protocols,** including clearly defined roles, responsibilities, communication and escalation procedures to support coordinated response and timely decision-making during emergencies.
- **Business continuity planning for outsourced activities**, with periodic assessment of business continuity capabilities of critical service providers and review of contingency arrangements for outsourced functions.
- **Periodic testing, validation and continuous improvement** through business continuity drills, disaster recovery exercises, employee awareness and training programmes, internal audits, and regular review of the Policy to ensure its continued effectiveness and alignment with evolving business and regulatory requirements.

Through this framework, we continue to strengthen our organisational resilience, enhance our preparedness for emerging risks and disruptions, and ensure the continuity of critical business operations while safeguarding the interests of our customers, employees and other stakeholders. Our BCM policy is available at: https://www.fedfina.com/corporate-governance/

L6. 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.

At Fedfina, we recognise the significance of environmental sustainability and its potential impact on our entire value chain. As a responsible business, we are committed to understanding and mitigating the environmental risks associated with our operations and those of our value chain partners. While we have not yet conducted a comprehensive assessment of the environmental impacts of our value chain, we acknowledge the importance of doing so and are committed to evaluating and addressing these impacts over time.

L7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

We did not conduct any assessment of our value chain partners for their environmental impacts in the current reporting period.

L8. Number of Green Credits generated or procured by the reporting company and its top 10 value chain partners.

None

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**

We are not affiliated with any trade and industry chambers/associations. We can evaluate the same as and when the need arises.

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

S. No.	Name of Trade/Industry Chamber/Association	Reach (State/National)
1.	NA	NA

2. **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 Case	Corrective Action Taken
	NA	

LEADERSHIP INDICATORS

L1. **Details of Public Policy Positions Advocated by the Entity**

S.No.	Public Policy Advocated	Method Resorted for Such Advocacy	Information in Public Domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link
1.	-	-	-	-	-

No formal or informal policy advocacy or regulatory stakeholder engagement activities were undertaken during FY 2025-26.

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

ESSENTIAL INDICATORS

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

We recognise the importance of assessing the social impact of our business activities. Currently, the Company has not conducted any Social Impact Assessments (SIA) as required by regulations like the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013.

Name & Brief of Project	SIA Notification No.	Date of Notification	Conducted by Independent External Agency? (Yes/No)	Results in Public Domain (Y/N)	Web Link
			NA		

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 ₹)
1.			NA			

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

At Fedfina, we value the trust and confidence of our stakeholders and recognise the importance of maintaining open and transparent communication channels. Our Stakeholder Grievance Redressal Policy is designed to provide a fair, accessible, and responsive mechanism for individuals and communities to raise concerns or complaints regarding our activities. The policy outlines a clear and structured process for receiving, investigating, and resolving grievances in a timely and effective manner.

Our primary objective is to ensure that all grievances are addressed with integrity, transparency, and accountability, and that any adverse impacts on the community are mitigated through fair resolution, restitution, or remediation. We are committed to upholding the highest standards of social responsibility and maintaining positive relationships with the communities in which we operate. For more information on our Stakeholder Grievance Redressal Policy, please visit our website at https://www.fedfina.com/corporate-governance/.

4. Percentage of Input Material (inputs to total inputs by value) sourced from suppliers

Category	FY 2025-26	FY 2024-25
Directly sourced from MSMEs / Small Producers	-	-
Directly from within India	100%	100%

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

Location	FY 2025-26	FY 2024-25
Rural	3%	2%
Semi-Urban	8%	11%
Urban	51%	55%
Metropolitan	38%	32%

LEADERSHIP INDICATORS

L1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above)

Details of Negative Social Impact	Corrective Action Taken
NA	NA

L2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

S. No.	State	Aspirational District	Amount Spent (₹)
1.	While the Company did not undertake CSR initiatives in aspirational districts during the reporting year, we recognise the potential to contribute towards the development of underserved regions. We will continue to assess opportunities to incorporate aspirational districts into our future CSR programmes, wherever feasible and aligned with our CSR strategy and statutory requirements.		

3. Preferential procurement policy for marginalised/vulnerable groups:

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

Sub-question	Response
(b) From which marginalised / vulnerable groups do you procure?	Although our primary focus is lending money, we uphold a commitment to non-discrimination for individuals striving to build their future. We prioritise and support women, people with disabilities, LGBTQ, and SC/ST individuals, ensuring that our choices adhere to quality and cost-effectiveness. Additionally, when possible, we favour local small-scale businesses and similar initiatives.
(c) What percentage of total procurement (by value) does it constitute?	The Company has not yet formally started tracking the data but plans to do so in the forthcoming years.

L4. Details of benefits derived and shared from intellectual properties owned or acquired by the entity (in the current financial year), based on traditional knowledge

S. No.	Intellectual Property Based on Traditional Knowledge	Owned / Acquired (Yes/No)	Benefit Shared (Yes/No)	Basis of Calculating Benefit Share
1.	NA			

L5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Name of Authority	Brief of Case	Corrective Action Taken
NA		

L6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of Persons Benefitted	% from Vulnerable/ Marginalised Groups
1.	Cuddles Foundation- Nutritional outreach programme for the underprivileged children suffering from Cancer	3146	100%
2.	Samarthanam Trust- Facilitated Indian blind women cricket team	16	100%
3.	NAPS- Skill building programme through NAPS	400+	100%

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

LEADERSHIP INDICATORS

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

Customers can register complaints through multiple channels, including our call centre 08069291313/7418128882), chat, email (customercare@fedfina.com), and our website (https://www.fedfina.com/about-us/).

For grievance redressal, details of Circle Nodal Officers and their contact emails are available on our website. We also have a dedicated Resolution Desk within our non-voice process team to ensure end-to-end service recovery for all registered complaints.

2. Turnover of Products and / or Services as a % of Turnover from All Products / Services that carry information about:

Category	As a % of Total Turnover
Environmental and social parameters relevant to the product	NA
Safe and responsible usage	100%
Recycling and/or safe disposal	NA

3. Number of Consumer Complaints in Respect of the Following:

Category	FY 2025-26			FY 2024-25		
	Received During the Year	Pending resolution at End of Year	Remarks	Received During the Year	Pending resolution at End of Year	Remarks
Data Privacy	0	0	-	0	0	-
Advertising	NA	NA	NA	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of Essential Services	NA	NA	NA	0	0	-
Restrictive Trade Practices	NA	NA	NA	0	0	-
Unfair Trade Practices	NA	NA	NA	0	0	-
Other	1275	79	79 Complaints pending for resolution at the end of financial year 2025-26 was resolved in the subsequent months	493	6	06 Complaints pending for resolution at end of financial year 2024-25 was resolved in the subsequent month, i.e., April, 2025

4. Details of Instances of Product Recalls on Account of Safety Issues

Category	Number	Reasons for Recall
Voluntary Recalls	NA	NA
Forced Recalls	NA	NA

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

Yes.

In order to ensure a cyber-safe environment, Fedfina is required to put in place a Cyber Security Policy which is distinct and separate from the broader Information Security Policy, highlighting the risks from cyber threats and the measures to address / mitigate these risks. The Cyber Security Policy lays down safeguards that Fedbank Financial Services Limited (Fedfina) must apply to its information systems and assets to mitigate various cyber security risks. Fedfina shall implement security controls at all levels to protect the confidentiality, integrity and availability of information during processing, handling, transmission and storage.

Fedfina endeavours to identify the various resources, including people, processes, tools and technologies, which can be utilised to prevent, reduce or manage the risk associated with a Cyber Security incident.

Our cyber security policy is available at: https://fedfina.com/corporate-governance/

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

NA

7. Provide details of any corrective actions taken or underway on issues relating to: Provide the following information relating to data breaches:

Category	Reasons for Recall
7a. Number of instances of data breaches	0
7b. Percentage of data breaches involving personally identifiable information (PII) of customers	0
7c. Impact, if any, of the data breaches	NA

LEADERSHIP INDICATORS

L1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

Product details are available on the Company website: https://www.fedfina.com/

Fedfina Mobile Application: https://play.google.com/store/apps/details?id=com.fedbank.customerapp&hl=en_IN&gl=US

Further, customers/prospective customers can also reach out to our customer helpdesk on 08069291313 & 7418128882 or connect with our agents using live chat option on the website.

L2. Steps taken to inform and educate consumers about safe and responsible usage of products and / or services.

We engage with our consumers through one-on-one interactions, emails, newsletters, and our website to share information on safe and responsible financial practices, as well as the benefits and services they may be eligible for.

L3. Mechanisms in place to inform consumers of any risk of disruption / discontinuation of essential services.

Our service is NOT notified as an Essential Services. In case of any disruption due to technical faults or software updates are informed beforehand, and the details are made available on the website.

L4. 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 major products / services of the entity, significant locations of operation or the entity as a whole? (Yes / No)

NA