



Ref. No.: MUM/SEC/59-07/2023

July 12, 2022

To,
The Manager,
Listing Department
BSE Limited
Phiroze Jeejeebhoy Tower,
Dalal Street,
Mumbai – 400001

To,
The Manager,
Listing Department
National Stock Exchange of India Limited
Exchange Plaza, 5th Floor, Plot C/1,
G Block, Bandra-Kurla Complex,
Mumbai - 400051

Scrip Code: Equity (BSE: 540716/ NSE: ICICIGI); Debt (NSE: ILGI29)

Dear Sir/Madam,

Subject: Business Responsibility & Sustainability Reporting of the Company for FY2022

Please find enclosed the Business Responsibility & Sustainability Reporting (BRSR) of the Company for FY2022.

The BRSR of the Company for FY2022 will also be available on the website of the Company at www.icicilombard.com.

You are requested to kindly take the same on records.

Thanking you,

Yours Sincerely,

For ICICI Lombard General Insurance Company Limited

Vikas
Mehra

Digitally signed
by Vikas Mehra
Date: 2022.07.12
20:49:28 +05'30'

Vikas Mehra
Company Secretary

Encl. As above

ICICI Lombard General Insurance Company Limited

IRDA Reg. No. 115
Mailing Address:
401 & 402, 4th Floor, Interface 11,
(Chargeable)
New Linking Road, Malad (West),
Mumbai - 400 064

CIN: L67200MH2000PLC129408
Registered Office:
ICICI Lombard House, 414, Veer Savarkar Marg,
Near Siddhi Vinayak Temple, Prabhadevi,
Mumbai - 400 025

Toll free No. : 1800 2666
Alternate No.: +91 8655222666
Email: customersupport@icicilombard.com
Website: www.icicilombard.com



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING

FY2022

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SECTION A: GENERAL DISCLOSURES

I. DETAILS OF THE LISTED ENTITY

1. **Corporate Identity Number (CIN) of the Listed Entity** - L67200MH2000PLC129408
2. **Name of the Listed Entity** - ICICI Lombard General Insurance Company Limited
3. **Year of Incorporation** - October 30, 2000
4. **Registered office address** - ICICI Lombard General Insurance Company Limited, ICICI Lombard House, 414, Veer Savarkar Marg, Near Siddhi Vinayak Temple, Prabhadevi, Mumbai - 400 025
5. **Corporate address** - ICICI Lombard General Insurance Company Limited, ICICI Lombard House, 414, Veer Savarkar Marg, Near Siddhi Vinayak Temple, Prabhadevi, Mumbai - 400 025
6. **E-mail** - investors@icicilombard.com
7. **Telephone** - +91 22 6196 2300/04
8. **Website** - www.icicilombard.com
9. **Financial year for which reporting is being done** - FY2022
10. **Name of the Stock Exchange(s) where shares are listed** - BSE Limited (BSE) and National Stock Exchange of India (NSE)
11. **Paid-up Capital** - ₹ 4.91 billion (as on March 31, 2022)
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR Report** - Jerry Jose
Designation: Head - Human Resources
Telephone Number: +91 22 6196 1114
E-mail ID: jerry.jose@icicilombard.com
13. **Reporting boundary** - Disclosures of this report are made on Standalone basis. Consequent to acquiring the non-life business of Bharti AXA General Insurance Company Limited, FY2022 numbers of the Company represent numbers pursuant to the scheme whereas numbers of the previous years pertain to standalone ICICI Lombard and hence not comparable.

II. PRODUCTS/SERVICES

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
1.	Insurance	Provide Insurance Solutions - Corporate Solutions Group, Government & Rural Business Group & Retail Group	100%

15. Products/Services sold by the entity (accounting for 90% of the entity's turnover):

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Insurance Products	6512	100%

III. OPERATIONS

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

Location	Number of plants	Number of offices	Total
National	Not Applicable	Branches: 283	283
		Virtual Offices: 908	908
International	Not Applicable	Not Applicable	Not Applicable

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	Pan-India
International (No. of Countries)	None (Not Applicable)

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

Not Applicable

c. A brief on types of customers

Corporate Solutions Group	Government & Rural Business Group	Retail Group
Provide integrated solutions to corporates, small, micro and medium enterprises	Provide insurance solutions to State and Central governments or government-owned enterprises and rural customers	Provide insurance solutions to individuals and small enterprises through multiple channels such as Agents, Brokers, Bancassurance, Tele-Sales, Direct Alliances, Motor Insurance Service Providers (MISPs) and Online Platforms

IV. EMPLOYEES

18. Details as at the end of Financial Year ended March 31, 2022 i.e.,

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	11,085	9,060	81.73%	2,025	18.27%
2.	Other than Permanent (E)	1,688	1,103	65.34%	585	34.66%
3.	Total Employees (D + E)	12,773	10,163	79.57%	2,610	20.43%

b. Differently abled employees:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	14	12	85.71%	2	14.29%
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total Differently Abled Employees (D + E)	14	12	85.71%	2	14.29%

19. Participation/inclusion/representation of women for the year ended March 31, 2022

	Total (A)	No. and percentage of females	
		No. (B)	% (B/A)
Board of Directors	11	2	18.18%
Key Management Personnel	5	0	0%

20. Turnover rate for permanent employees

	FY2022 (Turnover rate in current FY)			FY2021 (Turnover rate in previous FY)			FY2020 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	33.46%	43.85%	35.36%	16.70%	21.21%	17.51%	26.84%	42.04%	29.44%

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

21. a. **Name of the holding / subsidiary / associate companies / joint ventures (A)** - None
 b. **Do the entities indicated in the above table participate in the Business Responsibility initiatives of the listed entity? (Yes/No)** - Not Applicable

VI. CSR DETAILS

22. i. **Whether CSR is applicable as per Section 135 of Companies Act, 2013:** Yes
 ii. **Turnover (Gross Written Premium) :** ₹ 185.62 billion
 iii. **Net worth:** ₹ 91.10 billion
 iv. **Total amount spent on CSR for FY2022:** ₹ 342.5 million*

*including ₹ 29.7 million transferred to unspent CSR account.

VII. TRANSPARENCY AND DISCLOSURE COMPLIANCES

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanisms in Place (Yes/No)	FY2022			FY2021		
	(If yes, then provide web-link for grievance redressal policy)*	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	None	None	None	None	None	None
Investors (other than shareholders)	Yes	None	None	None	None	None	None
Shareholders	Yes	3	1	None	2	2	None
Employees	Yes	39	None	None	34	1	The pending complaint was satisfactorily resolved during FY2022
Customers	Yes	3,592	79	The company is working towards the resolution of complaints pending at the year end	2,379	81	The pending complaints were satisfactorily resolved during FY2022
Value Chain Partners	Yes	None	None	None	None	None	None
Others	None	None	None	None	None	None	None

*The Customer grievance redressal policy is available on the below link. In addition, there are internal mechanism available for grievance redressal for other stakeholders.

<https://www.icicilombard.com/docs/default-source/default-document-library/policy-for-protection-of-policyholder.pdf?sfvrsn=2>

24. **Overview of the entity's material responsible business conduct issues: Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk, as per the following format:**

S. No.	Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	Approach to adapt or mitigate	Positive/Negative Implications
1	Safe Workplace	Opportunity	Ensuring fair treatment practices such as diversity, equal remuneration and freedom of association and safe working conditions for employees. In accordance with international standards on labour and human rights, companies are increasingly expected to adhere to and apply these standards equally across all operations within the organisation.	Our policy is to ensure equal pay for equal work, regardless of gender, sexuality, ethnic background, family status or any other demographic factors of employees. Adhering to it reflect our commitment to workplace equality, non-discriminations, and training employees on their rights, parental leaves and transparent remunerations as per industry standards. We facilitate workers' access to non-occupational medical and healthcare services	Positive

S. No.	Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	Approach to adapt or mitigate	Positive/Negative Implications
2	Risk Management	Opportunity	Risk Management is a process, effected by an entity's Board of Directors, management and other personnel, applied in strategy setting and across the enterprise to identify potential events and developments that may affect the entity, and manage risk (including ESG risks) to be within its risk appetite/risk tolerance, as applicable. This provides reasonable assurance regarding the achievement of entity objectives.	We have a Board Approved Risk Management Framework and the risk management process in place to identify risks and guide us in taking corrective measures to mitigate them.	Positive
3	Attractive Product Pricing	Opportunity	Product pricing that is ethical, competitive and affordable.	Evaluating product performance to adapt to pricing that balances interests of shareholders and policyholders.	Positive
4	Good Governance	Risk & Opportunity	A set of standards of conduct that guide decisions and actions based on duties derived from core values. Compliance is conforming or adapting actions to the local rules and regulations and ensure that a company is managing the interests of shareholders and stakeholders.	We adhere to responsible business conduct, and follow all the guidelines as per our code of conduct in transparent and ethical manner.	Negative & Positive
5	Economic Performance	Opportunity	Creation and distribution of economic value provides a basic indication of how an organisation has created wealth for shareholders.	Good economic performance provides better return to our shareholders and drives profitability.	Positive
6	Promoting Health and Well-being	Opportunity	Health and well-being improves the productivity and wealth of the community. Healthcare costs across all economies are increasing and it is becoming a critical factor in determining the cost and quality of living for the middle and lower segment of the economy.	We are extending and innovating our health insurance products and services to address the opportunities in health sector.	Positive
7	Investing Responsibly	Opportunity	Socially responsible investing (social investment and green or ethical investing) is an investment strategy which seeks to consider both financial return and social/environmental good to drive positive social change.	The Company has adopted an ESG framework that incorporates certain ESG principles into the investment decision making process.	Positive
8	Data Privacy and Security	Risk & Opportunity	Data Privacy and Security is the process of implementing measures and systems designed to securely protect and safeguard information utilising various forms of technology. This also includes the Company not using private data obtained for a purpose being utilised for other purposes.	We continue to manage customer information to lower cyber and physical security risks by securing data, systems, infrastructure, and buildings efficiently in an increasingly digital world.	Negative & Positive
9	Building Disaster Resilience	Risk	Climate change has altered the disaster risks as extreme weather events are expected to become more frequent.	Adjusting the systems behaviour for enhancing the ability in case of any external calamities.	Negative
10	Operational Eco Efficiency	Opportunity	Mainstreaming the energy efficiency and environmental conservation across the business operations.	Adoption of operational efficiency measures such as the pursuit of a clean energy future for offices owned by ICICI Lombard.	Positive
11	Climate Change Mitigation and Adaptation	Risk & Opportunity	Efforts to mitigate GHG emissions in line with India's net-zero commitment by 2070 and adapt to climate change (extreme weather events, sea level rise etc.)	ICICI Lombard aligns the investment decisions to adapt to a changing climate and weather patterns for reducing the portfolio risks. In underwriting, we focus specifically on sustainability related products promoting low-carbon economy viz renewable energy segment.	Positive and Negative
12	ESG Products and Services	Opportunity	Products and services that address increasing ESG risks.	With the growing importance of ESG metrics of enterprises to shareholder value, investors are increasing focus on sustainable businesses over short-term profits to de-risk their investments. Recognising the same, we are underwriting EVs, Renewables and other climate-friendly assets.	Positive
13	Human Rights	Risk & Opportunity	Human Rights are rights inherent to all human beings, regardless of gender, nationality, place of residency, sex, ethnicity, religion, colour or other categorisation. Thus, human rights are non-discriminatory, meaning that all human beings are entitled to them and cannot be excluded from them.	Human rights agendas are a priority and are included in our risk assessment and management framework. We take informed business decisions based on all the factors of human rights.	Positive and Negative

S. No.	Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	Approach to adapt or mitigate	Positive/Negative Implications
14	Innovation and Digitisation	Opportunity	Business model innovation and digitisation enhances advantage and value creation by making simultaneous and mutually supportive changes to an organisation's value proposition to customers and other stakeholders and to its underlying operating model.	We are continuously looking to collaborate with companies that align with our capabilities to expand our digital footprint. Digitalisation and innovation have unleashed opportunities in affordable insurance and areas which were earlier difficult to penetrate.	Positive
15	Board Composition and Processes	Risk & Opportunity	Corporate governance systems ensure that a company is managed in the interests of shareholders (including minority shareholders).	We abide by all laws of the land and promote independence, diversity, skills, learning and evaluation, transparent and ethical ways of operating business and a strong board structure ensuring justice towards stakeholders.	Negative & Positive
16	Human Capital Development	Opportunity	Human Capital Development is to improve an organisation's employee performance, capabilities and resources. It also accelerates investments in people for greater equity and economic growth.	We have programmes in key areas including strategy, finance, communications, market management and operations to enable workforce to develop skills for the long term.	Positive
17	Fair Pay	Opportunity	A fair wage is a wage that is considered "fair" by the employee. This encourages employees in their daily tasks and ensures longer association with organisation. The employee makes a real trade-off between their salary and the quantity and difficulty of their daily responsibilities. Fair wages are also above living wages.	We are equal opportunity employer and pay employees remuneration as per and even above industry standards.	Positive
18	Talent Attraction and Retention	Opportunity	Successful talent attraction and retention management enables companies to maintain their competitive advantage and to execute their corporate strategies.	Based on the organization's strategic road map we recruit, train, engage and retain our employees as a key priority.	Positive
19	Diversity and Inclusion	Opportunity	Diversity of workforce may reflect diversity in society, regions of operation, customers. Such diversity and inclusion improves access to talent pool and customer base and enhances ability to manage risks.	As an equal opportunity organisation, both as an employer and business, ICICI Lombard promotes an inclusive culture.	Positive
20	Public Policy Advocacy	Opportunity	The roll out of Company's plans may require significant public policy update. It is important for the Company to positively support the public political process and encourage the development of public policy that benefits sector and society at large. Public Policy Advocacy can also bring risks associated with corruption, bribery, and undue influence, among others.	Working in transparent coalitions; ensuring that public policy advocacy is consistent with ICICI Lombard's values and engaging policymakers and regulators effectively on climate, energy, and related topics.	Positive
21	Customer Relationship Management (CRM)	Opportunity	Strong relationships with customers lead to increase loyalty and retention. This is important as a customer retained for life is more cost-effective, requires less service, provides more business and contributes to new customer acquisition by offering positive referrals. CRM involves delivering fair share of value generated to customers.	Our approach to CRM is centred around customer-centricity. We provide our customers with best products and services backed by customers, doing business considering the impact on environment.	Positive
22	Financial Inclusion and Protection	Opportunity	Vast population in the country still do not have access to financial services. Financial inclusion and protection provides an opportunity to benefit underprivileged communities/ customers.	We strive to improve the inclusion of marginalised and rural populations across the country.	Positive
23	Community Development	Opportunity	Giving back to the community, ensures social licence to operate, as also economic development of underprivileged, broadening economic activity and offering opportunities for financial services.	We recognise our role as an important driver of change, via our business and through CSR activities. We aim to deliver via our products and implement grassroots changes via our NGO partners.	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

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

	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)	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 the policies, if available	https://www.icicilombard.com/investor-relations								
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)	The above-mentioned policies are integrated to all value chain partners.								
4. Name the national and international codes/ certifications/ labels/ standards	Not Applicable								

5. Specific commitments, goals, targets set by the entity with defined timelines, if any.

The Company has taken internal targets for various functions and monitors the progress periodically. The target spans around diversity and inclusion, embedding ESG into core business segments, community development, operational eco-efficiency.

6. Performance of the entity against specific commitments, goals and targets along with reasons in case the same are not met.

The Company will look forward to provide performance against target from next financial year onward (FY2023).

GOVERNANCE, LEADERSHIP AND OVERSIGHT

7. Statement by Director responsible for the report, highlighting ESG-related challenges, targets and achievements

Dear Stakeholders,

I hope this letter finds you and your family safe and well.

As I write this letter, I find myself observing an interesting trend - that of conscious consumerism. The trend indicates that customers today are ready to take a step back and compromise their own needs in terms of affordability, luxury or inclination while preferring brands that take a rather positive stance towards the environment and the society as a whole. As we enter this era of conscious consumerism, companies across the globe have been forced to relook at their products, operations and resource consumption.

Having learnt several lessons from the past couple of years, investors are looking at ESG as one of the key determining factors of an organisation's health and ability to sustainably deliver higher risk-adjusted returns. With many parallels being drawn between the uncertainties of a global pandemic and the potential risks of climate change, ESG now serves as a symbol of stability for investors and stakeholders.

We, at ICICI Lombard, are actively adopting a holistic approach that takes Environmental, Social and Governance aspects into consideration whilst formulating all our business plans and goals. We hold an unwavering belief in the greater good amidst a growing necessity to adopt sustainable practices. Given India's recent commitment to Net-Zero by 2070, we realise our responsibility and role in contributing to this mission, as a company that touches and impacts thousands of lives across the nation.

Focus on Sustainable Operations

At ICICI Lombard, sustainability is at the core of our growth strategy. With Board oversight on organisation-wide ESG initiatives, we promote best practices across functions. We are already making operational changes that facilitate decarbonisation to arrest the effects of climate change. Accordingly, we have started tracking GHG emissions more efficiently in order to take corrective actions wherever necessary.

Technology continues to play a pivotal role in our environmental efforts. By leveraging technology, digitising data and automating several processes, we have been able to significantly reduce paper consumption. We have also been able to cut down on unnecessary travel across all facets of operations.

Our Company has become an avid promoter of green energy through our recent solar and electric vehicle insurance solutions. Furthermore, our growing emphasis on responsible consumption of resources encourages a 'go-green' modus operandi across all our departments.

Responsible Work Culture

Responsible work culture is the cornerstone for any sustainability-focussed initiative that an organisation undertakes. Our employees have faith in the Company's long-term vision for a better tomorrow. At ICICI Lombard, we empower our employees through continuous skill and capability development, along with awareness building around best practices.

We firmly believe that diversity and inclusivity are the hallmarks of a progressive enterprise. Accordingly, we seek to provide an excellent work culture that promotes a diverse and inclusive workforce with flexible and modern work policies.

Better Customer Experience

Customer-centricity is at the heart of our organisational philosophy. We strive to cater to the individual needs of our diverse clients by providing a wide range of customisable insurance solutions. In order to enhance approachability, we also offer the facility of using WhatsApp for direct communication. Similarly, by leveraging modern advancements such

as AI, ML and Chatbots, we aim to make seamless communication easier for all our stakeholders. In March 2022, the straight-through processing of motor break-in on our Self Inspection app was 84.6% vis-à-vis 73.9% in March 2021. We are also pleased to have one of the most efficient grievance resolution mechanisms with 99.0% of complaints getting resolved within 15 days.

Further, ICICI Lombard's IL TakeCare app acts as a continuum of care providing a convenient, hassle-free experience to all our customers. The solution goes beyond just insurance claims and settlements and is aimed at positively influencing the lifestyle of our customers. The app is a one-stop solution for the health, motor, travel insurance & wellness needs of our policyholders. Moreover, access to features like diet and exercise tracker, step count & sleep hour tracker, online chat with nutritionists, teleconsultation with doctors and more make it a truly unique solution in the insurance space.

Inclusive Development, Health and Wellness

An organisation's success can only be defined by what it gives back to the community. We believe it is our duty to help our communities and contribute towards benefiting them.

One of our significant community initiative Caring Hands focusses on employee volunteering to support visually impaired children and empower them to lead better lives. Similarly, under our Ride to Safety and Niranjali initiatives, we have been undertaking dedicated programmes promoting road safety, health and hygiene and overall wellness of citizens respectively. We have covered over 0.4 million lives through our CSR initiatives in FY2022. Further, we launched a pilot environmental sustainability programme involving the installation of solar panels in the schools in line with India's net-zero ambitions. Through this project, we installed solar panels in 10 schools in Mumbai in FY2022.

Effective Governance

For any change to be meaningful, it has to be effectively executed and continuously tracked. The internal policies governing ICICI Lombard are designed to create and promote transparency with a strong focus on disclosures and ethical practices across our various departments.

Our organisation has an uncompromising zero-tolerance approach towards any form of fraud and corruption with policies such as Prohibition of Insider Trading and Anti-Money Laundering in full effect. With robust policies surrounding cyber security and data privacy, we ensure the protection of all sensitive organisational and client information. Moreover, in order to manage the core risks of our Company, we have a sound ERM framework in place that incorporates risks related to ESG.

The Board has already taken a massive leap in making ESG as one of the main agendas to drive the business forward towards a brighter future. Effective oversight over ESG is to be handled by the CSR & Sustainability Board Committee within our organisation. We adopted BRSR in FY2022 even before the SEBI mandate for FY2023 to promote company-wide sustainability and remain committed to enhance reporting and disclosures in the coming years.

At ICICI Lombard, our goal is to work towards a better tomorrow, eventually triggering positive, long-lasting changes in the world that we live in. ESG for us is much more than following a checklist. It is about making an impact by turning theory into action.

By creating an environmentally and socially aware foundation, we are doing our bit for the coming generations.

Thank you for being a part of this wonderful journey.

Warm Regards,

Bhargav Dasgupta

MD & CEO

ICICI Lombard General Insurance Company Limited

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).

Mr. Bhargav Dasgupta
Managing Director & CEO
DIN: 00047728

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.

CSR & Sustainability Committee of the Company drives ESG and is responsible for decision-making on sustainability-related issues within the organisation. The terms of reference of the CSR and Sustainability Committee includes overseeing and monitoring of Sustainability activities undertaken by the Company, related disclosures, review its performance thereon and advice on related matters. The Committee will also review and monitor matters related to Sustainability such as strengthening Sustainability Disclosures & Policies.

The Company has incorporated a sixth risk group namely ESG Risk as part of its Board Approved Risk Management Framework. The terms of reference of the Risk Management Committee include therein a review of ESG Risk and its management. Quarterly updates on ESG Risk Management are presented to the Risk Management 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 above policies and follow-up action	Policies wherever stated have been approved by the Board/Committee of the Board/Senior Management of the Company. All policies and processes are subject to audits and reviews done internally in the Company from time to time.																	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The organisation complies with all the regulations as applicable.																	

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

Policies wherever stated have been approved by the Board/Committee of the Board / Senior Management of the Company. All policies and processes are subject to audits and reviews done internally in the Company from time to time.

From a best practices perspective as well as from a risk perspective, policies are periodically evaluated and updated by various business heads and approved by the management or Board.

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 INDICATOR

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

The trainings are conducted on the principles of NGRBC related to CoC, Human Rights, business responsibilities etc. The programmes mentioned below covers few of the points related to CoC, Human Rights, and business responsibilities.

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	During the year, the Board of Directors were familiarised through various awareness sessions on an array of issues pertaining to business, regulations, economy, ESG etc. In addition, as a part of quarterly Board and Committee Meetings, all the Board Members are also apprised on developments in the Company, key regulatory changes on the governance front i.e. Guidelines/Regulations/Circulars by IRDAI, SEBI and MCA. The Key Managerial Personnel of the Company are also part of the Board and Committee Meetings wherein the above referred presentations are made. The details of the Familiarisation programmes for Independent Directors is also hosted on the Company's Website.		100%
Employees other than Board of Directors or KMPs	Employees undergo code of conduct training during their induction. The Company has also launched an e-learning module on Insider Trading Regulations to be undergone by each Designated Person. Designated Persons through an induction programme at the time of joining the Company are also briefed on compliances prescribed under Insider Trading Regulations. In addition, Sarvottam Programme & People Leader Programme were also conducted in the reporting period.		100%

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

	Monetary				
	Name of the regulatory / enforcement agencies / judicial institutions	NGRBC Principle	Amount (₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	None	-	NIL	-	NA
Settlement	None	-	NIL	-	NA
Compounding Fee	None	-	NIL	-	NA
	Non-Monetary				
	Name of the regulatory / enforcement agencies / judicial institutions	NGRBC Principle	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment	-	-	-	NA	
Punishment	-	-	-	NA	

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.

There have been no cases accorded to the entity or Directors / KMPs.

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

The Company has an Anti-Bribery & Anti-Corruption Policy, Anti-Fraud Policy, Employees Code of Conduct and Whistle Blower Policy. The Anti-Bribery & Anti-Corruption Policy broadly conforms to the requirements of anti-bribery statutes and the regulatory guidance issued in relation to the same. The Company has a Board-approved Anti-Fraud Policy as per the IRDAI requirement. The Policy primarily focusses on detection and prevention of fraud and also enlist steps and approaches to successfully mitigate fraud. While the corporate governance requirements prescribed under the Listing Regulations require the Company to have a Code of Conduct, the Company has adopted the same as Employees Code of Conduct for Board of Directors and Employees of the Company. The Code is based on professional and ethical standards which the Company believes all its employees as well as Directors should adopt. The Code also laid down various procedures as may be reasonably necessary to create a culture of accountability and facilitate compliance with the Code.

The Whistle Blower Policy confirms the requirements as stipulated by the Companies Act, 2013 and rules made thereunder.

(<https://www.icicilombard.com/investor-relations>)

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

	FY2022	FY2021	FY2020
Directors	None	None	None
KMPs			
Employees			

6. Details of complaints with regard to conflict of interest

	FY2022		FY2021		FY2020	
	Number	Remarks	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of conflict of interest of Directors	None	-	None	-	None	-
Number of complaints received in relation to issues of conflict of interest of KMPs	None	-	None	-	None	-

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

During the reporting period, there have been no cases taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest. However, ICICI Lombard monitors the penalties imposed/penal action taken against the Company under various laws and statutes and undertakes corrective measures on such occasions.

LEADERSHIP INDICATORS

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

Channel partners form an important part of ICICI Lombard's business value chain. Company conducts the awareness programmes for the partners on aspects like Digital Security, Preventing Fraudulent Attitude among others. The Company protects interests and manages associated risks of supply chain which are critical for conducting business with ease. We engage with our supply chain partners for Vendor risk management programmes, Sustainability agenda, Vendor welfare and surveys, Protection of vendor interests through which we gauge their interests and discuss the long-term goals of the company.

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

ICICI Lombard has a well-defined code of conduct that applies to all employees including the Board members. The code of conduct lays down an approach for all the employees & Board of Directors to act professionally, fairly and with integrity in all the dealings. It also sets forth the obligations which all employees and Board Members are bound to follow to avoid/manage conflict of interest. As per the policy, it is imperative that all employees should avoid entering into any situations that might lead to potential or perceived conflict of interest as prescribed under the 'Framework on Managing Conflict of Interest' of the Company. The investigation teams are sensitised to assess any violation with respect to these policies or clauses of the Code of Conduct, which are duly reported to the Fraud Control Unit (FCU) portal.

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

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

ICICI Lombard's major R&D and Capex Investments are for the upgradation of digital systems for enhancing customer experience and leveraging technology for a quick turnaround.

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

Not Applicable, considering the nature of business of the Company.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging), (b) E-waste, (c) Hazardous waste, and (d) Other waste.

E-waste gets generated from products the Company uses for its office and for value-added services. However, ICICI Lombard has systems in place at an organisational level. All the used electronic goods are supplied back to the original vendors and are disposed of by BMC (Brihanmumbai Municipal Corporation) registered vendors. ICICI Lombard ensures that no hazardous E-waste is sent to the landfill. ICICI Lombard is leveraging digital solutions thereby reducing the paper usage in the core business supporting it by adopting the sustainable practices of using recycled paper in the operations.

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

Not Applicable

LEADERSHIP INDICATORS

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

Not Applicable

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

Not Applicable

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

For FY2022, 24.9 tonnes of paper was recycled in key offices

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

Not Applicable

PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains
1. Details of measures for the well-being of employees

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
PERMANENT EMPLOYEES											
Male	9,060	9,060	100%	9,060	100%	NA	NA	271	2.99*	None	None
Female	2,025	2,025	100%	2,025	100%	115	5.68*	NA	NA	None	None
Total	11,085	11,085	100%	11,085	100%	115	5.68*	271	2.99*	None	None

*Benefits provided during the reporting time period

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

Benefits	FY2022			FY2021 Current Financial Year			FY2020 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	Nil	Y	100%	Nil	Y	100%	Nil	Y
Gratuity	100%	Nil	Y	100%	Nil	Y	100%	Nil	Y
ESI	8.89%	Nil	Y	13.68%	Nil	Y	11.96%	Nil	Y
Others – please specify	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

All offices of ICICI Lombard with differently abled employees are equipped with accessibility for differently abled employees. Also, the company is actively integrating the accessibility features across its office.

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.

The Company is an equal opportunity employer and also employs differently abled people as well into the mainstream. The premises where such people are working as employees is well equipped with required accessibility and allied facilities. For instance, the offices in Vashi, Navi Mumbai and Gachibowli, Hyderabad. This clause is mentioned under Section 15 - Workplace Responsibilities/Fair Employment Practices of the Code of Conduct which can be referred on the link below -

<https://www.icicilombard.com/docs/default-source/default-document-library/code-of-conduct.pdf>

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

Gender	Permanent employees	
	Return to work rate	Retention rate
Male	100%	87.82%
Female	100%	86.08%
Total	100%	87.31%

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

Yes.

The Company has established platforms for employees to share their feedback and any issues or grievances, including reporting to HR, Reach Me Portal, Fraud Control Unit Portal, with dedicated e-mail where they can reach out.

ICICI Lombard conducts regular feedback, connect sessions, and surveys and uses the same to develop a master action plan to drive employee engagement and wellness, including interventions towards building a conducive work culture, balancing personal and professional life, learning interventions, reward & recognition initiatives and strengthening engagement. These feedbacks of all the employees across the levels are collated via focus group discussions and surveys to identify concern areas.

Several interventions designed by the micro-enterprises are rolled out for employees to cope with challenges associated with WFH, Hybrid work etc., by supporting open communication and sharing through various platforms to voice, discuss, and learn from each other, their leaders and experts in the associated field.

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

ICICI Lombard does not have any employee associations. The Corporation, however, recognises the right to freedom of association and does not discourage collective bargaining.

8. Details of training given to employees

Category	FY2022					FY2021					FY2020				
	Total (A)	On health and safety/wellness measures		On skill upgradation		Total (A)	On health and safety measures/ wellness		On skill upgradation		Total (A)	On health and safety/wellness measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES															
Male	9,060	NA	NA	9,060	100%	6,931	NA	NA	6,931	100%	6,789	NA	NA	6,789	100%
Female	2,025	NA	NA	2,025	100%	1,522	NA	NA	1,522	100%	1,272	NA	NA	1,272	100%
Total	11,085	NA	NA	11,085	100%	8,453	NA	NA	8,453	100%	8,061	NA	NA	8,061	100%

9. Details of performance and career development reviews of employees

Category	FY2022			FY2021		
	Total (A)	No. (B)*	% (B/A)	Total (C)	No. (D)*	% (D/C)
EMPLOYEES						
Male	9,009	6,997	77.67%	7,657	6,892	90.01%
Female	1,829	1,183	64.68%	1,072	802	74.81%
Total	10,838	8,180	75.46%	8,729	7,694	88.14%

*Number of employees eligible for appraisal.

Our PMS philosophy is Aspire, Aim & Achieve which runs on the guidance of the Vishvas Principles of meritocracy and aligning rewards to performance. And the process is run with utmost transparency as per the Values of ICICI Lombard. Below are brief details of each step:

- **Aim:** Goal Setting is done in the month of April wherein all the employees are assigned KPIs for the coming quarter and the entire year.
- **Aspire:** This step is spread across three quarters where the KPI achievements are uploaded and Employee Manager Check-in takes place.
- **Achieve:** This step entails Employee-Manager Assessments and Review followed by two-step calibration process.

Post the two-step Calibrations, Final Ratings and Letters are released for Employees.

In case of any employee grievance/any perceived unfair scenario, the employees can reach out to their respective HR SPOCs or Head-HR for resolution.

10. Health and safety management system:

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

Yes. The organisation is taking utmost care to help the employees maintain their physical and mental wellbeing. In FY2022, 8 sessions on Health and Wellness were conducted.

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

Periodic internal communication and alerts are sent out to employees and awareness sessions are conducted on safety-related aspects. Employees on a pan-India basis are given periodic training on basic and advanced fire safety, including evacuation drills.

- c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks?**

Owing to the nature of the business, there are no major occupational health and safety risks. However, we identify risk as a part of workplace safety related to construction, utility, fire etc. and these are identified from time to time and various corrective actions are undertaken.

- d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services?**

ICICI Lombard also offers comprehensive benefits, facilities and support to employees and their families during times of crisis. This includes support for medical expenses:

- Mediciam insurance (family floater cover and corporate buffer)
- Reimbursement of medical infrastructure support expenses arising from home quarantine in case of COVID-19 infection for employee, spouse, two children and dependent parents
- Salary advance for COVID-19 positive employees to ease the financial burden
- Expert talks and sessions relating to physical and mental health, and fitness are conducted periodically
- Employee assistance helpline and IL TakeCare app is a one-stop solution for health risk analysis, doctor consultation and mental wellness counselling for employees

11. Details of safety-related incidents

Safety Incident/Number	Category	FY2022	FY2021	FY2020
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Permanent Employees	None	None	None
Total recordable work-related injuries				
No. of fatalities (safety incident)				
High consequence work-related injury or ill-health (excluding fatalities)				

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

ICICI Lombard has undertaken multiple initiatives to encourage and support physical, mental, financial and emotional well-being of employees.

- Santulan, ICICI Lombard 24x7 Employee Assistance Programme, has been a key driver in achieving this. It provides professional counselling through expert psychologists on a wide range of personal issues while maintaining confidentiality.
- The Company organises a wellness series "Wellness Fest", where experts from different fields conduct one-hour interactive virtual sessions, addressing the questions from the audience and soliciting feedback. The Company conducts a number of wellness sessions covering topics of Workplace safety, COVID-19 safety, Pilates, eye care, ergonomics, time management, coping with change, baking session, yoga, diet to boost immunity, etc. This was supported by periodic fitness challenges such as Plank Challenge, Skipping Rope Challenge, etc.

- The organisation believes that enabling employees to achieve work-life balance is key to their mental well-being and productivity. Multiple initiatives have been taken towards this, such as Mandatory Block Leave policy (10 days at a stretch), leave on probation to meet exigencies, and guidelines for working hours and branch closing time.
- At the onset of the pandemic itself, the Company put in place the full range of IT infrastructure (laptops, dongles, and headsets) to help employees work and service customers remotely from the safe confines of their homes. VPN and private cloud were activated for customer data security. Microsoft Teams was used for collaboration among employees and teams as well as external partners, offering the tools of voice and video conferences, presentations, spreadsheets, and visualisations.
- Ergonomic furniture, internet reimbursement was provided to ensure a smooth transition to the work from home set up. In addition, the Company introduced daily digital health declarations as a mandatory step for all employees along with weekly sanitisation/disinfection of all branches.
- ICICI Lombard has also adopted a hybrid working environment, giving employees flexible working options and norms. Hybrid working environment giving employees 5 alternatives basis their role requirement includes options to work from home (off base location), ensuring safety of employees and their families. Meeting guidelines and norms have been defined - meeting notes to be shared 24 hours prior, meetings only to be scheduled between 9am-7pm, 2pm-3pm to be observed as silent hours, no meeting to be scheduled during weekends/holidays.
- Medical insurance is provided to all the employees which consists of a family floater cover of ₹ 400,000/- for employee, spouse, 2 children up to 25 years and dependent parents. Further, the Company provides parental insurance coverage and top-ups. ICICI Lombard also has an annual health checkup drive for all employees above 35 years of age as a preventive measure.
- Specific measures were undertaken to provide access to information, infrastructure, and create a supportive environment for employees and their dependents to fight, rest and recuperate in case of COVID-19 infection.
- "Employee Helpline" for its employees – intimation, medical consultations, insurance queries, emergency services like hospital beds, oxygen, life-saving drugs.
- IL TakeCare App was extended to employees which provides 24x7 medical consultation.
- Additional leave for COVID-19 positive employees over and above existing Casual cum Medical Leaves based on requirement was also provided.
- Salary advance was extended on a need basis to ease the financial burden. Reimbursement of medical infrastructure support expenses (up to a specified limit) arising from home quarantine in case of COVID-19 infection – covering employee and their dependent families further enabled them to overcome financial constraints.
- COVID-19 coverage was included in the corporate health insurance for all employees and dependents.
- With respect to vaccination, the Company provides 2 options:
 - Reimbursement of vaccination expenses for employee and dependent family by company
 - Vaccination drives within the Company for employees and dependent family members
- "One IL" initiative was launched where teams connect with each other to build solidarity, share experiences, help address any anxieties and build a close network to help and support each other whenever needed in these crucial and challenging times.

The Organisation ensured COVID-19 safety initiatives are implemented within the organisation such as:

- Kept branches closed during the pandemic basis the level of risk involved, regulations and through keeping a close tab on the evolving situation and re-calibrating related strategies
- To support the business, proper approval mechanisms were defined for those wanting to visit the branch to provide critical services to the customers or channels; all the social distancing norms were observed and Standard Operating Procedures (SOPs) were defined
- Operated branches with defined manpower capacity in compliance with the Government guidelines post-lockdown
- Equipped all branches with temperature guns and trained front office executives on its usage
- Weekly sanitisation / disinfection of all branches was being carried out

- Seating layouts in offices were remodelled to help follow social distancing
- Employees were given option to work remotely or from office to ensure lower headcount at the office
- Introduced Health Declaration Submission by employees while marking their attendance to determine their health status on real-time basis, extend support if required and as applicable and seek relevant details from employees to endeavour at managing the spread of the pandemic
- COVID helpline was introduced for employees to take consultation and support for their queries
- Strictly discontinued all movements, transfers and travel basis the risk situation at hand
- Included COVID-19 coverage in the corporate health insurance to all employees and eligible dependents

ICICI Lombard is helping the employees to better cope with these challenges by supporting open communication and sharing through various platforms to voice, discuss, and learn from each other, their leaders and experts. Initiatives like flexible working norms, internet reimbursement, IL Social, team connect, hobby groups, hybrid working, part-time working are some of the outcomes of this micro-enterprises. The Company also initiated vaccination drives for employees and their dependents.

13. Number of complaints on the following made by employees:

Category	FY2022			FY2021			FY2020		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions	None	None	-	None	None	-	None	None	-
Health and safety	None	None	-	None	None	-	None	None	-

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	• The Company provides a fair, safe and transparent work environment, abiding by local laws and regulation to 100% of branches
Working conditions	• Yearly planner has been created on workplace safety

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 and safety practices and working conditions.

ICICI Lombard provides a safe work environment, abiding by local laws and regulations. Safety and well-being of ICICI Lombard employees is topmost priority. Hence, policies and processes have been established to uphold the same. The Company also has a Hazard Identification and Risk Assessment (HIRA) system and have objectives, programmes for significant risks to have continual improvement plan. We also undertake corrective and preventive actions for any incidents.

With regards to the work environment – all workspaces are compliant with the local laws, fire, first aid and hazard safety measures etc. Specific measures were undertaken to provide access to information, infrastructure, and create a supportive environment for employees and their dependents to fight, rest and recuperate in case of COVID-19 infection. Ergonomic furniture, internet reimbursement was provided to ensure smooth transition to the work from home setup. In addition, the Company introduced daily digital health declaration as a mandatory step for all employees along with weekly sanitisation/disinfection of all branches.

“Employee Helpline” for intimation, medical consultations, insurance queries, emergency services like hospital beds, oxygen, life-saving drugs. IL TakeCare App was extended to employees which provides 24x7 medical consultation. Additional leave for COVID-19 positive employees over and above existing Casual cum Medical Leaves based on requirement was also provided. Salary advance was extended on a need basis to ease the financial burden. Reimbursement of medical infrastructure support expenses (up to a specified limit) arising from home quarantine in case of COVID-19 infection – covering employee and their dependent families further enabled them to overcome financial constraints. COVID-19 coverage was included in the corporate health insurance to all employees and dependents.

LEADERSHIP INDICATORS

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

Yes. In case of death of an employee, life insurance benefit is provided to family/nominee

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

We duly undertake measures to ensure that statutory dues have been deducted and deposited by the value chain partners, as a part of our due-diligence activity.

3. Provide the number of employees 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			No. of employees that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment		
	FY2022	FY2021	FY2020	FY2022	FY2021	FY2020
Employees	None					

4. 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

5. Details on assessment of value chain partners

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Currently, assessment of value chain partners on the aspects of health and safety and workplace conditions is not practiced
Working conditions	

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

Not Applicable

PRINCIPLE 4 Businesses should respect the interests of and be responsive to all its stakeholders
ESSENTIAL INDICATOR
1. Describe the processes for identifying key stakeholder groups of the entity.

ICICI Lombard has built a portfolio of unique, industry-defining offerings through constant engagement with stakeholders and by analysing the evolving challenges. ICICI Lombard business is connected with its stakeholders and the social and natural environment in which the company operates. The Company creates value for them and for itself by addressing their needs and expectations and devising solutions. The final outcome the company desires is economic and ecological sustainability and a future safeguarded against all the conceivable risks. ICICI Lombard has undertaken a comprehensive stakeholder analysis exercise to prioritise the risks according to their impact on its business and their influence over the company.

Key Stakeholders	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/Half Yearly/ Quarterly / Others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	- Town hall meetings - HR portal and intranet - Performance update - Workshops, learning and training interventions - Wellness initiatives - Internal publications, circulars, posters, videos and e-mails - Surveys - Live interactive sessions by the MD & CEO, Vertical Heads, Skip Managers, HR	Quarterly On-Going Regular Regular Regular As & when required Annually Regular	Purpose & Scope of Engagement - Assessment of effectiveness of learning and development - Job security - Fair remuneration practices; equal employment opportunities - Effective performance management and recognition - Career growth - Diverse, inclusive and enabling work culture - Work-life balance Topics/concerns raised - Fair Workplace - Occupational Health, Safety and Well-Being - Fair Pay - Talent Attraction and Retention - Diversity and Inclusion
Investors	No	- Quarterly financial statements - Investor presentations - Annual report - Annual General Meeting - Investor/Analyst meet (to discuss Financial performance and ESG initiatives) - Press conferences and media releases - ESG report - Announcement through stock exchanges	Quarterly Need-basis Annually Annually Frequent and Need-basis Need-basis Annually Need-basis	- Responsible Investment - Economic Performance - Enterprise Risk Management - Disaster Resilience and Adaptation to Climate Change - Operational Eco-efficiency - Climate Change Mitigation

Key Stakeholders	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/Half Yearly/ Quarterly / Others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customer	Yes, if they qualify based on specified criteria such as income, gender etc. ICICI Lombard do not identify any marginalised segment as the customer base	- Engagement at all stages of product life cycle - Multi-channel engagement mechanism - phone, digital channel, trained customer relationship managers - Sales, service and claims processes on digital platform - Regular measurement of customer satisfaction	Frequent and need-based	- Product pricing - ESG Products and Services - Health and Well-Being - Innovation and Digitisation - Data Privacy and Security - Customer Relationship Management - Transparency
Channel partners and distributor/ Vendors	No	- Meets, workshops, conferences and forums - One-to-one meetings - Telephonic and e-mail communication - Channel partner management portals - Periodic visits	Frequent and need-based	- Product Pricing - Data Privacy and Security - Innovation and Digitisation
Communities	Yes	- Community projects - Employee volunteerism - Awareness workshops - Interaction through branch network	Frequent and need-based	- Community Development - Financial Inclusion
Government and regulator	No	- Directives and circulars - Meetings / discussions - Press releases - Written communication - Presentations - Workshops - Submission of reports and returns - Workshop by regulators	Frequent and need-based	- Human Rights - Public Policy Advocacy - Climate Change Mitigation - Board Composition and Processes - Compliance

LEADERSHIP INDICATORS

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

ICICI Lombard has an overarching policy on environment management, of which accountability lies with Sustainability and CSR committee of the Board. The Company has an executive management group which engages with stakeholders on ESG matters. Further the Company undertakes initiatives basis materiality assessment and result of same is presented to the Board.

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

Yes. ICICI Lombard on a continuous basis undertakes comprehensive stakeholder analysis exercises to prioritise material topics according to their impact on business and their influence over businesses. ICICI Lombard has conducted materiality assessment through which the company has prioritised material topics for the effective management of risks and opportunities. ICICI Lombard strives to create a profound connection with its stakeholders and the social and natural environment in which it operates. For detailed approach and matrix, please refer Managing Our Material ESG Issues section on page 20 of the ESG report.

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

- Understanding the nature of ICICI Lombard customers through continuous engagement, the Company has identified customer service and claim settlement as one of the important issues. Making things simple for its customers, ICICI Lombard has set up multiple channels for customers to reach out to the Company, is using advanced technologies to provide value-added service and customised solutions.
- The Company's CSR activities/programmes enables the disadvantaged, vulnerable and marginalised segments of society to uplift themselves. E.g. Through our preventive healthcare initiative 'Caring Hands', launched in FY2011, ICICI Lombard has organised free eye check-up camps to ensure that no child is held back from fulfilling their potential. As a part of 'Caring Hands', we have also assisted the children needing eye surgeries.
- The Company's purposeful intervention 'Niranjali', initiated in FY2017, creates awareness on clean drinking water for children's health. Its focus is in line with its experience in the healthcare domain and expertise in initiating preventive care projects – especially related to wellness. Under Niranjali, the Company installed water purifiers in schools.
- The Company has also set up the grievance mechanism for the stakeholders and collects feedback for the betterment of programme.
- ICICI Lombard conducts impact assessment studies for CSR programmes undertaken and the resultant ROI is used as a base for widening the scope and impact to the beneficiaries. The results of the impact studies can be assessed in the website (<https://www.icicilombard.com/about-us/csr>)
- Through one of the CSR programmes on Installation of Solar panels in schools, ICICI Lombard enabled access to clean energy for the marginalised sections of the community. In addition, the company also promotes sensible road behaviour among the school children through the Ride to Safety programme.

PRINCIPLE 5 Businesses should respect and promote human rights

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

All new joiner is nominated for the Prevention of Sexual Harassment module and have to complete them within 30 days of joining. During the reporting period, 100% of Permanent employees were provided training on these aspects.

2. Details of minimum wages paid to employees

Category	FY2022					FY2021				
	Total (D)	Equal to Minimum Wage		More than Minimum Wage		Total (A)	Equal to Minimum Wage		More than Minimum Wage	
		No. (E)	% (E/D)	No. (F)	% (F/D)		No. (B)	% (B/A)	No. (C)	% (C/A)
Total Employees (Permanent and Non Permanent)	11,085	None	None	11,085	100%	8,962	None	None	8,962	100%
Male	9,060	None	None	9,060	100%	7,327	None	None	7,327	100%
Female	2,025	None	None	2,025	100%	1,635	None	None	1,635	100%

3. Details of remuneration/salary

	Male		Female	
	Number	Median remuneration/ salary/wages of respective category in ₹ *	Number	Median remuneration/ salary/wages of respective category in ₹ *
Board of Directors (Whole-time directors)	3	31,505,976	None	-
Key Managerial Personnel (Other than WTD)	8	17,412,624	None	-
Employees other than WTD and KMP	9,049	557,808	2,025	464,040

* Remuneration refers to annualised fixed remuneration, which includes basic, allowances and retentions.

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

Yes.

The Company has in place Whistle Blower Policy ("the Policy") to encourage employees to report matters without the risk of subsequent victimisation, discrimination or disadvantage. The Policy provides for a mechanism to report such concerns to the Chairman, Audit Committee of Company or to the Chief Compliance Officer through specified channels. Also, POSH Members are the focal point (Individual / Committee) responsible for addressing sexual discrimination/discrimination impact or issues caused or contributed by the business.

For more information, refer to the Whistle Blower policy on the website.

https://www.icicilombard.com/docs/default-source/policies-of-the-company/whistle-blower-policy.pdf?sfvrsn=39fd6bad_11

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

For grievances related to unfair treatment, unprofessional conduct, bias, workplace harassment, intimidation, threatening behaviour, policies and process or any act in contravention to diversity and inclusion, employees can raise their grievance to HR through Email/ReachMe bot. The grievances are then duly addressed and corrective measures deemed fit are taken.

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

	FY2022			FY2021			FY2020		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	5	None	The Company, through the policy ensures that all such complaints are resolved within defined timelines	2	None	The Company, through the policy ensures that all such complaints are resolved within defined timelines	6	None	The Company, through the policy ensures that all such complaints are resolved within defined timelines
Discrimination at workplace	None	None	-	None	None	-	None	None	-
Child labour	None	None	-	None	None	-	None	None	-
Forced labour / Involuntary labour	None	None	-	None	None	-	None	None	-
Wages	None	None	-	None	None	-	None	None	-
Other human rights related issues	None	None	-	None	None	-	None	None	-

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

The Company will not tolerate any attempt on the part of anyone to retaliate, apply any sanction or disadvantage or to discriminate against any person who has reported to the Company serious and genuine concern regarding an apparent wrongdoing. Any employee who makes a disclosure or raises a concern under the Policy will be protected, if the employee:

- Discloses the information in good faith
- Believes it to be substantially true
- Does not act maliciously nor makes false allegations, and
- Does not seek any personal or financial gain from the Company

Protection under the Policy shall be available to the employee who raises the concern under this Policy till such time that the complainant's employment subsists with the Company.

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

Yes, aspects of human rights form part of business agreements and contracts.

9. Assessments for the year

	% of offices that were assessed (by entity or statutory authorities or third parties)
Child labour	The Company does not engage in any form of child labour/forced labour/involuntary labour and does not adopt any discriminatory employment practices. ICICI Lombard is in compliance with the laws, as applicable. However, no external audits were conducted in the reporting period
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

Not Applicable

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

The Company is of the belief that it has upheld the basic principles of human rights. The Company regularly sensitises its employees on the Code of Conduct through various training programmes as well.

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

As provided above

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

Few of ICICI Lombard offices are well compliant with the guidelines of Rights of Persons with Disabilities Act. The Company is also modernising its offices to make it accessible to differently abled employees as per the requirements of the Rights of Persons with Disabilities Act, 2016

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	ICICI Lombard expects its value chain partners to be in compliance with the laws and regulation. In this reporting, no specific assessment in respect of value chain partners has been carried out.
Discrimination at workplace	
Child labour	
Forced labour/Involuntary labour	
Wages	
Others – please specify	

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

Not Applicable

PRINCIPLE 6 Businesses should respect, protect and make efforts to restore the environment
ESSENTIAL INDICATORS
1. Details of total energy consumption (in Joules or multiples) and energy intensity

Parameter*	FY2022		FY2021	
	MWh	GJ	MWh	GJ
Total electricity consumption (A)	7,577.16	27,277.76	6,706.27	24,142.56
Total fuel consumption (B)	192.05	691.39	244.76	881.12
Energy consumption through other sources (C)	NA	NA	NA	NA
Total energy consumption (A+B+C)	7,769.21	27,969.15	6,951.03	25,023.68

*One Litre of Diesel = 38MJ

https://www.dpi.nsw.gov.au/_data/assets/pdf_file/0011/665660/comparing-running-costs-of-diesel-lpg-and-electrical-pumpsets.pdf

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

Yes. An independent external assurance provider Deloitte Haskins & Sells LLP ("DHSLLP") has also assured the GHG Emissions accounting. This 'limited assurance' was conducted as per the requirements of International Standard on Assurance Engagements (ISAE) 3410 — "Assurance Engagements on Greenhouse Gas Statement".

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

3. Provide details of the following disclosures related to water.

ICICI Lombard's water consumption is limited to drinking water and sanitation. However, the Company undertakes multiple initiatives to save this resource wherever possible. Water aerators, installed in branches, save about 30.0% of water flowing from taps. At its Prabhadevi office, the Company has installed rainwater harvesting and groundwater-recharging systems. In FY2022, 6.68 million litres of water was harvested through these systems.

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

No, the Company has not implemented a mechanism for Zero Liquid Discharge.

5. Please provide details of air emissions (other than GHG emissions) by the entity.

Not Applicable, as there are no emissions other than GHG emissions.

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity

Parameter	FY2022	FY2021
Total Scope 1 emissions Metric tonnes of CO ₂ equivalent	747.98	317.05
Total Scope 2 emissions Metric tonnes of CO ₂ equivalent	5,564.92	5,297.95
Total Scope 1 and Scope 2 emissions (per million rupee of turnover) tCO ₂ e	0.0340	0.0392

7. Does the entity have any project related to reducing Greenhouse Gas emission? If yes, then provide details.

Summary of reductions due to installation of Water Filters (Water Purifiers programme in India)

Type of Filter – UV machine with Carbon Candle and Sediment Candle

The wattage of Filter – 35 Watt

Water filtered per day – Approx. 500 Ltr.

Total machines installed in FY2022 – 560

Total Emission Reduction: 2,935 tCO₂e

8. Provide details related to waste management by the entity

The Company's major source of wastes are Paper waste and E-waste. The company has reduced its paper consumption and is progressing towards completely paperless operations. Company managed a 13.8% reduction in paper usage through digitisation of operations in FY2022. E-waste gets generated from products the Company uses for its office and for value-added services. However, ICICI Lombard has systems in place at an organisational level. All the used electronic goods are supplied back to the original vendors and are disposed of by BMC (Brihanmumbai Municipal Corporation) registered vendors. ICICI Lombard ensures that no hazardous E-waste is sent to the landfill. ICICI Lombard is leveraging digital solutions thereby reducing the paper usage in the core business supporting it by adopting the sustainable practices of using recycled paper in the operations.

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

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

The Company has proper policies to manage the generated E-wastes. BMC (Brihanmumbai Municipal Corporation) registered vendors work with the Company to dispose of this e-waste sustainably.

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

Not Applicable, as the Company does not have offices in/around ecologically sensitive areas.

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

Not Applicable

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

Yes. ICICI Lombard is 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, and Environment Protection Act and Rules.

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

Parameter	FY2022	FY2021
From renewable sources		
Total electricity consumption (A)	1,918.64 GJ	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	1,918.64 GJ	-
From non-renewable sources		
Total electricity consumption (D)	25,359.12 GJ	24,142.56 GJ
Total fuel consumption (E)	691.39 GJ	881.12 GJ
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	26,050.51 GJ	25,023.68 GJ

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

Yes, an independent external assurance provider Deloitte Haskins & Sells LLP ("DHSLLP") has also assured the GHG Emissions accounting. This 'limited assurance' was conducted as per the requirements of International Standard on Assurance Engagements (ISAE) 3410 — "Assurance Engagements on Greenhouse Gas Statement".

2. Provide the following details related to water discharged:

The water consumption in ICICI Lombard is limited to office use and hence can be taken care by the municipal body treatment systems.

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

As major parts of the country fall under water stress zones as per the Water risk atlas of WRI, ICICI Lombard is proactively practising rain water harvesting for compensating the fresh water consumed in its office premises.

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

Scope 3 emissions include: Category 3 (Fuel and energy-related activities), Category 5 (waste generated in operations), Category 6 (Business travel) and Category 7 (Employee commuting)

Parameter Metric tonnes of CO ₂ equivalent	FY2022	FY2021
Total Scope 3 emissions	5,379.73	5,099.33
Total Scope 3 emissions (per million rupee of turnover) tCO ₂ e	0.0290	0.0356

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

Yes, an independent external assurance provider Deloitte Haskins & Sells LLP ("DHSLLP") has also assured the GHG Emissions accounting. This 'limited assurance' was conducted as per the requirements of International Standard on Assurance Engagements (ISAE) 3410 — "Assurance Engagements on Greenhouse Gas Statement".

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities.

Not Applicable

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

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along with summary)	Outcome of the initiative
1.	Use of energy-efficient LEDs and workstations	LED bulbs are much more energy-efficient than CFL and incandescent bulbs. When first commercialised, CFLs were heralded for their 25%-35% energy savings over traditional bulbs. Comparing CFL vs. LED bulbs, LEDs with an ENERGY STAR® rating cut energy use by 75%. Both technologies are used in energy-efficient dimmer light bulbs.	233 branches are functioning with LED lighting of which 166 branches have 100% LED lighting.
2.	Procurement of Renewable Energy	ICICI Lombard is procuring renewable energy for operations of head office at Mumbai	Total Renewable Electricity Consumption = 532.96 MWh Total emissions avoided = 421.04 tCO ₂

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

ICICI Lombard General Insurance Company Limited has a Board Approved Business Continuity Management Policy which provides broad guidelines for developing, implementing, activating, exercising and maintaining business continuity during various continuity impacting incidents which could be human, natural, technological, diseases related such as global pandemics or epidemics, etc.

The Company is committed to safeguarding the interests of its customers, employees and stakeholders in the event of risk of a disaster or significant disruption that may affect its operations, technology or premises. As disruptions can happen at any time, the Company has developed a plan for Business Continuity Management (BCM), so as to minimise the adverse effects of one of the important areas of Operational Risk - business disruption and system failures. The BCM plan facilitates the continuity of the critical business processes and systems in the event of business continuity scenarios.

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

There was no reported adverse impact to the environment due to the business activities.

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

Not Applicable

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.

ICICI Lombard is engaged with 3 trade and industry chamber/association as mentioned in 1b

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

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1.	Indian Merchants Chamber	National
2.	Confederation of Indian Industry	National
3.	Federation of Indian Chambers of Commerce and Industry	National

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.

No incidents of anti-competitive behaviour reported

LEADERSHIP INDICATORS

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

ICICI Lombard plays an active role in various capacities towards effective public policy related to Insurance business. The Company, by aligning with trade bodies and associations, puts forth a number of suggestions with respect to the economy and the insurance sector in particular.

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

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

ICICI Lombard conducts SIA on a regular basis. During FY2022, no social impact assessment has been conducted. During FY2021, ICICI Lombard conducted SIA for 2 of the initiatives. The results of impact assessment can be accessed in the website:

<https://www.icicilombard.com/about-us/csr>

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

Not applicable owing to the business nature.

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

ICICI Lombard has various mechanisms to receive and redress grievances of various stakeholders. In case any grievances are received from the community members, concerned person can reach out to NGO partners associated with the project. Appropriate actions are taken to address the grievances.

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

Not Applicable

LEADERSHIP INDICATORS

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

Not Applicable

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

We do not have any of our CSR initiatives undertaken in any of aspirational districts.

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

The Company does not have a preferential procurement policy.

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

Not Applicable

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

Not Applicable

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

Not Applicable

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

None

6. Details of beneficiaries of CSR Projects

S. No.	CSR Project	No. of persons benefited from CSR projects	% of beneficiaries from vulnerable and marginalised groups
1.	Caring Hands	Through our preventive healthcare initiative 'Caring Hands', launched in FY2011, the Company organises free eye check-up camps to ensure that no child is held back from fulfilling their potential. This initiative is conducted annually and is led by employee volunteers, comprising more than 50% of the workforce. During the reporting period, 70,000 beneficiaries were benefited from the project.	100%
2.	Ride to Safety	During FY2022, the Company conducted workshops across cities virtually to promote sensible road safety behaviour. More than 90,000+ parents and children were sensitised through this initiative.	100%
3.	Niranjali	ICICI Lombard's purposeful intervention 'Niranjali', initiated in FY2017, creates awareness on clean drinking water for better child health. The Company focusses in the healthcare domain, primarily undertaking preventive health care projects – especially related to wellness. Under Niranjali, the Company installed water purifiers in schools where drinking water is scarce. An annual maintenance contract is also drawn up to ensure the smooth functioning of the purifier machines. In FY2022, the Company was successful in installing 560 water purifiers at schools and CSCs reaching 1,00,000+ beneficiaries	100%
4.	Installation of solar panels in schools	In FY2022, the Company launched a CSR programme involving installation of solar panels in the schools in line with India's net-zero ambitions. With an estimated generation of about 60,000 kWh annually, the schools would save ₹ 546,000 from their annual energy bills	100%
5.	Healthy Villages	In FY2022, the Company extended the Healthy Village initiative across 10 Primary Health Centres (PHCs) in rural areas with medical instruments to cater to the health-related needs of the community.	100%

PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner
ESSENTIAL INDICATORS
1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

The Company has a detailed escalation mechanism that is updated on the Company's website. It allows customers to raise their grievances through various modes like emails, toll free numbers, writing complaint letters etc. In addition, ICICI Lombard has a dedicated Service Quality (SQ) wing to handle complaint escalation. The SQ wing has been further empowered, wherein any complaints by customers are flagged to the functions concerned for an immediate response. All customer-facing employees have been empowered to immediately raise a concern in case of any injustice to the customers.

The Company's continuous efforts to decongest and improve processes, introduce relevant products and digital technologies, and undertake digital advancement to decentralise solutions have contributed to a significant improvement in customer experience and satisfaction.

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

The Policies sold by ICICI Lombard comes with a set of terms and conditions easy to understand and interpret to avoid any mis-selling of policies.

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

	FY2022			FY2021			FY2020		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remark
Consumer Complaints received*	3,592	79	The Company is working towards the resolution of complaints	2,379	81	The Pending complaints were satisfactorily resolved during FY2022	2,617	35	The Pending complaints were satisfactorily resolved during FY2021

**The categorisation of grievances into Data Privacy, Advertising, Cyber security, Restrictive trade practices, Unfair trade practices will be disclosed from FY2023*

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

Not Applicable

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

Yes, ICICI Lombard has a framework/policy on cyber-security and risks related to data privacy. The policy is available to internal stakeholders and is placed on the intranet of the organisation. The Company has a robust Board-approved Information and Cyber-Security (ICS) policy in line with the IRDAI cyber-security guidelines and global ISO standards. These systems and processes are compliant with ISO 27001:2013 Information Security Management System and ISO 27017:2015 Cloud Computing Security Standard. The triad of Confidentiality, Integrity and Availability (CIA) forms the core of our information security framework.

The Company ensures governance, implementation and effectiveness of these policies through an independent internal audit team. The adequacy of cyber-security is determined annually through an Independent Assurance Audit by qualified third-party as mandated by regulatory authorities.

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

No complaints were received during the reporting period on customer data privacy and marketing communications.

LEADERSHIP INDICATORS

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

The Company undertakes several initiatives for educating and enhancing insurance awareness amongst its customers, protective customers and the general public at large about the Company's products and the benefits derived through the products/services. Customer rights are in accordance with the insurance awareness policy adopted by the companies. The Company provides information regarding the channels a customer can access to resolve the issues. The strategy of the Company is to enable customers to avail its services through multiple channels, which shall provide uniform service delivery. Customers can use Branch Offices, Call Centre, Internet, E-mail and regular post for forwarding their requests, issues or complaints.

<https://www.icicilombard.com>

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

The Company also ensures that during policy solicitation and sale stages, the prospects are fully informed to the consumers and the users are aware of the benefits of the product being sold vis-à-vis the product features attached thereto and the terms and conditions of the product, so that the benefits/returns of the product are not mis-stated/mis-represented. The Company undertakes several initiatives for educating and enhancing insurance awareness amongst its customers, prospective customers and the general public at large about the Company's products, the benefits derived through the products/services. Customer rights are in accordance with the insurance awareness policy adopted by the companies.

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

The Company provides information on any risk of disruption/discontinuation of essential services by writing, through a phone call to the customers with reason associated for the same. The strategy of the Company is to enable the customers to avail or know any services discontinuation through multiple channels. The Company also discloses any product that have been withdrawn in its website which can be accessed through the following link:

<https://www.icicilombard.com/legal/products-withdrawn>

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

Yes. The entity displays product information on the product over and above what is mandated by IRDAI. The Company provides assistance to its customers on how they can benefit from certain steps through which they can minimise the risks. For example, in health insurance segment, ICICI Lombard publishes various blogs/videos to make its customers benefit from a healthy living lifestyle.

Yes, the Company carries out survey with regard to consumer satisfaction relating to the major products/services of the entity.

5. Provide the following information relating to data breaches:

a. Number of instances of data breaches along with impact - NIL

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

GLOSSARY

BMC – Brihanmumbai Municipal Corporation
BOD – Board of Directors
CIA – Confidentiality, Integrity and Availability
CoC – Code of Conduct
CSR – Corporate Social Responsibility
ESG – Environmental, Social and Governance
E-waste – Electronic Waste
FCU – Fraud Control Unit
HIRA – Hazard Identification and Risk Assessment
HR – Human Resources
ICS – Information and Cyber-Security
IRDAI – Insurance Regulatory and Development Authority
KMP – Key Managerial Personnel
LTIFR – Lost Time Injury Frequency Rate
MCA – Ministry of Corporate Affairs
NGRBC – National Guidelines on Responsible Business Conduct
PHC – Primary Health Centre
R&D – Research & Development
SEBI – Securities and Exchange Board of India
SPOC – Single Point of Contact
SOP – Standard Operating Procedures
SIA – Social Impact Assessments
SQ – Service Quality
T&D – Transmission and Distribution
WRI – World Resources Institute

FORWARD-LOOKING STATEMENTS

The report contains statements that relate to the Company's future operations and performance. These statements can be identified by the usage of words such as 'believes', 'estimates', 'anticipates', 'expects', 'intends', 'may', 'will', 'plans', 'outlook' and other words of similar meaning in connection with a discussion of future operating or financial performance. These forward-looking statements are dependent on assumptions, data or methods that may be inaccurate or imprecise and hence are not guarantees of future operating, financial and other results. They constitute our current expectations based on reasonable assumptions. The Company's actual results could materially differ from those projected in any forward-looking statements due to various future events, risks, and uncertainties some of which are beyond our control. The Company does not assume any obligation to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise.