Muthoot Finance Limited
Registered Office :
NH Bypass, Palarivattom, Kochi - 682 028,
Kerala, India.
CIN: L65910KL1997PLC011300

Phone : +91-484-480 4000, 239 4712
mails@muthootgroup.com
www.muthootgroup.com

INDIA'S #1 MOST TRUSTED FINANCIAL SERVICES BRAND 2025*
Great Place To Work. Certified DEC 2024 - DEC 2025 INDIA
#TRA's Brand Trust Report

Ref: SEC/MFL/SE/2025/6708

August 7, 2026

National Stock Exchange of India Ltd.
Exchange Plaza
Plot No. C/1, G Block, Bandra - Kurla Complex,
Bandra (E), Mumbai - 400 051
Symbol: MUTHOOTFIN

Department of Corporate Services
BSE Limited
P.J. Tower, Dalal Street
Mumbai - 400 001
Scrip Code: 533398

NSE IFSC Limited (NSE IX)
Unit 1201, Brigade, International Financial Center, 12th Floor, Building No. 14-A, GIFT SEZ Gandhinagar,
Gujarat 382 355

Dear Sir/Madam,

Re: Business Responsibility and Sustainability Report – FY 2025-26

We herewith enclose a copy of the Business Responsibility and Sustainability Report for the financial year 2025-26.

Thank you,

For **Muthoot Finance Limited**

Rajesh Achutha Warrier

Digitally signed by Rajesh Achutha Warrier
Date: 2026.08.07 19:59:38 +05'30'

Rajesh A
Company Secretary
ICSI Membership No. FCS 7106

ANNEXURE 3

Business Responsibility and Sustainability Report FY 2025-26

Section A: GENERAL DISCLOSURES

I. Details of Listed Entity

1	Corporate Identity Number (CIN) of the Listed Entity	L65910KL1997PLC011300
2	Name of the Listed Entity	MUTHOOT FINANCE LIMITED
3	Year of incorporation	1997
4	Registered office address	NH BYPASS, PALARIVATTOM, KOCHI 682 028
5	Corporate address	NH BYPASS, PALARIVATTOM, KOCHI 682 028
6	E-mail	mails@muthootgroup.com
7	Telephone	0484 4804000
8	Website	https://www.muthootfinance.com/
9	Financial year for which reporting is being done	2025-26
10	Name of the Stock Exchange(s) where shares are listed	BSE & NSE
11	Paid-up Capital	4,01,46,84,760
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Rajesh A 0484-4804000 compliance@muthootgroup.com
13	Reporting boundary	Standalone basis
14	Name of assessment or assurance provider	Tibu & Niyas Chartered Accountants G1, National Residency, Metro Pillar 449, NH 47, Bank Jn.; Edappally, Office: 0484 - 2960489
15	Type of assessment or assurance obtained	Reasonable Assurance on BRSR Core Indicators

II. Products/services

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

Sl. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Financial Service	Non-Banking Financial Services	96.35%

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

Sl. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Financial Service	Non-Banking Financial Services	96.35%

III. Operations

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

Location	Number of branches	Number of regional offices/other offices	Total
National	4,968	89	5,057
International	0	0	0

19. Markets served by the entity:

a) Number of locations

Locations	Number
National (No. of States)	22 states, the national capital territory of Delhi and 6 Union Territories in India
International (No. of Countries)	0

b) Contribution of exports as a percentage of the total turnover of the entity:

Not applicable

c) A brief on types of customers:

With a pan-India network of over 4,900 branches, we serve a diverse customer base of small business owners, vendors, traders, farmers, and salaried individuals. Our clients choose us for our convenience, accessibility, and speed, securing the credit they need by pledging gold jewellery rather than navigating traditional banking loans. While retail Gold Loans remain our primary offering, we also provide a robust suite of unsecured financing solutions designed to meet both personal and professional needs. Our unsecured personal loans are extended primarily to salaried employees, and self-employed individuals to fund personal and consumption expenses. For businesses and professionals, we offer tailored unsecured business loans that support wholesale and retail traders, as well as self-employed experts such as doctors, chartered accountants, company secretaries, and architects.

IV. Employees

20. Details as at the end of Financial Year:

a) Employees and workers (including differently abled):

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
	EMPLOYEES					
1.	Permanent (D)	31,613	23,335	73.81%	8,278	26.19%
2.	Other than Permanent (E)	0	0	0	0	0
3.	**Total employees (D + E)**	**31,613**	**23,335**	**73.81%**	**8,278**	**26.19%**
	WORKERS*					
4.	Permanent (F)	0	0	0	0	0
5.	Other than Permanent (G)	0	0	0	0	0
6.	**Total workers (F + G)**	**0**	**0**	**0**	**0**	**0**

*The Company, being an NBFC engaged in providing financial services, does not engage any "Workers" as defined under the BRSR framework; accordingly, the subsequent questions in the BRSR pertaining to this category are not applicable.

b) Differently abled Employees and workers:

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
	DIFFERENTLY ABLED EMPLOYEES					
1.	Permanent (D)	0	0	0	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	**Total differently abled employees (D + E)**	**0**	**0**	**0**	**0**	**0**
	DIFFERENTLY ABLED WORKERS					
4.	Permanent (F)	0	0	0	0	0
5.	Other than Permanent (G)	0	0	0	0	0
6.	**Total differently abled workers (F + G)**	**0**	**0**	**0**	**0**	**0**

21. Participation/Inclusion/Representation of women

Position	Total (A)	No. and percentage of females	
		No. (B)	% (B/A)
Board of Directors (BoD)*	15	1	6.66
Key Management Personnel (KMP)*	2	0	0

*The Board of Directors and Key Management Personnel are considered as on March 31, 2026.

22. Turnover rate for permanent employees and workers

Particulars (%)	FY 2025-2026				FY 2024-2025				FY 2023-24			
	Male	Female	Other	Total	Male	Female	Other	Total	Male	Female	Other	Total
Permanent Employees	26%	24%	0	25%	25%	29%	0	26%	34%	37%	0	35%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

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

Sl. No.	Name of the holding/subsidiary/associate companies/joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate Company/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Asia Asset Finance PLC	Subsidiary	72.92%	No
2	Muthoot Homefin (India) Limited	Subsidiary	100%	No
3	Muthoot Insurance Brokers Private Limited	Subsidiary	100%	No
4	Belstar Microfinance Limited	Subsidiary	66.13%	No
5	Muthoot Money Limited	Subsidiary	100%	No
6	Muthoot Trustee Private Limited	Subsidiary	100%	No
7	Muthoot Asset Management Private Limited	Subsidiary	100%	No

VI. CSR Details

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

(ii) Turnover (in ₹): ₹ 2,75,999 million

(iii) Net worth (in ₹): ₹ 3,77,340 million

VII. Transparency and Disclosures Compliances

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

			FY 2025-2026 (Current Financial Year)			FY 2024-2025 (Previous Financial Year)		
Stakeholder group from whom complaint is received	**Grievance Redressal Mechanism in Place (Yes/No)**	**If yes, then provide web-link for grievance redress 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	https://cdn.muthootfinance.com/sites/default/files/pdf/Grievance-Redressal-Policy-for-Stakeholders.pdf	0	0	No complaints were received	0	0	No complaints were received
Investors (Other than shareholder)*	Yes	https://cdn.muthootfinance.com/sites/default/files/pdf/Grievance-Redressal-Policy-for-Stakeholders.pdf	5	0	No pending complaints to be resolved	5	0	No pending complaints to be resolved
Shareholders	Yes	https://cdn.muthootfinance.com/sites/default/files/pdf/Grievance-Redressal-Policy-for-Stakeholders.pdf	7	0	No pending complaints to be resolved	11	0	No pending complaints to be resolved
Employees and Workers	Yes	https://cdn.muthootfinance.com/sites/default/files/pdf/Grievance-Redressal-Policy-for-Stakeholders.pdf	427	47	Pending complaints were resolved after closure of FY 2025-26	350	29	Pending complaints were resolved after closure of FY 2024-25
Customers	Yes	https://cdn.muthootfinance.com/sites/default/files/pdf/Grievance-Redressal-Policy-for-Stakeholders.pdf	6,354	163	Pending complaints were resolved after closure of FY 2025-26	2,107	5	Pending complaints were resolved after closure of FY 2024-25
Value Chain Partners	Yes	https://cdn.muthootfinance.com/sites/default/files/pdf/Grievance-Redressal-Policy-for-Stakeholders.pdf	0	0	NA	0	0	NA
Others (please specify here)	NA	NA	0	0	NA	0	0	NA

* Investors (other than shareholders) refer to debenture holders of the Company.

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

Sl. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Customer Relationship Opportunity	Opportunity	The cultivation of robust customer relationships is of paramount importance at Muthoot Finance Limited. Prioritising customer needs, preferences, and concerns, fostering enduring connections, and exceeding expectations in the delivery of value enhances business outcomes.	NA	**Positive:** Increased customer loyalty, enhanced brand reputation.
2	Business Ethics	Risk & Opportunity	Strong business ethics enhance stakeholder trust and provide a competitive advantage. Unethical conduct, such as corruption and fraud, can lead to financial instability.	Muthoot Finance Limited maintains a clearly defined Code of Conduct and policies for ethical practices, including an Anti-Bribery and Anti-Corruption Policy and a Code of Fair Practices.	**Positive:** Improved stakeholder trust, enhanced brand reputation, mitigation of reputational and legal risks. **Negative:** Reputational damage, legal consequences, employee dissatisfaction.
3	Corporate Governance	Risk & Opportunity	Effective governance is crucial for long-term success, enhancing strategic decision-making and operational efficiency	Muthoot Finance Limited ensures a diverse Board composition, consisting of more than 50% independent directors encompassing various dimensions such as skills, age and experience, to enhance decision making.	**Positive:** Strengthened decision making, operational efficiency, improved stakeholder trust. **Negative:** Inadequate decision making, stakeholder distrust.
4	Talent Attraction & Retention	Opportunity	Attracting and retaining skilled individuals through mentorship, upskilling and providing incentives is essential for maintaining a long-term competitive edge.	NA	**Positive:** Increased productivity and innovation, stronger employee loyalty, operational efficiency.
5	Access to Finance	Opportunity	Muthoot Finance Limited's extensive network and gold loans can efficiently serve underserved communities by enhancing the ability of marginalised communities and small businesses to obtain affordable financial services and formal credit.	NA	**Positive:** Improved community relationships, enhanced brand reputation.
6	Risk Management	Risk & Opportunity	An efficient internal audit, surveillance, and control system is necessary to ensure the safety of company assets and business longevity.	Muthoot Finance Limited maintains a Risk Management Committee to periodically review and assess potential risks and formulate Risk Mitigation Plans.	**Positive:** Protection from potential risks and non-compliance issues, enhanced brand reputation. **Negative:** Increased costs due to regulatory requirements.
7	Resource Efficiency	Risk & Opportunity	Optimising the use of natural resources in business operations is essential to minimise environmental impact while improving efficiency.	Muthoot Finance Limited encourages the use of renewable energy (solar panels) and actively invests in improving energy efficiency (LED lamps, inverter ACs).	**Positive:** Reduced consumption of non-renewable resources, lower costs, improved sustainability ratings. **Negative:** Increased operational costs.

Sl. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
8	Disclosures	Risk & Opportunity	Transparent reporting, including of ESG performance, to stakeholders provide comprehensive information on the organisation's governance, risk management, and financial and other performance metrics fosters accountability.	Muthoot Finance Limited regularly publishes information on its practices and risks in its annual report, BRSR report, and newsletters, including those related to Corporate Social Responsibility (CSR).	**Positive:** Improved stakeholder trust, enhanced brand reputation, mitigation of reputational and legal risks. **Negative:** Reputational damage, legal consequences.
9	Data Protection and Privacy Risk	Risk	As the company's core business involves sensitive financial data, data protection and privacy is a critical risk. Strict Indian regulations impose heavy penalties for non-compliance. Breaches erode customer trust, cause reputational damage, and lead to significant financial and operational disruptions, demanding robust data security.	Muthoot Finance Ltd. maintains multi-layered cybersecurity controls, including firewalls, endpoint protection, access controls, MFA, PAM, DLP, and continuous SOC monitoring. Regular training and assessments further strengthen our security posture, aligning with CERT-IN and RBI guidelines.	**Negative:** Legal penalties and fines, loss of customer trust and damage to reputation.
10	Cybersecurity	Risk	Handling sensitive customer financial data across vast digital platforms makes the company vulnerable to breaches, which can cause fraud, data theft, operational disruption, and severe reputational damage. This directly impacts customer trust, financial stability, and regulatory compliance, making robust cybersecurity essential for business continuity.	Muthoot Finance Ltd. mitigates cybersecurity risks through a ultilayered defence: firewalls, IPS, endpoint protection, and secure gateways. Internal threats are managed by access controls, MFA, PAM, user monitoring, and DLP. A Managed SOC with SIEM continuously monitors, aligning with CERT-IN and RBI. Regular assessments, training, and drills build a resilient security culture.	**Negative:** Financial losses, data breaches, and reputational damage.

Section B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a) Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b) Has the policy been approved by the Board? (Yes/No/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c) Web Link of the Policies, if available	Click Here	Click Here	Click Here	Click Here	Click Here	Click Here	Click Here	Click Here	Click Here
2. Whether the entity has translated the policy into procedures. (Yes/No/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/ certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	NGRBC	NGRBC	NGRBC	NGRBC	NGRBC	NGRBC	NGRBC	NGRBC	NGRBC

5.	Specific commitment goals and targets set by the entity with defined timelines, if any.	**The company establishes unified organisational goal rather than principle-specific target**		
		Environment	**Social**	**Governance**
		Sustainable Infrastructure: 1. Transition to renewable energy sources for office buildings/branches. 2. Implement water-efficient technologies across our facilities. **Employee Engagement & Sustainable Commuting:** 1. Develop an incentive program to encourage employees to adopt electric vehicles (EVs). 2. Expand the number of EV charging stations available at our premises. **Community and Ecosystem Restoration:** 1. Continue our commitment to supporting lake restoration and afforestation projects through our Corporate Social Responsibility (CSR) fund.	1. Improve the Customer Relationship Score aligned with the Net Promoter Score (NPS). 2. Provide annual ESG training to all employees. 3. Publish an impact report exploring the Company's role in access to finance for women and underprivileged communities.	1. Establish annual ESG skilling programs for senior management. 2. Align with RBI's (draft) guidelines on climate-related financial disclosures.
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The Company regularly monitors, assesses, and aims to report its performance regarding the above sustainability goals. The implementation of the goals is the responsibility of the respective departments, with regular oversight and review of progress from the CSR & Sustainability Committee.		

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)

As India's premier gold loan financing institution, Muthoot Finance Ltd. remains resolutely committed to generating enduring, sustainable value across the Environmental, Social, and Governance (ESG) spectrum. Anchored by an extraordinary 800-year business legacy, our ESG practices are deeply woven into our strategic framework, driving resilient growth and fostering systemic community empowerment. This unwavering dedication is encapsulated in our core philosophy: 'Unchanging Values in Changing Times.' Our strategic architecture purposefully integrates ESG principles, ensuring that our pursuit of financial excellence simultaneously delivers meaningful value to our diverse stakeholder ecosystem. This heightened paradigm has refined our organizational perspective, deepening our commitment to the socioeconomic well-being of the communities we serve. Muthoot Finance continues to make definitive strides in institutionalizing ESG maturity across its operational footprint. We have accelerated our transition toward energy efficiency through the systemic deployment of low-emission fixtures across our extensive branch network, complemented by targeted investments in solar and wind energy infrastructure.

Our Corporate Social Responsibility (CSR) initiatives continue to serve as a catalyst for inclusive development, positively impacting over 700,000 beneficiaries nationwide. Our interventions span critical areas including healthcare, education, sustainable housing, economic upliftment, livelihood creation, and ecological conservation. We uphold the highest benchmarks of corporate governance, fostering a culture of absolute transparency, ethical rectitude, and rigorous accountability. This is safeguarded by a comprehensive suite of compliance policies—notably our anti-bribery, anti-corruption, and enterprise risk management frameworks.

Looking ahead, Muthoot Finance Limited remains steadfast in its mission to champion financial inclusion and generate long-term stakeholder value. By embedding robust ESG metrics into our core business strategy, we aim to not only fortify our operational resilience but also contribute substantively to the sustainable development and macro-economic progression of the nation.

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

George Alexander Muthoot

DIN - 00016787

Managing Director

Telephone number: 0484-4804000

Email: md@muthootgroup.com

9. Details of Committee of the Board/ Director responsible for decision making on sustainability related issues:

The ESG Committee was responsible for the decision making on sustainability related matters in the Company. To enhance organizational synergy and streamline oversight, the Board approved a circular resolution on January 28, 2026, to merge the functions and terms of Reference of the ESG Committee with the Corporate Social Responsibility Committee. Following this merger, a newly reconstituted CSR and Sustainability Committee was formed and the original terms of Reference for the ESG Committee have been fully aligned and integrated into the mandate of this new committee, ensuring seamless continuity of our sustainability governance.

The details of the composition of the CSR and Sustainability Committee are provided below as on March 31, 2026:

Name of the Committee member	Designation of the Committee member
Mr. C A Mohan	Chairman, Independent Director
Mr. George Muthoot George	Member, Whole-time Director
Mr. George Alexander Muthoot	Member, Managing Director
Mr. Ravindra Pisharody	Member, Independent Director
Mr. K.V Eapen	Member, Independent Director

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	Managing Director									Quarterly								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company complies with all the statutory requirements as applicable																	

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? If yes, provide name of the agency.

Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	No. However, the policies and processes are reviewed on a periodic basis by the internal audit team, risk management team, compliance team and Senior Management on a regular basis, with the support and participation of the regional/functional heads								

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

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

Section C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

P1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics /principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	2	**Topics/Principles covered:** • Overall business performance • Related Party Transactions • CSR initiatives • Matters related to ESG and Sustainability Report • IT and Cyber Security • Digital Personal Data Protection (DPDP) Readiness/ DPDP Competitive Analysis • Familiarisation programmes • Discussion on new avenues for raising funds • Training on compliances under the Company's Prohibition of Insider Trading Code **Impact:** Training initiatives strengthened understanding of organisational priorities, governance expectations, and strategic responsibilities, enabling informed oversight and effective decision-making.	100%
Key Managerial Personnel	2	**Topics/Principles covered:** • Related Party Transactions • Functioning of various Committees of the Board and business and operations of the Company, risk management, IT strategies • Redressal of customers and investors complaints, risk management framework, quarterly and financial results through the Board/ Committee meetings • Updates on BRSR Reporting • Updates on CSR Reporting • Matters related to ESG and Sustainability Report • IT & Cyber security Awareness • Special session on Financial Statements Corporate Governance • Training on compliances under the Company's Prohibition of Insider Trading Code • Discussion on new avenues for raising funds **Impact:** All the programmes were highly informative and resourceful for the KMP's.	100%

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
Employees other than Board of Directors and Key Managerial Personnel	1,186	The company covered all NGRBC principles through training and awareness programmes held in-person and/or virtually. **Topics covered include:** Vision, Mission, HR Values, Policies, Guiding Principles, 7 important instructions, Grooming Standard, Roles and Responsibilities, Career Progression, Performance Evaluation, Staff Welfare Measures, Do's & Don'ts, 7 Important Habits, ESG Awareness, Whistle Blower, POSH Act, Fire & Safety, Email Etiquettes & Ethical Practices, Gold appraisal trainings etc	92%
Workers	NA	NA	NA

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:**

Monetary

Details	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	P1	NSE	₹ 73,440	The said fine was imposed on the Company for delayed submission of information related to payment obligation*	No
		BSE	₹ 6,480	The said fine was imposed on the Company for delayed submission of information related to payment obligation*	No
Settlement	NIL	NIL	NIL	NIL	NIL
Compounding fee	NIL	NIL	NIL	NIL	NIL

*There was no material impact on financial, operation or other activities of the Company.

Non-Monetary

Details	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment			NIL	
Punishment				

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
NIL	

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

Yes. Muthoot Finance Limited strictly enforces an Anti-Bribery and Anti-Corruption Policy. The policy establishes a definitive zero-tolerance stance towards all forms of bribery and corrupt practices. Designed to ensure full compliance with all applicable anti-bribery and anti-corruption laws, the framework provides clear guidance to recognize and address corruption risks. The mandate universally applies to the Company and its personnel, including full-time permanent employees, contractual employees, trainees, and interns. Furthermore, it extends to all third-party stakeholders acting on the Company's behalf, such as agents, vendors, consultants, advisors, and intermediaries. Oversight is maintained by a senior-ranking Compliance Officer, and the Company explicitly prohibits facilitation payments and improper gifts under all circumstances.

The detailed policy can be accessed at: https://cdn.muthootfinance.com/sites/default/files/files/2024-04/anti-bribery-and-anti-corruption-policy-1.pdf

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

Details	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

Complaints	FY 2025-2026 (Current Financial Year)		FY 2024-2025 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	-	0	-

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

There were no cases of corruption and conflicts of interest in the FY 2025-26, hence no corrective action was required to be undertaken.

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

Details	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Number of days of accounts payables*	NA	NA

* This would not be applicable due to the nature of business being Financial Services

9. Open-ness of business

Details of concentration of purchases and sales with trading houses, dealers, and related parties alongwith loans and advances & investments, with related parties,

Parameter	Metrics	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Concentration of Purchases	a) Purchases from trading houses as % of total purchases	0	0
	b) Number of trading houses where purchases are made from	0	0
	c) Purchases from top 10 trading houses as % of total purchases from trading houses	0	0

Parameter	Metrics		FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Concentration of Sales	a)	Sales to dealers/distributors as % of total sales	0	0
	b)	Number of dealers/distributors to whom sales are made	0	0
	c)	Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	0	0
Share of RPTs in	i)	Purchases (Purchases with related parties/Total Purchases)	₹ 24.26 million*	₹ 151.76 million*
	ii)	Sales (Sales to related parties/Total Sales)	₹ 71.38 million*	₹ 6.06 million*
	iii)	Loans & advances (Loans & advances given to related parties/Total loans & advances)	2.41%	2.05%
	iv)	Investments (Investments in related parties/Total Investments made)	91.44%	51.46%

* Percentage figures are not available since the nature of business of the Company being financial services.

Leadership Indicators

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

   Under its sustainability Sourcing and Preferential Procurement Policy, Muthoot Finance Limited actively encourages value chain partners to participate in ESG training and stay aligned with the latest regulatory standards.

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

   Yes. The Company has established rigorous processes to identify, disclose, and manage conflicts of interest involving members of the Board and Senior Management Personnel through its comprehensive Code of Conduct for Board of Directors and Senior Management Personnel. Under the provisions of this Code, Directors and Senior Management Officials—referred to as the Officers—acknowledge the deep scope and extent of their duties to act in an honest, fair, diligent, and ethical manner. They are entrusted with the responsible oversight of the assets and business affairs of the Company within the boundaries of the authority conferred upon them by the laws of India and the Memorandum and Articles of Association of the Company.

   To protect the best interests of the Company, its shareholders, business associates, partners, and other stakeholders, the Code strictly mandates that all Board Members and Senior Managers must disclose any personal interest they may have regarding any matters coming before the Board. Consequently, they are required to completely abstain from discussion, voting, or otherwise influencing any decisions on matters where such a conflict or potential conflict of interest may arise, ensuring their independent judgment is never subordinated. Furthermore, Officers are prohibited from using the Company's property, confidential information, or position for personal gain, or using any information or opportunity acquired in their capacity to the detriment of the Company's interests.

   Further, the Company obtains annual affirmations confirming compliance with the Code from all members of the Board and designated senior management employees for each financial year, such as the period ended March 31, 2026. To reinforce these frameworks, the Company undertakes periodic internal reviews and aligns its operations with a comprehensive Risk-Based Internal Audit framework coordinated alongside Compliance and Risk Management. These structured initiatives promote robust accountability, strict compliance, transparency, and ethical conduct across the organisation, helping to maintain and enhance the stellar market reputation of the Company.

   The code of conduct can be accessed at https://www.muthootfinance.com/code-of-conduct

P2: Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

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

	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)	Details of improvements in environmental and social impacts
R&D	0%	0%	No R&D on environmental initiatives held during the year
Capex	0%	0.38%	Digitalisation initiatives have helped create a positive E&S impact by improving accessibility for customers to our services. The Company has other ongoing initiatives which have helped curb emissions and also resulted in energy savings: • Installing solar panels at owned company premises wherever feasible. • Office CFL bulb to LED light replacements • Conventional tube light signboards substituted with LED glow sign boards • Three windmills (combined capacity of 3.75 MW) operating in Tamil Nadu for the last 17-18 years. • Installed Inverter ACs in the Branches reducing the Power Consumption. The R32 Refrigerant used in these ACs also have Low Global Warming potential (GWP) and is considered as more environment friendly to the earlier Refrigerant gas being used.

2. **Sustainable Sourcing**

a) **Does the entity have procedures in place for sustainable sourcing?**

Yes

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

Data not available

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)	NA*
(b) E-waste	
(c) Hazardous waste	
(d) Other waste	

*The Company is engaged in providing financial services and does not manufacture any product that needs to be reclaimed for reusing, recycling and disposing at the end of life. Hence, this disclosure is not applicable.

4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities. If not, provide steps taken to address the same. 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.**

No. The Company is engaged in providing financial services and does not manufacture, sell, or distribute any physical products. Hence, this disclosure is 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.

NIC Code	Name of Product/ Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/ No) If yes, provide the web-link.
NA	NA	NA	NA	NA	NA

* Given the nature of the Company's financial services operations, there are no material products or services that qualify for Life Cycle Perspective/ Assessments (LCA).

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.

Name of product/Service	Description of the risk/ concern	Action Taken
Nil	Nil	Nil

*Given the nature of the Company's financial services operations, there are no material products or services that qualify for LCA.

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).

Muthoot Finance Limited uses refurbished laptops and furniture, however, the data of percentage of the material is not available.

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

Waste Type	FY 2025-2026 (Current Financial Year)			FY 2024-2025 (Previous Financial Year)		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NA*			NA*		
E-Waste						
Hazardous Waste						
Other waste						

* The Company is engaged in providing financial services and does not manufacture any product that needs to be reclaimed for reusing, recycling and disposing at the end of life. Hence, this disclosure is not applicable.

The Company uses eco-friendly, recycled A4 copier paper supplied by M/s Aaditiya Aswin Paper Mills Pvt. Ltd., Coimbatore

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
NA*	

*The Company is engaged in providing financial services and does not manufacture any product that needs to be reclaimed. Hence, this disclosure is not applicable.

P3: Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

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

Category	Total (A)	% of employees covered by									
		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	23,335	14,946	64.05%	0	0	0	0	0	0	0	0
Female	8,278	4,768	27.60%	0	0	8,278*	100%	0	0	0	0
Total	**31,613**	**19,714**	**62.36%**	**0**	**0**	**8,278**	**100%**	**0**	**0**	**0**	**0**
Other than Permanent employees											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

*Maternity leave benefit covers all female employees of the Company.
Non-ESI covered employees are offered for maternity expense reimbursement up to ₹25,000.

1.b) Details of measures for the well-being of workers:

Category	Total (A)	% of workers covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**
Other than Permanent workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**

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

	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Cost incurred on well-being measures as a % of total revenue of the company	0.10%	0.14%

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

Waste Type	FY 2025-2026 (Current Financial Year)			FY 2024-2025 (Previous Financial Year)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	96.19%	NA	Yes	98.27%	NA	Yes
Gratuity	100%	NA	Yes	100%	NA	Yes
ESI	29.11%	NA	Yes	66.20%	NA	Yes
NPS	5.41%	NA	Yes	NA	NA	NA

3. Accessibility of workplaces:

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

Yes. Muthoot Finance Limited remains committed to fostering an inclusive and accessible workplace for employees with disabilities. In line with the requirements of the Rights of Persons with Disabilities Act, 2016, the Company strives to ensure that its premises and office facilities are accessible, safe, and supportive, thereby enabling equal opportunity, dignity, and participation for differently abled employees across its operations.

To effectively achieve these goals, the Company adheres to specific guidelines under its Diversity, Inclusion and Equal Opportunity Policy:

- Non-Discrimination: Muthoot Finance Limited ensures that no employee or applicant faces discrimination based on physical or mental ability for any position for which they are qualified. Furthermore, promotions will not be denied merely on the grounds of a disability.
- Reasonable Accommodation: Muthoot Finance Limited is judicious in providing necessary and appropriate modifications and adjustments to facilities, enabling differently abled employees to effectively carry out their organizational duties without introducing an undue burden.
- Job Security post Disability: In cases where an employee acquires a disability during their employment that renders them unsuitable for their current post, the Company will assign them to an alternate appropriate role while preserving their pay scale and service benefits.
- Grievance Redressal Mechanisms: Functional concerns related to administration, IT, or compensation can be directed to the respective departments. For issues regarding discrimination that impede daily duties, employees can escalate their grievances by emailing agmhrd@muthootgroup.com or hrd@muthootgroup.com in accordance with the company's Grievance Redressal policy guidelines.

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

Yes, the Company has established an Equal Opportunity Policy that reinforces its commitment to providing a fair, inclusive, and non-discriminatory workplace. The policy promotes equal employment opportunities across recruitment, training, promotions, compensation, and career development, irrespective of gender, disability, religion, race, age, sexual orientation, or any other protected characteristic. It also emphasises equal pay, accessibility for persons with disabilities, and fostering a diverse and inclusive work environment.

The Policy on Diversity, Inclusion and Equal Opportunity can be accessed at https://cdn.muthootfinance.com/sites/default/files/pdf/Diversity-Inclusion-and-Equal-Opportunity-Policy.pdf

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	NA	NA	NA	NA
Female	87%	15%	NA	NA
Total	**87%**	**15%**	**NA**	**NA**

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

Particulars	Yes/No	If yes, then give details of the mechanism in brief
Permanent Employees	Yes	Grievances if any are shared by employees to mail Id as provided - employeerelation@muthootgroup.com
Other than Permanent Employees	NA	
Permanent Workers	NA	Worker category is not applicable for the Company.
Other than Permanent Workers	NA	

Yes.The company has a grievance redressal policy outlined the process and procedure for capturing and addressing grievances of all the various stakeholders including employees.

The policy can be found on our website, on the below weblink: https://cdn.muthootfinance.com/sites/default/files/pdf/Grievance-Redressal-Policy-for-Stakeholders.pdf

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

Category	FY 2025-2026 (Current Financial Year)			FY 2024-2025 (Previous Financial Year)		
	Total employees/ workers in respective category (A)	No. of employees/ workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/ workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	31,613	0	0%	29,221	0	0%
Male	23,335	0	0%	22,091	0	0%
Female	8,278		0%	7,130	0	0%
Total Permanent Workers	**0**	**0**	**0**	**0**	**0**	**0**
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0

8. Details of training given to employees and workers:

Category	FY 2025-2026 (Current Financial Year)					FY 2024-2025 (Previous Financial Year)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	23,335	10,384	44.47%	11,682	50.06%	22,091	11,330	51.29%	13,763	62.30%
Female	8,278	5,937	71.72%	3,703	44.73%	7,130	4,888	68.56%	5,770	80.93%
Total	**31,613**	**16,321**	**51.63%**	**15,385**	**48.67%**	**29,221**	**16,218**	**55.50%**	**19,533**	**66.85%**
Workers										
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

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

Category	FY 2025-2026 (Current Financial Year)			FY 2024-2025 (Previous Financial Year)		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	23,335	17,588	75.37%	22,091	4,532	20.51%
Female	8,278	4,442	53.66%	7,130	602	8.44%
Total	**31,613**	**22,030**	**69.69%**	**29,221**	**5,134**	**17.57%**
Workers						
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0
Total	**0**	**0**	**0**	**0**	**0**	**0**

10. Health and safety management system:

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

Yes. Muthoot Finance Limited has implemented an organisation-wide Health and Safety system as part of its ESG framework, focusing on creating a secure, discrimination-free work environment. All branches are equipped with first-aid kits, and the company arranges complimentary medical check-ups for employees. Regular Health and Safety training is provided via "Regional Learning Centres" and "Muthoot Management Academies." Muthoot Finance Limited also ensures employees have access to health and well-being programmes, are covered by health insurance, and those over 55 receive regular medical check-ups. A safe working environment is further maintained through POSH trainings and an Internal Complaints Committee (ICC).

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

Muthoot Finance Limited places a strong emphasis on workplace health and safety. Regular training sessions keep employees updated on potential office hazards like air quality, noise levels, lighting, fire risks, safe use of stairs and lifts, and basic first aid. Additionally, a robust seven-layer security system is in place across the organisation. This system is designed to swiftly detect anomalies and provide an instant response, ensuring the seamless execution of security imperatives for a pan-India NBFC like Muthoot Finance Limited. Muthoot Finance Limited places a strong emphasis on workplace health and safety. Regular training sessions keep employees updated on potential office hazards like air quality, noise levels, lighting, fire risks, safe use of stairs and lifts, and basic first aid. Additionally, a robust seven-layer security system is in place across the organisation. This system is designed to swiftly detect anomalies and provide an instant response, ensuring the seamless execution of security imperatives for a pan-India NBFC like Muthoot Finance Limited.

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

NA. The Company, being a NBFC engaged in financial services activities, does not engage any workers as defined under the BRSR framework; accordingly, this disclosure is not applicable to the Company.

d) Do the employees/ worker of the entity have access to non-occupational medical and healthcare services?

Yes, the Company provides employees with access to non-occupational medical and healthcare services, including medical insurance coverage, health check-up programs, and wellness support initiatives.

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

Safety Incident/Number	Category	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0
Total recordable work-related injuries	Employees	0	0
	Workers	0	0
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence works related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

The Company places strong emphasis on ensuring a safe, healthy, and secure workplace for its employees and their families. To support employee well-being, the Company provides comprehensive health insurance coverage, including family medical insurance, term life insurance, and personal accident insurance to all employees. The Company also undertakes various workplace safety and awareness initiatives across its offices and branch locations. Field staff are regularly encouraged to follow safe driving and road safety practices through periodic awareness communications via SMS and emails. In addition, all office premises are equipped with fire safety systems and fire extinguishers, and periodic fire safety drills are conducted to strengthen emergency preparedness and maintain a safe working environment.

Beyond physical safety, Muthoot Finance Limited is dedicated to maintaining a workplace free from discrimination and harassment. This is reinforced through mandatory, stringent POSH (Prevention of Sexual Harassment) training and a transparent, robust whistleblower mechanism. Furthermore, to safeguard our operations and stakeholders against unforeseen disruptions, the Company maintains a comprehensive business continuity and disaster recovery plan tailored for effective crisis management.

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

Waste Type	FY 2025-2026 (Current Financial Year)			FY 2024-2025 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

14. Assessments for the year:

Particulars	% of your offices that were assessed by entity or statutory authorities or third parties*
Health and safety practices	Periodic assessments on fire safety and fire-fighting equipment at offices
Working Conditions	Periodic assessments of the HVAC system for optimal working conditions and maintenance of thermal comfort index.

* Each branch of the Company is regularly visited by senior officials and internal auditors. As part of these visits, working conditions and health and safety practices are carefully observed and reviewed.

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

There were no incidents reported during the FY 2025-26.

Leadership Indicators

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

Particulars	Yes/No
(A) Employees	Yes*
(B) Workers	NA

Event*	Assistance Amount
Demise of Employee	Amount of ₹40,000 provided as immediate relief to the family.
Demise of Employee while in Service	Amount ranging from ₹75,000 to ₹3,00,000 is granted to the designated next of kin

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

In alignment with its ESG policy, the Company actively collaborates with value chain partners and suppliers to embed ethical, sustainable practices and optimize operational efficiency. Anchoring this commitment to financial governance, we maintain a meticulous process to ensure all statutory dues for our partners are precisely deducted and deposited. To safeguard enterprise integrity across our expanding footprint, the Company deploys a state-of-the-art compliance management system. This sophisticated digital infrastructure guarantees seamless adherence to more than 7,000 central, state, and local regulatory mandates, effectively mitigating risk and reinforcing our institutional dedication to transparent corporate governance.

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Employees	0	0	0	0
Workers	NA	NA	NA	NA

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?

No

5. Details on assessment of value chain partners:

Issue	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	0%
Working Conditions	0%

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

No significant risks or concerns were identified during the reporting period with respect to the health and safety practices or working conditions of value chain partners; hence, no corrective actions were required.

P4: Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

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

Muthoot Finance Limited prioritizes transparent and inclusive stakeholder engagement by utilizing a structured framework to identify and collaborate with key individuals and groups. This comprehensive process encompasses anyone who influences, holds an interest in, or is affected by the Company's operations. Specifically, the company targets its core operational participants, those dependent on its products and activities, individuals impacting its corporate strategy, and any entities carrying operational, commercial, legal, or moral responsibilities. These vital stakeholders are formally categorized into six primary groups: employees, customers, investors, suppliers, regulators, and local communities.

To maintain strict objectivity during these interactions, The Company clearly defines the scope and purpose of all discussions in advance and frequently involves independent third parties to guide the process. The company regularly evaluates its communication methods and frequencies, even providing dedicated training to stakeholders when necessary to ensure their participation is meaningful and effective. Furthermore, the Company proactively analyzes potential risks associated with these engagements to build targeted mitigation strategies. By meticulously documenting and reviewing every discussion, action item, and outcome, Muthoot Finance Limited ensures a culture of continuous organizational improvement.

Further details are available in the Stakeholder Engagement Policy: https://cdn.muthootfinance.com/sites/default/files/pdf/Stakeholders-Engagement-Policy.pdf

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website)	Details of Other Channels of communication	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify)	Details of Other Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	E-mail	Meetings, E-mail, Customer events, Customer feedback, Face-to-face interactions, Periodic customer satisfaction surveys	As required	Others- Need-based/ Quarterly Or as decided by the committee/ Board of Directors from time to time	Customer-centricity serves as the core principle of our operations, driving the provision of diversified offerings and an unparalleled, seamless experience. Periodic customer satisfaction surveys are conducted to facilitate the identification and redressal of any grievances or pain points.
Local communities	No	Community Meetings	Community Meetings, Face-to-face interactions, Project-based discussions, CSR activities	As required	Others- Need based/Annually Or as decided by the committee/ Board of Directors from time to time	Our core philosophy of social responsibility is enacted through our Corporate Social Responsibility (CSR) policy. Key focus areas include Environmental Development, Public Interest Projects, socio-economic development for the underprivileged, and Disaster Relief & Rehabilitation. These engagements ensure diligent execution of initiatives that foster economic development, societal progress, environmental hazard mitigation, and enhanced quality of life in the communities we serve.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website)	Details of Other Channels of communication	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify)	Details of Other Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	Community Meetings, Town Halls	Meetings, E-mails, SMS, Notice board, Face-to-face interactions, Trainings, Periodic engagement surveys	Periodic	Others- Need based	Recognising employees as pivotl drivers of growth, the company places significant emphasis on cultivating an impartial environment dedicated to their holistic development. Regular engagement for input on areas for improvement, strategic plans, and career progression initiatives.
Vendors & suppliers	No	E-mail	Meetings, Supplier meets, Project-based discussions, E-mail	As required	Others- Need based	Advances, financial terms with suppliers, availability of required supplies.
Government authorities & regulatory bodies	No	Other	Meetings, Industry and regulatory forums, Need-based one-on-one discussions	As required	Others- Need-based/ Quarterly Or as decided by the committee/ Board of Directors from time to time	Engagements and discussions pertain to regulations and compliances.
Investors and lenders	No	Other	Annual Reports, Earnings calls, Quarterly corporate governance reports, Annual General Meetings, Investor Meets, Need-based one-on one discussions, E-mail	Periodic	Others- Need based/ Annually Or as decided by the committee/ Board of Directors from time to time	Periodic appraisals and engagements serve to keep lenders and investors informed on critical performance aspects, including overall growth, profitability, risks, and future strategic direction.

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.

Muthoot Finance Limited undertakes a comprehensive and structured stakeholder engagement framework to gather critical insights on pertinent Environmental, Social, and Governance (ESG) topics. By maintaining active, transparent channels of dialogue with a diverse group of stakeholders, the company ensures that its corporate strategy remains deeply aligned with sustainable development, regulatory expectations, and societal needs. This collaborative approach serves as a cornerstone for institutional resilience, allowing the Company to proactively manage risks, seize sustainable growth opportunities, and create long-term shared value.

To ensure comprehensive alignment, the Company systematically engages with its financial and operational ecosystems through targeted mechanisms. Investors and financial partners are engaged through routine earnings calls, quarterly meetings, and Annual General Meetings (AGMs) to transparently disseminate key performance data and ascertain investor perspectives on the company's overarching strategy. Simultaneously, leveraging an enhanced digitalization strategy, Muthoot Finance Limited interacts with its extensive customer base via email, virtual platforms, periodic satisfaction surveys, and direct branch engagements. This proactive communication solicits vital feedback—including views on emerging ESG matters—which directly facilitates the tailored development of inclusive, accessible financial solutions and responsible services.

Internally, employees are regularly consulted through various channels, including digital communication platforms, formal meetings, and periodic feedback sessions, to deliberate on operational areas for improvement and ensure strong organizational alignment with the Company' strategic priorities and corporate values. Externally, communication with regulatory agencies and governing bodies is rigorously conducted via industry forums, regulatory consultations, and structured one-on-one meetings to address evolving frameworks, policies, and compliance matters, thereby mitigating legal and governance risks.

Finally, adhering to its core philosophy of deep-rooted social responsibility, The Company engages closely with local communities through focused Corporate Social Responsibility (CSR) activities and regular community meetings. This grassroots interaction enables the company to accurately identify localized socio-economic needs and design highly appropriate, impactful community support programmes. Ultimately, this robust and interconnected stakeholder engagement framework serves as a vital diagnostic tool, empowering the Board of Directors to accurately discern, prioritize, and govern the most material ESG issues affecting the enterprise.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics. 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, The Company's stakeholder engagement policy serves to direct consultations, facilitating the identification and management of environmental and social issues, whilst also systematically gathering feedback and opinions from relevant parties. For instance, direct engagement with stakeholders and investors is instrumental in identifying material ESG topics requiring disclosure, which are subsequently integrated into the company's overarching policies.

Furthermore, Muthoot Finance Limited has established a comprehensive ESG framework policy that articulates the company's strategic approach and overall commitment to ESG aspects, explicitly informed by topics deemed relevant by its stakeholders. Fundamentally, the company's operations are underpinned by a robust Code of Conduct, fostering ethical business practices, environmental stewardship, and a strong focus on employee well-being.

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

The Company engages with vulnerable and marginalized stakeholder groups through regular consultations with beneficiaries, implementing partners, community representatives, educational institutions, healthcare providers, local authorities and government agencies. These engagements help identify the specific needs and concerns of different stakeholder groups, which are considered while designing and implementing CSR and community development initiatives. Based on stakeholder feedback and community needs assessments, the Company undertakes targeted interventions across education, healthcare, livelihood enhancement, women empowerment, disability inclusion, environmental sustainability and community development. Representative instances of such engagement and the corresponding actions taken are provided below.

Vulnerable/ Marginalized Stakeholder Group	Mode of Engagement	Key Concerns Identified	Actions Taken/Representative Projects
Students from economically weaker sections	Consultations with students, parents, school management, Education Departments, implementing partners and local authorities	Limited access to quality education, digital learning infrastructure, financial assistance and academic encouragement	Established Muthoot Kalaivani School at Theyyar, Tamil Nadu, to provide access to quality school education. Enhanced classroom learning through Muthoot Shiksha Jyothi by providing Interactive Flat Panels to 75 government schools, improving digital learning and classroom engagement. Supported meritorious students pursuing MBBS, B.Tech and B.Sc. Nursing through the Muthoot M. George Higher Education Scholarship. Recognised and encouraged academic excellence among government school students through the Muthoot M. George Excellence Awards.
Women, rural youth and socially disadvantaged communities	Discussions with NGOs, Self-Help Groups (SHGs), community leaders, local administration and implementing agencies	Need for livelihood opportunities, employable skills and economic empowerment	Supported Skill Development & Women Empowerment Programmes, distribution of pushcarts to women for sustainable livelihoods, distribution of sewing machines to women for income generation, and other livelihood enhancement initiatives through partner organisations.

Vulnerable/ Marginalized Stakeholder Group	Mode of Engagement	Key Concerns Identified	Actions Taken/Representative Projects
Persons with Disabilities	Engagement with hospitals, rehabilitation centres, special schools, NGOs and beneficiary groups	Need for assistive devices, rehabilitation services, inclusive education and accessibility	Implemented Muthoot Soundscape, providing hearing aids and rehabilitation support for persons with hearing impairment. Also supported learning materials for children with disabilities, physiotherapy rooms, wheelchairs and other accessibility initiatives.
Senior citizens, palliative care beneficiaries and destitute persons	Consultations with old age homes, palliative care centres, charitable institutions and healthcare providers	Access to healthcare, medical equipment, food storage facilities and improved living conditions	Supported dialysis machines, hospital beds, physiotherapy equipment, refrigerators, room heaters, food kit distribution, palliative care centres, old age homes and other elderly care initiatives.
Rural, tribal and underserved communities	Community meetings with Panchayats, Tribal Welfare Departments, district administration, NGOs, healthcare institutions and implementing partners	Need for access to education, mobility, affordable diagnostic services, nutrition, sanitation, drinking water and community infrastructure	Distributed bicycles to tribal and school students to improve access to education. Implemented Muthoot Snehasraya, a community-based diagnostic screening initiative providing free blood tests, including creatinine and other essential diagnostic parameters, to facilitate early detection of health conditions. Organised NCD Camps for Tribal Communities to screen for non-communicable diseases and promote preventive healthcare. The Company also supported RO plants, community kitchen initiatives, sanitation and community infrastructure projects, nutrition support, and environmental sustainability initiatives based on local community needs.
Public institutions serving vulnerable communities	Engagement with Police Departments, Government Hospitals, District Administration and Local Authorities	Need for improved public infrastructure, healthcare facilities and citizen safety	Supported computers for government schools and police departments, ANPR cameras, CCTV systems, traffic safety equipment, hospital equipment, police infrastructure and other public utility projects to strengthen service delivery.

P5: Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2025-2026 (Current Financial Year)			FY 2024-2025 (Previous Financial Year)		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	31,613	18,566	58.72 %	29,221	18,923	64.76 %
Other than permanent	0	0	0	0	0	0
Total Employees	**31,613**	**18,566**	**58.72 %**	**29,221**	**18,923**	**64.76 %**
Workers						
Permanent	0	0	0	0	0	0
Other than permanent	0	0	0	0	0	0
Total Workers	**0**	**0**	**0**	**0**	**0**	**0**

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

Category	FY 2025-2026 (Current Financial Year)					FY 2024-2025 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No (B)	% (B/A)	No (C)	% (C/A)		No (E)	% (E/D)	No (F)	% (F/D)
Employees										
Permanent	31,613	0	0	31,613	100%	29,221	0	0	29,221	100%
Male	23,335	0	0	23,335	100%	22,091	0	0	22,091	100%
Female	8,278	0	0	8,278	100%	7,130	0	0	7,130	100%
Other than Permanent	0	0	0	0	0	0	0	0	0	0
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
Workers										
Permanent	0	0	0	0	0	0	0	0	0	0
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
Other than Permanent	0	0	0	0	0	0	0	0	0	0
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0

3. Details of remuneration/salary/wages)

a) Median remuneration/wages:

Particulars	Male		Male	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD) *	15	₹ 3,00,55,000	1	₹ 27,25,000
Key Managerial Personnel other than BoD	2	₹ 1,74,38,792	0	0
Employees other than BoD and KMP	23,335	₹ 3,99,174	8,278	₹ 3,47,94
Workers	NA	NA	NA	NA

*The remuneration of Board of Directors includes the remuneration paid to Executive Directors. For Independent Directors, it includes the sitting fees paid for attending Board and Committee meetings and the commission paid for the financial year.

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

Particulars	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Gross wages paid to females as % of total wages	19%	17 %

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

Yes. All grievances, including those pertaining to human rights, are addressed through established procedures outlined in the company's Grievance Redressal Policy. An Internal Ombudsman is in place to review cases where complaints are wholly or partially rejected. Furthermore, a Grievance Resolution Panel/Committee, comprising a cross-departmental team with relevant expertise, is convened on a case-by-case basis to address specific concerns.

The comprehensive policy document is accessible via the following link: https://cdn.muthootfinance.com/sites/default/files/pdf/Grievance-Redressal-Policy-for-Stakeholders.pdf

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

Muthoot Finance Limited is strictly committed to preventing human rights violations across its operations and relationships. To ensure accountability, the company utilizes a structured grievance process:

Submission Channels: Grievances can be submitted via phone, email, letter, or in person.

Acknowledgement: The assigned grievance owner will acknowledge receipt within three working days.

Tiered Referral: Depending on the nature and severity of the complaint, it will be escalated to the relevant branch or department head.

Defined Timelines: Resolution schedules are predetermined based on the specific type and severity of the issue.

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

Particulars	FY 2025-2026 (Current Financial Year)			FY 2024-2025 (Previous Financial Year)		
	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	8	0	All complaints were resolved within the year	9	0	All complaints were resolved within the year
Discrimination at workplace	0	0		0	0	
Child Labour	0	0		0	0	
Forced Labour/Involuntary Labour	0	0		0	0	
Wages	0	0		0	0	
Other human rights related issues	0	0		0	0	

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

Particulars	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)*	8	9
Complaints on POSH as a % of female employees/workers	0.09 %	0.13 %
Complaints on POSH upheld	7	2

*All complaints have been resolved.

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

To safeguard complainants against adverse consequences in cases involving discrimination or harassment, Muthoot Finance Limited maintains a robust Vigil Mechanism governed by a comprehensive Whistleblower Policy. The Company enforces a zero-tolerance approach toward harassment, threats, mistreatment, intimidation, and victimization, ensuring an inclusive workplace where all employees are treated with dignity, fairness, and strict confidentiality throughout the grievance redressal process. Muthoot Finance Limited actively protects reporting individuals from retaliation or career detriment, providing explicit assurance that whistleblowing will not impede professional growth, while enforcing stringent disciplinary measures against policy violators to uphold complete accountability.

9. Do human rights requirements form part of your business agreements and contracts?

Yes. The company acknowledges its legal and ethical duty to uphold the human rights of all stakeholders. Muthoot Finance Limited is dedicated to ensuring its Human Rights Policy aligns with all relevant employment, labour, and human right laws. This policy extends to every employee and encompasses all operational offices and branches, as well as its value chain partners.

10. Assessments for the year:

Name of the Assessment	% of your offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%

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

NA

Leadership Indicators

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

No significant human rights grievances were reported during the reporting FY 2025-26 that required modification of existing business processes. However, as part of its commitment to maintaining a safe, respectful, and inclusive workplace, the Company continues to strengthen its grievance redressal and employee awareness mechanisms. POSH awareness has been integrated as a mandatory component of employee training programmes, while employee grievances can also be reportedthrough dedicated grievance redressal channels overseen by the Human Resources function.

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

NA

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

Yes. We ensure easy access at most branches by locating them on the ground or first floor, or within shopping complexes equipped with ramps and lifts. We design and build all new premises in line with the Rights of Persons with Disabilities Act, 2016. While some existing branches do not yet have dedicated facilities, we are actively working to ensure full accessibility across all locations.

4. Details on assessment of value chain partners:

Name of the Assessment	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	0%
Discrimination at workplace	0%
Child Labour	0%
Forced Labour/Involuntary labour	0%
Wages	0%
Others - please specify	0%

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

NA

P6: Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

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

Parameter	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)	Unit of reporting
For renewable sources			
Total electricity consumption (A)	822.53	76.03	Giga Joule
Total fuel consumption (B)	NA	NA	NA
Energy consumption through other sources (C)	NA	NA	NA
Total energy consumed from renewable sources (A+B+C)	822.53	76.03	Giga Joule
From non-renewable sources			
Total electricity consumption (D)	1,77,189.11	1,77,447.17	Giga Joule
Total fuel consumption (E)	4,703.21	1,747.79	Giga Joule
Energy consumption through other sources (F)	0	0	Giga Joule
Total energy consumed from non-renewable sources (D+E+F)	1,81,892.32	1,79,194.97	Giga Joule
Total energy consumed (A+B+C+D+E+F)	1,82,714.85	1,79,271.00	Giga Joule
Energy intensity per rupee of turnover (Total energy consumed/ Revenue from operations)	0.00000066	0.00000105	Giga Joule/₹ Cr
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)	0.0000134	0.0000212	Giga Joule/₹ Cr
Energy intensity in terms of physical output	NA	NA	NA
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA	NA

*The revenue from operations has been adjusted for Purchasing Power Parity (PPP) using the latest PPP conversion factors of 20.34, as published by the International Monetary Fund (IMF) for India for the FY 2025-26

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

Yes. During the year, an Independent reasonable assurance has been carried out by Tibu & Niyas Chartered Accountants for FY 2025-26

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? 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, The PAT Scheme is not applicable to the Company considering the nature of its business operations.

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

Parameter	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
i) Surface water	NA	NA
ii) Ground water	NA	NA
iii) Third party water	4,26,775.50	3,94,483.5
iv) Seawater/desalinated water	NA	NA
v) Others	NA	NA
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	**4,26,775.50**	**3,94,483.5**
Total volume of water consumption (in kilolitres)	4,26,775.50	3,94,483.5
Water intensity per rupee of turnover (Total water consumption/Revenue from operations)	0.00000155	0.00000231
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP)	0.0000315	0.0000477
Water intensity in terms of physical output	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA

*The revenue from operations has been adjusted for Purchasing Power Parity (PPP) using the latest PPP conversion factors of 20.34, as published by the International Monetary Fund (IMF) for India for the FY2025-26.

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

Yes. During the year, an Independent reasonable assurance has been carried out by Tibu & Niyas Chartered Accountants for FY 2025-26.

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

Parameter	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	NA	NA
- With treatment	NA	NA
(ii) To Groundwater		
- No treatment	NA	NA
- With treatment	NA	NA
(iii) To Seawater	NA	NA
- No treatment	NA	NA
- With treatment	NA	NA
(iv) Sent to third parties		
- No treatment	NA	NA
- With treatment	NA	NA
(v) Others		
- No treatment*	2,98,742.85	2,76,138.45
- With treatment	NA	NA
Total water discharged (in kilolitres)	**2,98,742.85**	2,76,138.45

*Standard proxies have been used for this calculation based on the methodology prescribed in the Industry Standards Note on Business Responsibility and Sustainability Report (BRSR) Core – 45 litres per day per employee has been considered as per CGWA guidelines. This was subsequently annualised considering 300 working days on an average. This figure is calculated on the assumption that 70% of water withdrawn (P6 E3) has been discharged after use.

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

Yes. During the year, an Independent reasonable assurance has been carried out by Tibu & Niyas Chartered Accountants for FY 2025-26.

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

No. Zero Liquid Discharge does not particularly apply to the NBFC sector owing to its reasonable water consumption.

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

Parameter	Please specify the unit	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Nox	NIL	0	0
SOx		0	0
Particulate Matter		0	0
Persistent organic pollutants (POPs)		0	0
Volatile organic compounds (VOC)		0	0
Hazardous air pollutants (HAP)		0	0
Others – please specify		0	0

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. During the year, an independent reasonable assurance has been carried out by Tibu & Niyas Chartered Accountants for FY 2025-26

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

Parameter	Please specify the unit	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	tCO_2e	347.93	128.58
Total Scope 2 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	tCO_2e	34,945.63	34,996.53
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations)	tCO_2e Per INR	0.00000013	0.00000020
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations adjusted for PPP)	tCO_2e Per INR	0.0000026	0.0000042
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO_2e Per Unit	NA	NA
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	tCO_2e Per Unit	NA	NA

*The revenue from operations has been adjusted for Purchasing Power Parity (PPP) using the latest PPP conversion factors of 20.34, as published by the International Monetary Fund (IMF) for India for the FY2025-26.

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. During the year, an independent reasonable assurance has been carried out by Tibu & Niyas Chartered Accountants for FY 2025-26

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

Yes. Driven by a proactive commitment to curbing greenhouse gas (GHG) emissions, the Company integrates clean energy generation, operational efficiency, and resource circularity into its daily operations. Alongside our long-standing 3.75 MW windmill in Tamil Nadu—which has supplied clean electricity to the grid for more than 18 years—we actively expand solar capacity through CSR projects and reduce workplace power consumption by upgrading lighting and signboards to high-efficiency LED systems. We further reduce our carbon footprint by replacing diesel generators with battery inverters, curbing embodied product emissions through the procurement of refurbished laptops and pre-owned office furniture, and ensuring responsible lifecycle management by partnering with certified e-waste aggregators and recyclers. Supported by ongoing employee awareness campaigns, these integrated efforts enable us to foster an energy-conscious, sustainable operational environment.

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

Parameter	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	Data not available	Data not available
E-waste (B)	26.21	4.70
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	0	0
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any (G)	0	0
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	27.80	9.61
Total (A + B + C + D + E + F + G + H)	**54.01**	14.31
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations)	0.00000000019	0.000000000056
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP)*	0.0000000039	0.0000000012
Waste intensity in terms of physical output	NA	NA
Waste intensity (optional) – the relevant metric may be selected by the entity	NA	NA
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	NA	NA
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	**NA**	**NA**
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	54.01	14.31
Total	**54.01**	**14.31**

* The revenue from operations has been adjusted for Purchasing Power Parity (PPP) using the latest PPP conversion factors of 20.34 as published by the International Monetary Fund (IMF) for India for the FY2025-26.

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

Yes. During the year, an independent reasonable assurance has been carried out by Tibu & Niyas Chartered Accountants for FY 2025-26.

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

As a Non-Banking Financial Company (NBFC) operating in the service sector, Muthoot Finance Limited has inherently limited waste generation, meaning comprehensive waste management implications are minimal. For the minimal waste generated in operations, disposal is carried out abiding by any applicable local laws. Any e-waste generated is disposed or recycled by registered e-waste management service providers following all safety and data protection protocols.

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

Sr. No.	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval/clearance are being complied with? (Y/N)	If no, the reasons thereof and corrective action taken, if any
The Company has no operations/offices in/around ecologically sensitive areas				

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
The Company has not conducted EIA during FY 2025-26					

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

Sr. No.	Specify the law/regulation/ guidelines which was not complied with	Provide details of the noncompliance	Any fines/penalties/action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Yes, the Company remains fully compliant with all applicable statutory and regulatory requirements				

Leadership Indicators

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

For each facility/plant located in areas of water stress, provide the following information:

a. Name of the area

NA*

b. Nature of operations

NA*

c. **Water withdrawal, consumption and discharge in the following format:**

Parameter	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
i. Surface Water		
ii. Ground water		
iii. Third Party Water		
iv. Seawater/desalinated water		
v. Others		
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed/turnover)		
Water discharge by destination and level of treatment (in kilolitres)		
i. Into Surface water		
- No Treatment		
- With treatment – please specify level of treatment	NA*	NA*
ii. Into Groundwater		
- No Treatment		
- With treatment – please specify level of treatment		
iii. Into Seawater		
- No Treatment		
- With treatment – please specify level of treatment		
iv. Sent to third - parties		
- No Treatment		
- With treatment – please specify level of treatment		
v. Others		
- No Treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

*Offices are generally not situated in any water stress region. Hence this disclosure is not applicable

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

Yes. During the year, an independent reasonable assurance has been carried out by Tibu & Niyas Chartered Accountants for FY 2025-26

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

Parameter	Unit	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	tCO_2e	15,139.25	24,592.14
Total Scope 3 emissions per rupee of turnover	tCO_2ePerINR	0.00000005	0.00000014
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	NA	NA	NA

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

The Company does not have any operations in ecologically sensitive areas and therefore, this indicator is not applicable.

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

Sl. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative	Corrective action taken, if any
The Company has adopted several environmentally responsible practices and initiatives aimed at creating a positive impact on the environment. For further details, please refer to response provided at Principle 6, Q.8 of the "Essential Indicators" as above.				

5. Does the entity have a business continuity and disaster management plan?

Yes. Muthoot Finance Limited maintains organizational resilience through a comprehensive Business Continuity Plan (BCP) and disaster management framework enforced across all corporate operations. This structured approach safeguards data integrity and ensured uninterrupted service delivery. To mitigate operational risk, the company utilizes localized storage snapshots for expedited data restoration and implements high-availability protocols across critical infrastructure to maximize system uptime.

Strategic geographical diversification underpins the Company's risk mitigation strategy. The primary Data Centre (DC) is established in Bangalore, while the secondary Disaster Recovery (DR) facility is positioned at Info park, Kochi. This dual-site architecture yields a Recovery Point Objective (RPO) and Recovery Time Objective (RTO) of 15 minutes, facilitating a seamless operational transition in the event of a primary site failure.

The efficacy of this framework is systematically validated through rigorous simulation testing. During a recent full-scale DR exercise, Muthoot Finance Limited successfully transitioned all functional branches and core IT infrastructure to the backup environment. The network remained fully operational under BCP protocols, executing live business transactions for a standard eight-hour business day, thereby confirming the institution's operational readiness and crisis adaptability.

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

NA

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

NA, The Company does not formally assess the environmental impacts of its value chain partners.

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

Sl. No.	Categories	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
a.	By the listed entity	There were no Green Credits generated or procured during the FY2025-26.	
b.	By the top ten value chain partners		
	1. Value chain partners by Purchases	NA	NA
	2. Value chain partners by Sales	NA	NA

P7: 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.** 4

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

Sl. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National/International)
1	Federation of Indian Chamber of Commerce & Industries	National
2	Association of Gold Loan Companies	National
3	Confederation Of Indian Industry	National
4	Kerala Non-Banking Finance Companies Association	State

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

Name of Authority	Brief of the case	Corrective Action Taken
There were no cases of corrective action taken or underway on any issues related to anti- competitive conduct by the entity, based on adverse orders from regulatory authorities.		

Leadership Indicators

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

Sl. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/Half yearly/ Quarterly/ Others – please specify)	Web Link, if available
Continuous monitoring of the policy and regulatory landscape remains a priority for the Company to ensure compliance and strategic readiness. Although no direct public policy advocacy was conducted during the reporting period, standard interaction with regulatory bodies and industry forums was maintained					

P8: Businesses should promote inclusive growth and equitable development

Essential Indicators

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
Not Applicable as Muthoot Finance Limited is a Financial Services Company.					
However, the company has undertaken Social Impact Assessments (SIA) for certain CSR projects in accordance with applicable laws and regulations.					
The details for the same are available at the following link: https://www.muthootfinance.com/other-disclosure					

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

Sl. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
No such projects were undertaken by the Company.						

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

Muthoot Finance Limited has established a structured Beneficiary Grievance Redressal Mechanism to ensure that concerns and complaints from beneficiaries are addressed in a fair, transparent, and timely manner. The grievance redressal process follows a three-tier structure:

Level 1 – Regional CSR Manager: All grievances are first assigned to the respective CSR Manager responsible for the geographical region. Muthoot Finance has 13 CSR Managers and supporting staff deployed across the country, enabling prompt resolution at the regional level.

Level 2 – Head Office CSR Team Leads: If the complainant is not satisfied with the resolution provided at the regional level, the grievance is escalated to one of the two Senior CSR Team Leads at the Head Office, who oversee the South and North regions respectively. They independently review the complaint and the action taken.

Level 3 – CSR Committee: If the grievance remains unresolved or the complainant is still dissatisfied, it may be escalated to the CSR Committee at the Head Office for final review. The Committee, which includes the Managing Director (MD), Deputy Managing Director (DMD), and the Head of the CSR Department, examines the matter and ensures that an appropriate and impartial resolution is provided.

This multi-level grievance redressal system ensures accessibility, accountability, and effective resolution of beneficiary concerns across all regions where the Company implements its CSR programme

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

	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	26.13%	14.66%
Directly from within India (Sourced directly from within the district and neighbouring districts)	100%	100%

*It only covers consumables

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

Location	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
1. Rural	Data not available	Data not available
2. Semi-urban	Data not available	Data not available
3. Urban	Data not available	Data not available
4. Metropolitan	Data not available	Data not available

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)

Details of negative social impact identified	Corrective action taken
NA	

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

Sl. No.	State	Aspirational District	Amount spent (In ₹)
1	Tamil Nadu	Ramanathapuram & Virudhunagar	10,38,200
2	Hyderabad	Y.S.R. Kadapa	30,00,000
3	Odisha	Koraput district	10,00,000
4	Jharkhand	Hazaribagh	73,000
5	Uttar Pradesh	Fatehpur	79,030
6	Uttarakhand	Haridwar	1,27,065

3. Procurement Policy

a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups?

Yes, MFIN has a "Sustainable sourcing and Preferential Procurement Policy'

Link: https://cdn.muthootfinance.com/sites/default/files/pdf/Sustainable-Sourcing-and-Preferential-Procurement-Policy.pdf

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

Data not available

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

Data not available

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:

Sl. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating benefit share
There were no such intellectual properties owned or acquired during the FY 2025-26				

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.

Name of authority	Brief of the Case	Corrective action taken
No corrective actions pertaining to above mentioned parameters were necessitated by the Company during the FY 2025-26.		

6. Details of beneficiaries of CSR Projects:

Sl. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Woman Empowered	988	100%
2	Disaster victims helped	30,752	NA
3	Sportsmen nurtured	4,944	NA
4	Lives improved	19,55,240	NA
5	Lifted from poverty	1,34,704	100%
6	Students supported	65,41,464	NA
7	Employment enhancing vocational skills, social business projects	5,480	NA
8	Environmental protection	12,27,592	NA
9	Promoting and supporting technology and innovations	56,560	NA
10	Promotion of Art and Culture	80	100%

P9: 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.

Muthoot Finance Limited operates a structured Grievance Redressal Policy that provides customers and other stakeholders with multiple channels—including in-person reporting, letters, emails, registered phone lines, and toll-free numbers—to lodge complaints either orally or in writing. Grievances can be submitted directly to Branch Managers, whose locations along with Regional and Head Office details are displayed on branch notice boards, or sent to designated contacts including mails@muthootgroup.com, South India helpline (9946901212), or Rest of India helplines (78348 86464, 88006 75111, 011 46697744).

To enable expedited processing at zero cost to the complainant, submissions should specify the complainant's contact details, relationship with Muthoot Finance Limited, prior complaint references, issue details, branch location, and relevant supporting documents. Upon receipt, the Grievance Redressal Cell acknowledges complaints within three (3) working days, with Branch Managers aiming to resolve branch-level issues within one (1) working day. Unresolved matters escalate through appropriate business and control units, then to the Head of Business/Control Unit—who has up to 15 working days to achieve resolution—and ultimately to the Nodal Officer; notably, any grievance slated for full or partial rejection is mandatorily submitted to the Internal Ombudsman for independent review. Ultimately, all complaints are resolved within regulatory timelines, monitored strictly until formal closure, retained in records for ten (10) years post-resolution, and transparently disclosed in statutory regulatory filings.

The detailed Grievance Redressal Policy is available at this link: https://cdn.muthootfinance.com/sites/default/files/pdf/Grievance-Redressal-Policy-for-Stakeholders.pdf?_gl=1*trjrtv*_gcl_au*NzY1NDY5Nj₹2LjE3ODIyOTg1Njk.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	
Safe and responsible usage	NA*
Recycling and/or safe disposal	

* The Company is engaged in providing financial services and does not manufacture any product. Hence, this is not applicable

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

Complaints	FY 2025-2026 (Current Financial Year)		Remarks	FY 2024-2025 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive Trade Practices	0	0	NA	0	0	NA
Unfair Trade Practices	0	0	NA	0	0	NA
Other-(Loans and advances, Staff Behaviour etc.)	6,354	163	Pending complaints were resolved after closure of FY 2025-26	2,107	5	Pending complaints were resolved after closure of FY 2024-25

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

Type of recalls	Number	Reasons for recall
Voluntary recalls	NA*	NA
Forced Recalls	NA*	NA

* The Company is engaged in providing financial services and does not manufacture any product; hence, this is not applicable

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? If available, provide a web-link of the policy.

Yes. The data privacy policy can be accessed at https://www.muthootfinance.com/privacy-policy

The company collects personal data, including name, email address, mailing address, and phone number, directly from users when they register on the site, submit queries, subscribe to newsletters, respond to surveys, or fill out forms. This information is collected for the specific purpose of conducting user authentication and facilitating account-related operations, ensuring it is only processed in compliance with permissible guidelines under applicable laws like the Aadhaar Act.

To ensure transparency, users are provided with a disclosure notice prior to collection detailing the exact purpose, data parameters returned, and available voluntary or mandatory alternatives. Consent is subsequently obtained in writing or electronic form via the website or mobile application, with strict logging maintained for audit tracking. The company employs robust organizational and technical security measures to safeguard this personal information. These measures include data minimization, client-device encryption for sensitive transmissions, and storing critical identifiers strictly within a secure database vault. Furthermore, application environments undergo regular testing and annual audits by certified information systems auditors to ensure compliance and robust incident response capabilities.

Personal information is not sold, traded, or transferred to outside parties, except trusted third parties who assist in website operations, conduct business, or provide transaction-related services under strict confidentiality agreements. Information may also be released to external entities to comply with legal requirements, enforce site policies, or protect rights, property, and corporate safety. Data retention is limited to specified transaction logging durations, after which data is archived following statutory audits or securely deleted upon explicit consent revocation by the holder.

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.**

   There were no corrective actions required to be 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.

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

   a) **Number of instances of data breaches**

      NIL

   b) **Percentage of data breaches involving personally identifiable information of customers**

      NIL

   c) **Impact, if any, of the data breaches**

      NA

Leadership Indicators

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

Website	https://www.muthootfinance.com
Mobile App	iMuthoot
Youtube	https://www.youtube.com/user/TheMuthootGroup
Linkdin	https://www.linkedin.com/in/the-muthoot-group/
Instagram	https://www.instagram.com/themuthootgroup/
X	https://x.com/TheMuthootGroup
Facebook	https://www.facebook.com/TheMuthootGroup

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

   Muthoot Finance Limited employs several key steps to inform and educate consumers regarding the safe and responsible usage of its products and services:

   Fair Practices Code: The Company's Fair Practices Code, aligned with the Reserve Bank of India's guidelines, is specifically designed to provide all stakeholders, particularly customers, with a transparent and clear understanding of the company's practices in delivering products and services. This code is periodically updated to empower customers to make well-informed and responsible decisions about Muthoot Finance Limited offerings.

   Digital Platforms and Assistance: Through enhanced digitalisation initiatives, including platforms such as Gold Unlocker, the AI-powered chat engine, iMuthoot, and Muthoot Online, Muthoot Finance Limited ensures customers receive a seamless, secure, and supportive digital experience.

   The continuous availability of assistance through these channels helps customers navigate services responsibly and address any queries about their safe usage.

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

The company leverages various communication channels to ensure customers are promptly informed about the latest services, potential disruptions, or significant changes. The method of communication deployed is contingent upon the criticality of the disruption, encompassing both digital and offline channels. Information is typically disseminated via the company's official website, formal letters, electronic mail, SMS, and the Company's proprietary online applications.

4.a) 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.

Yes, The company maintains ongoing and transparent communication with its customers, providing product and service information readily accessible via its website and at all branch locations. Furthermore, branding and marketing campaigns periodically disseminate this information to a broader audience. Digital applications such as iMuthoot and Muthoot.

b) 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, The company regularly conducts customer satisfaction surveys to identify and address issues related to its products and services. Moving forward, Muthoot Finance Limited plans to conduct these customer satisfaction surveys aligning with the Net Promoter Score (NPS) metric to systematically gather feedback on its major products and services.

c) 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 Company undertakes periodic customer satisfaction surveys and feedback mechanisms to assess service quality, customer experience, and satisfaction levels across its products, services, and key locations of operation.

Independent Practitioners' Reasonable Assurance Report on the sustainability disclosures in the Business Responsibility and Sustainability Report ("BRSR") of Muthoot Finance Limited (the 'Company') for the period from April 01, 2025 to March 31, 2026.

To
The Board of Directors
Muthoot Finance Limited

We have performed a Reasonable Assurance engagement for Muthoot Finance Limited ("the Company") (Corporate Identity Number L65910KL1997PLC011300) vide our engagement letter dated 1st July 2026, in respect of the Identified Sustainability Information listed below in accordance with the criteria stated in paragraph 3 below. This Sustainability Information is included in the Company's Business Responsibility and Sustainability Report (the "BRSR") incorporated in the Company's Annual Report for the year ended March 31, 2026.

Identified Sustainability Information (ISI)

Our scope of Reasonable Assurance consists of the Identified Sustainability Information listed in the Annexure I to our report.

Our Reasonable Assurance engagement was with respect to the year ended March 31, 2026 information only unless otherwise stated and we have not performed any procedures with respect to earlier periods or any other elements included in the BRSR and, therefore, do not express any conclusion thereon.

Criteria

In accordance with the explanation given to us and to the best of our information and belief the company has used the criteria to prepare the Identified Sustainability Information as envisaged in the following below:

- Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements), Regulations, 2015 (the "SEBI LODR") as amended;
- BRSR reporting guidelines (Annexure II) as per SEBI Circular No. SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated May 10, 2021, and incorporated Master Circular No. SEBI/HO/CFD/PoD2/CIR/P/2023/120 dated July 11, 2023;
- SEBI Circular SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023, and clarifications thereto issued by SEBI.
- Greenhouse Gas Protocol Standards
- National Guidelines on Responsible Business Conduct

Management's Responsibility

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

Inherent limitations

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between companies. Measurement of certain indicators, some of which are estimates, is subject to substantial inherent measurement uncertainty, including, water credit and carbon sequestration. Obtaining sufficient appropriate evidence to support our opinion does not reduce the uncertainty in the amounts and metrics.

Our Independence and Quality Control

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics issued by the Institute of Chartered Accountants of India (the ''ICAI") and the SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/ 2023/122 dated July 12, 2023, and its clarifications thereto and have the required competencies and experience to conduct this assurance engagement.

Our firm applies Standard on Quality Control (SQC) 1, Quality Control for firms that Perform Audits and Reviews of Historical Financial Information, and other Assurance and Related Services Engagements. This standard requires the firm to design, implement and operate a system of quality management, including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

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

Our Responsibility

Our responsibility is to express a Reasonable Assurance conclusion on the Identified Sustainability Information listed in Annexure I based on the procedures we have performed and evidence we have obtained. We conducted our engagement in accordance with the Standard on Sustainability Assurance Engagements (SSAE) 3000, "Assurance Engagements on Sustainability Information", and Standard on Assurance Engagements (SAE) 3410 Assurance Engagements on Greenhouse Gas Statements (together the "Standards"), both issued by the Sustainability Reporting Standards Board (the "SRSB") of the ICAI.

These Standards requires that we plan and perform our engagement to obtain Reasonable Assurance about whether the Identified Sustainability Information are prepared, in all material respects, in accordance with the Criteria. A Reasonable Assurance engagement involves assessing the risks of material misstatement of the Identified Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances.

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

As part of Reasonable Assurance engagement in accordance with the Standards, we exercised professional judgment and maintained professional skepticism throughout the engagement.

We performed the following procedures among others:

- Reviewed the Identified Sustainable Information (ISI) under Annexure I- BRSR Core, The format of BRSR Core issued by SEBI Circular dated 12th July 2023 is used as a basis of reasonable level of assurance.
- Evaluation of the design and implementation of key systems, processes and controls for collecting, managing and reporting the BRSR Core indicators.
- Assessment of operational control and reporting boundaries.
- Seek extensive evidence across all relevant areas, ensuring a detailed examination of BRSR Core indicators. Engaged directly with internal stakeholders to gather insights and corroborative evidence for each disclosed indicator.
- Interviews with selected senior managers responsible for management of disclosures and review of selected evidence to support environmental KPIs and metrics disclosed in the Report. We were free to choose interviewees and interviewed those with overall responsibility of monitoring, data collation and reporting the selected indicators.
- Conduct a comprehensive examination of key material aspects within the BRSR Core framework supporting adherence to the assurance based on applicable principles plus specified data and information.

Exclusions

Our assurance scope excludes the following and therefore we will not express a conclusion on the same:

- Operations of the Company other than those mentioned in the Scope para of the Engagement letter.
- Aspects of the BRSR and the data/information (qualitative or quantitative) other than the ISI.
- Data and information outside the defined reporting period i.e., from April 01, 2025 to March 31, 2026.
- The statements that describe expression of opinion, belief, aspiration, expectation, aim, or future intentions provided by the Company.

Reasonable Assurance Opinion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Identified Sustainability Information listed in Annexure I and presented in the BRSR for the year ended March 31, 2026 are not prepared, in all material respects, in accordance with the Criteria as stated in paragraph 3 above.

Restriction on use

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

For Tibu & Niyas
Chartered Accountants
Firm Registration Number: 022021S

Tibu John
Partner
Membership No: 244123
UDIN: 26244123DVWQYQ7073

Place: Cochin
Date: 31/07/2026

Identified Sustainability Information subject to Reasonable Assurance

(Sebi Circular No: SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023)

Sr. No.	BRSR Core Indicator	Description of Indicator
1	Section – C - Principle 6 – Question 1	Total energy consumption from renewable sources
		Total energy consumption from non renewable sources
		Total Energy Consumed
		Energy intensity per rupee turnover
		Energy intensity per rupee of turnover adjusted for Purchasing Power Parity
2	Section – C - Principle 6 – Question 3	Water withdrawal by source – Surface Water, Ground Water, Third party water (KL), Seawater/desalinated water, Others.
		Water intensity per rupee of turnover
		Water intensity per rupee of turnover adjusted for Purchasing Power Parity
3	Section – C - Principle 6 – Question 4	Water discharge by destination and level of treatment
4	Section – C - Principle 6 – Question 7	Details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity
		Total Scope 1 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)
		Total Scope 2 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, FCs, SF_6, NF_3, if available)
		Total Scope 1 and Scope 2 emission intensity per rupee of turnover
		Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)
5	Section – C - Principle 6 – Question 9	Details related to waste management by the entity
		Total Waste generated : Plastic waste, E- Waste, Bio-medical waste, Construction and demolition waste, Battery waste, Radioactive waste,
		Waste intensity per rupee of turnover
		Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)
		Details related to waste recovered through recycling, re-using or other recovery operations
		Details related to waste disposed by nature of disposal method – Incineration, Landfilling, Others
6	Section C – Principle 5 – Question 7	Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, including complaints reported, complaints as a % of female employees, and complaints upheld
7	Section C – Principle 1 – Question 9	Concentration of purchases & sales done with trading houses, dealers, and related parties
		Loans and advances & investments with related parties
8	Section C – Principle 1 – Question 8	Number of days of accounts payable
9	Section C – Principle 8 – Question 5	Job creation in smaller towns
10	Section C – Principle 3 – Question 1(c)	Spending on measures towards well-being of employees and workers – cost incurred as a % of total revenue of the Company
11	Section C – Principle 3 – Question 11	Details of safety related incidents for employees and workers (including contract-workforce e.g. workers in the company's construction sites)
12	Section C – Principle 5 – Question 3(b)	Gross wages paid to females as % of wages paid
13	Section C – Principle 8 – Question 4	Input material sourced from following sources as % of total purchases – Directly sourced from MSMEs/ small producers and from within India
14	Section C – Principle 9 – Question 7	Instances involving loss/breach of data of customers as a percentage of total data breaches or cyber security events