

# BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT



## Section A: General Disclosures

| S No. | Particulars                                           | Response                                                       |
|-------|-------------------------------------------------------|----------------------------------------------------------------|
| 01.   | Corporate Identity Number (CIN) of the Listed Entity  | L66000MH1919GOI000526                                          |
| 02.   | Name of the Listed Entity                             | THE NEW INDIA ASSURANCE COMPANY LIMITED                        |
| 03.   | Year of incorporation                                 | 1919                                                           |
| 04.   | Registered office address                             | 87, M. G. ROAD, FORT, MUMBAI - 400001                          |
| 05.   | Corporate address                                     | 87, M. G. ROAD, FORT, MUMBAI - 400001                          |
| 06.   | E-mail                                                | investors@newindia.co.in                                       |
| 07.   | Telephone                                             | 022-22708100                                                   |
| 08.   | Website                                               | www.newindia.co.in                                             |
| 09.   | Financial year for which reporting is being done      | 2024-25                                                        |
| 10.   | Name of the Stock Exchange(s) where shares are listed | National Stock Exchange of India Limited (NSE) and BSE Limited |
| 11.   | Paid-up Capital                                       | INR 824 Crores                                                 |

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

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

|     |                                                                                                                                                                                                                                                                    |                |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| 13. | Reporting boundary - Are the disclosures under this report made on as and alone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together). | Standalone     |
| 14. | Name of assurance provider                                                                                                                                                                                                                                         | Not Applicable |
| 15. | Type of assurance obtained                                                                                                                                                                                                                                         | Not Applicable |

## II. Products / services

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

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

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

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

## III. Operations

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

| Location      | Number of plants | Number of offices | Total |
|---------------|------------------|-------------------|-------|
| National      | N.A.             | 1,668             | 1,668 |
| International | N.A.             | 15**              | 15    |

## 19. Markets served by the entity.

### a. Number of locations

| Location                         | Number |
|----------------------------------|--------|
| National (No. of States)         | 28*    |
| International (No. of Countries) | 15**   |

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

\*\* This excludes Subsidiaries and Associates

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

0%

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

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

## IV. Employee

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

### a. Employees and workers (including differently abled):

| S No.          | Particular               | Total A | Male    |         | Female  |         |
|----------------|--------------------------|---------|---------|---------|---------|---------|
|                |                          |         | No. (B) | % (B/A) | No. (C) | % (C/A) |
| Employee       |                          |         |         |         |         |         |
| 01             | Permanent (D)            | 10,951  | 7,551   | 68.95%  | 3,400   | 31.05%  |
| 02             | Other than permanent (E) | 0       | 0       | 0       | 0       | 0       |
| 03             | Total Employees (D+E)    | 10,951  | 7,551   | 68.95%  | 3,400   | 31.05%  |
| Workers – N.A. |                          |         |         |         |         |         |

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

### b. Differently abled Employees and workers:

| S No.                       | Particular                              | Total A | Male    |         | Female  |         |
|-----------------------------|-----------------------------------------|---------|---------|---------|---------|---------|
|                             |                                         |         | No. (B) | % (B/A) | No. (C) | % (C/A) |
| Differently Abled Employees |                                         |         |         |         |         |         |
| 01                          | Permanent (D)                           | 321     | 245     | 76%     | 76      | 24%     |
| 02                          | Other than permanent (E)                | 0       | 0       | 0       | 0       | 0       |
| 03                          | Total differently abled employees (D+E) | 321     | 245     | 76%     | 76      | 24%     |

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

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

|                          | Total A | No. and percentage of Females |         |
|--------------------------|---------|-------------------------------|---------|
|                          |         | No. (B)                       | % (B/A) |
| Board of Directors       | 6       | 4                             | 67%     |
| Key Management Personnel | 12      | 7                             | 58%     |

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

|                     | FY25 (Turnover rate in current FY) |        |       | FY24 (Turnover rate in previous FY) |        |       | FY23 (Turnover rate in year prior to previous FY) |        |       |
|---------------------|------------------------------------|--------|-------|-------------------------------------|--------|-------|---------------------------------------------------|--------|-------|
|                     | Male                               | Female | Total | Male                                | Female | Total | Male                                              | Female | Total |
| Permanent Employees | 7.79%                              | 5.68%  | 7.14% | 7.13%                               | 5.15%  | 6.53% | 7.01%                                             | 4.33%  | 6.23% |

Note: The organization has revised its calculation methodology, resulting in changes to the turnover rates for FY 2023–24 and FY 2022–23.

**V. Holding, Subsidiary, and Associate Companies (including joint ventures)****23. (a) Names of holding / subsidiary / associate companies / joint ventures**

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

**VI. CSR Details**

- Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) - **Yes**
- Turnover (in Rs. Crores) –43,618.40 Crores
- Net worth (in Rs. Crores) – 21,537.68 Crores

Note: Turnover is Gross Written Premium of the organization.

## VII. Transparency and Disclosure Compliances

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

| Stakeholder group from whom complaint is received            | Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy) | FY 25 Current Financial Year               |                                                              |                                                                                   | FY 24 Previous Financial Year              |                                                              |                                                                                   |
|--------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|--------------------------------------------|--------------------------------------------------------------|-----------------------------------------------------------------------------------|--------------------------------------------|--------------------------------------------------------------|-----------------------------------------------------------------------------------|
|                                                              |                                                                                                              | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks                                                                           | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks                                                                           |
| Communities                                                  | Yes,<br><a href="mailto:gro@newindia.co.in">gro@newindia.co.in</a>                                           | 1                                          | 0                                                            | All complaints filed during FY 2024-25 were duly resolved                         | Nil                                        | N.A.                                                         | -                                                                                 |
| Investors (Other than shareholders)                          | Yes,<br><a href="mailto:investors@newindia.co.in">investors@newindia.co.in</a>                               | Nil                                        | N.A.                                                         | -                                                                                 | Nil                                        | N.A.                                                         | -                                                                                 |
| Shareholder                                                  | Yes                                                                                                          | 1                                          | 0                                                            | All complaints filed during FY 2024-25 were duly resolved                         | 1                                          | 0                                                            | All complaints filed during FY 2023-24 were duly resolved                         |
| Employees (Prevention of Sexual Harassment at Workplace Act) | Yes                                                                                                          | 4                                          | 3                                                            | The company ensures all complaints are closed within the policy defined timelines | 3                                          | 3                                                            | The company ensures all complaints are closed within the policy defined timelines |
| Customers                                                    | Yes<br><a href="mailto:customercare.ho@newindia.co.in">customercare.ho@newindia.co.in</a>                    | 8,021                                      | 27                                                           | The company ensures all complaints are closed within the policy defined timelines | 7,234                                      | 3                                                            | The company ensures all complaints are closed within the policy defined timelines |
| Value chain partners                                         |                                                                                                              | Nil                                        | N.A.                                                         | -                                                                                 | Nil                                        | N.A.                                                         |                                                                                   |
| Others (Please specify)                                      | -                                                                                                            | -                                          | -                                                            | -                                                                                 | -                                          | -                                                            | -                                                                                 |

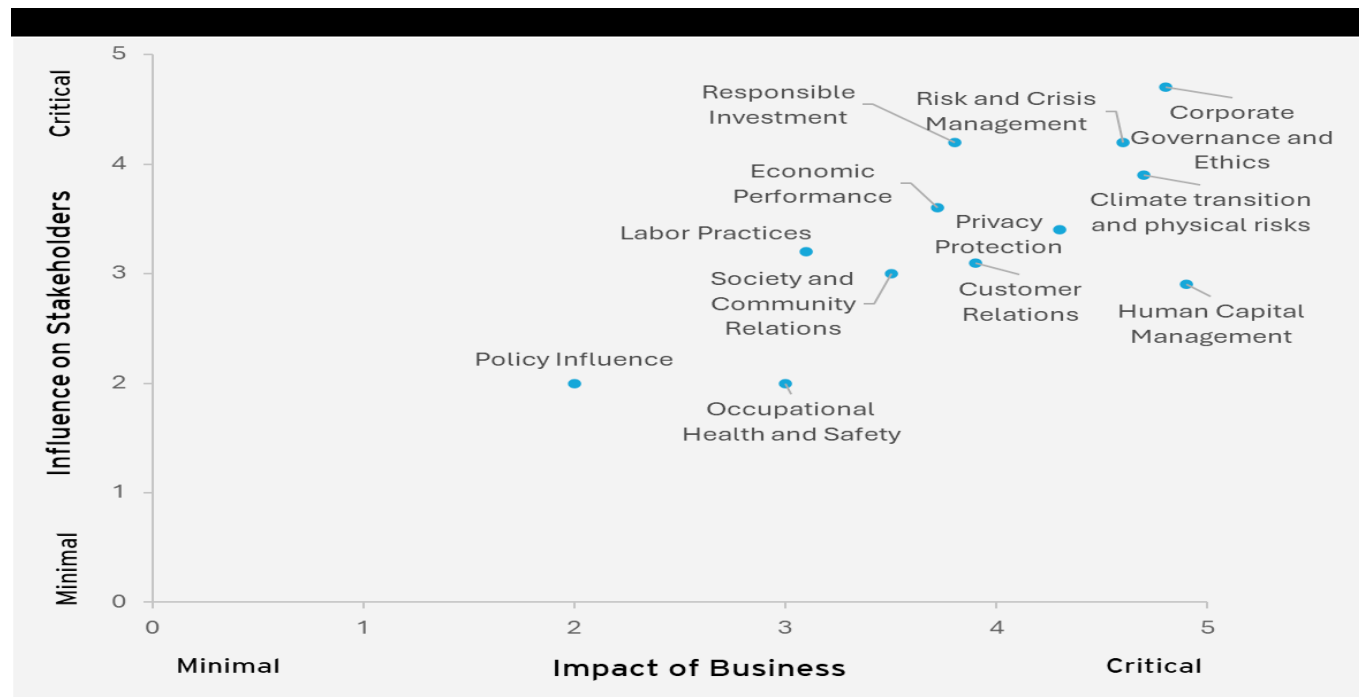
Note: The Customer Complaints number of FY 2023-24 has been recalculated, Links for the grievance policy:

1. Shareholders- <https://www.newindia.co.in/assets/docs/grievance/Grievance%20Redressal%20Policy.pdf>
2. Employees - <https://www.newindia.co.in/cms/676d808f-ea28-4600-8dc1-48e323fe36c5/Policy%202020dated10.05.2023.pdf1.0?quest=true>

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

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

New India Assurance's ESG Materiality Matrix



| S. No | Material issue identified                                                                                                                                               | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk / opportunity                                   | In case of risk, approach to adapt or mitigate                                                                 | Financial implications of the risk or opportunity (Indicate positive or negative implications)                                                                                                            |
|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1     | <b>Climate Resilience and Sustainable Investment:</b><br>Climate Transition and Physical Risks, Responsible Investment, Risk & Crisis Management & Economic Performance | Risk                                       | Exposure to climate-induced disasters increases underwriting and investment risks. | Integrate climate risk into underwriting and investment decisions; promote renewable energy; reduce footprint. | Negative: Higher claims and losses due to extreme events<br>Positive: Strengthened portfolio resilience, improved investor confidence, and access to sustainable finance through ESG-aligned investments. |

| S. No | Material issue identified                                                                                                         | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk / opportunity                                                                                                                                                                                                                                                                                                   | In case of risk, approach to adapt or mitigate                                                                                                                                                                                    | Financial implications of the risk or opportunity (Indicate positive or negative implications)                                                                        |
|-------|-----------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2     | <b>Inclusive Growth:</b> Societal and Community Relations, Customer Relations, Economic Performance                               | Opportunity                                | Low insurance penetration in rural and underserved areas presents a growth opportunity aligned with national goals. Expanding access to insurance not only supports social equity but also contributes to long-term economic performance.                                                                                                          | Develop inclusive insurance products; partner with government schemes; conduct financial literacy campaigns.                                                                                                                      | Positive: Revenue growth, brand loyalty, and market expansion.                                                                                                        |
| 3     | <b>Promoting Health and Well-being:</b> Customer Relations & Societal and Community Relations                                     | Opportunity                                | The evolving healthcare landscape and customer expectations necessitate revamping health insurance offerings to provide broader coverage and promote sustainable lifestyles. Market research supports the need for innovative products that encourage preventive health behaviours.                                                                | The company aims to develop innovative health insurance solutions that address emerging customer needs and promote well-being through behavioural change.                                                                         | Positive: Potential for increased market penetration, especially in underserved segments. Enhanced customer retention and reduced financial burden for policyholders. |
| 4     | <b>Digitization:</b> Privacy Protection & Innovation                                                                              | Opportunity                                | Digital transformation enhances value creation for both the organization and stakeholders by improving operational efficiency, customer experience, and enabling access to previously untapped markets. As digital adoption grows, ensuring robust data privacy and cybersecurity becomes critical to maintaining trust and regulatory compliance. | The company will continue expanding its digital footprint by introducing innovative solutions tailored to evolving consumer needs and underserved markets, while strengthening data protection frameworks and privacy governance. | Positive: Improved operational efficiency, enhanced customer experience, increased market reach, and stronger stakeholder trust through responsible data stewardship. |
| 5     | <b>Workforce Well-being &amp; Inclusive development:</b> Labour Practices, Human Capital Management, Occupational Health & Safety | Opportunity                                | A diverse and engaged workforce enhances innovation, service quality, and organizational resilience.                                                                                                                                                                                                                                               | Promote gender diversity; include especially abled individuals; invest in health & safety training and well-being programs.                                                                                                       | Positive: Lower attrition costs, higher productivity and innovation.                                                                                                  |

| S. No | Material issue identified                                                | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk / opportunity                                        | In case of risk, approach to adapt or mitigate                                               | Financial implications of the risk or opportunity (Indicate positive or negative implications)                                    |
|-------|--------------------------------------------------------------------------|--------------------------------------------|-----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| 6     | <b>Governance:</b><br>Corporate Governance and Ethics & Policy Influence | Risk                                       | Ethical lapses and non-compliance can lead to reputational and regulatory consequences. | ESG-aligned investment screening; grievance redressal mechanisms; board-level ESG oversight. | Negative: Risk of penalties and reputational damage.<br>Positive: Improved investor confidence and access to sustainable finance. |

## Section B: Management and Process Disclosures

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

| Disclosure Question                                                                                              | P1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | P2  | P3  | P4  | P5  | P6  | P7  | P8  | P9  |
|------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|
| Policy and Management System                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |     |     |     |     |     |     |     |     |
| 1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes / No) | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| b. Has the policy been approved by the Board? (Yes/No)                                                           | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| Web Link of the Policies, if available<br><a href="#">Investors - New India Assurance Co. Ltd.</a>               | <p><b>P1 - Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable:</b><br/>Code of Conduct for Directors/Senior Management, Whistle Blower Policy, Code of Conduct to Regulate Unpublished Price Sensitive Information, Dividend Distribution Policy, ESG Policy, Outsourcing Policy, Corporate Anti-Fraud Policy, Stewardship Policy, Anti-Bribery and Anti-Corruption Policy, Related Party Transaction Policy</p> <p><b>P2 - Businesses should provide goods and services in a manner that is sustainable and safe:</b><br/>ESG Policy, Outsourcing Policy</p> <p><b>P3 - Businesses should respect and promote the well-being of all employees, including those in their value chains:</b><br/>ESG Policy, Conduct, Discipline and Appeal Policy, Human Rights Statement Policy, Equal Opportunities Policy, Policy for Protection of Policyholders' Interest</p> <p><b>P4 - Businesses should respect the interests of and be responsive to all its stakeholders:</b><br/>ESG Policy, Customer Education Policy, Grievance Redressal Policy, Policy for Protection of Policyholders' Interest</p> <p><b>P5 - Businesses should respect and promote human rights:</b><br/>Prevention, Prohibition and Redressal of Sexual Harassment of Women at Workplace Policy, Human Rights Statement Policy</p> <p><b>P6 - Businesses should respect and make efforts to protect and restore the environment:</b><br/>ESG Policy</p> |     |     |     |     |     |     |     |     |

| Disclosure Question                                                         | P1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | P2  | P3  | P4  | P5  | P6  | P7  | P8  | P9  |
|-----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|
|                                                                             | <b>P7- Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent:</b><br>ESG Policy, Compliance Policy<br><b>P8 - Businesses should promote inclusive growth and equitable development:</b><br>CSR Policy, Equal Opportunities Policy<br><b>P9 - Businesses should engage with and provide value to their consumers in a responsible manner:</b><br>Customer Education Policy, Grievance Redressal Policy, Policy for Protection of Policyholders' Interest |     |     |     |     |     |     |     |     |
| 2. Whether the entity has translated the policy into procedures. (Yes / No) | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| 3. Do the enlisted policies extend to your value chain partners? (Yes/No)   | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |

| Disclosure Question                                                                                                                                                                                                                                             | P1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|----|----|----|----|----|----|----|
| Policy and Management System                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |    |    |    |    |    |    |    |    |
| 4. Name of the national and international codes/ certifications / labels / standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle. | ISO 27001:2022 Information Security Management System                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |    |    |    |    |    |    |    |    |
| 5. Specific commitments, goals and targets set by the entity with defined timelines, if any                                                                                                                                                                     | New India Assurance has adopted a comprehensive ESG Policy as part of its commitment to integrating sustainability into core business operations. As part of this integration, we have conducted a detailed ESG materiality assessment to identify and prioritize key focus areas relevant to our stakeholders and long-term strategy. We are currently in the process of formalizing specific commitments, goals, and targets across these priority areas, supported by defined timelines and performance indicators. These efforts reflect our proactive approach to embedding ESG into strategic decision-making and demonstrate our commitment to transparent, responsible, and inclusive growth. |    |    |    |    |    |    |    |    |
| 6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |    |    |    |    |    |    |    |    |

| Disclosure Question                                                                                                                                                                                                   | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|----|----|----|----|----|----|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Governance, leadership and oversight</b>                                                                                                                                                                           |    |    |    |    |    |    |    |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 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) |    |    |    |    |    |    |    |    | <p>At The New India Assurance Co. Ltd., we believe that success is not only measured by financial performance but also by the positive impact we create for society and the environment. As ESG (Environmental, Social, and Governance) principles continue to reshape the global business landscape, we remain committed to embedding sustainability at the core of our operations. Our vision is to meaningfully contribute towards creating a sustainable world. We aim to become a customer-centric insurer through diversity and inclusion.</p> <p>Over the past year, we have taken meaningful steps to align our business with sustainable practices. Guided by a strong risk management framework, we are addressing key ESG challenges and focusing on what matters most to our stakeholders. We believe that by offering sustainable alternatives, we can instil positive change and contribute to a better future. We are proud of the progress we've made and remain committed to continuous improvement.</p> <p>By embedding sustainability into our offerings and operations ahead of regulatory expectations, we aim to create long-term value, build resilience, and shape a more inclusive and sustainable tomorrow.</p> <p>- Girija Subramanian, Chairman-cum-Managing Director of New India Assurance</p> |
| 8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).                                                                                          |    |    |    |    |    |    |    |    | <p>Ms. Girija Subramanian<br/>Chairman-cum-Managing Director<br/>DIN: 09196957</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.                                           |    |    |    |    |    |    |    |    | <p>Yes.</p> <p>The company has a dedicated Risk Management Committee at the board level responsible for sustainability-related decisions. It operates within a three-tier ESG Governance Structure to implement the company's ESG vision. The committee oversees ESG integration into business goals, ensures regulatory compliance, tracks ESG metrics (like GHG emissions and diversity), updates key policies, and leads the Business Responsibility and Sustainability Report (BRSR) planning and readiness.</p> <p>The full ESG Policy can be accessed here:<br/><a href="#">ESG Policy - The New India Assurance Co. Ltd</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

Note: Conduct, Discipline and Appeal rules is an internal code of conduct for employees. Additionally, Equal Opportunities & Human Right Policy statement & Stewardship policy are internal policies. The organization is in process of drafting an Anti-Bribery & Anti-Corruption policy.

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

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

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

Yes, the company's policies have been independently audited reviewed by the Secretarial Auditor as part of the annual secretarial audit, in addition to independent review carried out by external consultants as part of the Enterprise Risk Management Framework.12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:

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

### Section C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

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

##### Essential Indicators

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

| Segment                           | Total Number of training and awareness programmes held | Topics/principles covered under the training and its impact                           | % age of persons in respective category covered by the awareness programmes |
|-----------------------------------|--------------------------------------------------------|---------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| Board of Directors                | 4                                                      | • Environment, Social and Governance Awareness                                        | 100%                                                                        |
| Key Managerial Personnel          | 7                                                      | • Leadership Excellence Programs                                                      | 100%                                                                        |
| Employees other than BoD and KMPs | 3                                                      | • Refresher Trainings<br>• Compliance Related<br>• Process Training<br>• ESG Training | 100%                                                                        |

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

| Monetary                                      |                                                               |                                                                           |                    |                      |                                              |
|-----------------------------------------------|---------------------------------------------------------------|---------------------------------------------------------------------------|--------------------|----------------------|----------------------------------------------|
|                                               | NGRBC Principle<br>P1P2P3P4P5P6P7P8P9                         | Name of the regulatory/<br>enforcement agencies/<br>judicial institutions | Amount (in<br>INR) | Brief of the<br>Case | Has an appeal<br>been preferred?<br>(Yes/No) |
| Penalty/Fine<br>Settlement<br>Compounding fee | No penalties have been imposed on the directors and the KMPs. |                                                                           |                    |                      |                                              |

| Non – Monetary             |                                                               |                                                                           |                    |                      |                                              |
|----------------------------|---------------------------------------------------------------|---------------------------------------------------------------------------|--------------------|----------------------|----------------------------------------------|
|                            | NGRBC Principle<br>P1P2P3P4P5P6P7P8P9                         | Name of the regulatory/<br>enforcement agencies/<br>judicial institutions | Amount (in<br>INR) | Brief of the<br>Case | Has an appeal<br>been preferred?<br>(Yes/No) |
| Imprisonment<br>Punishment | No penalties have been imposed on the directors and the KMPs. |                                                                           |                    |                      |                                              |

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

| S.No. | Case Detail | Name of the regulatory/ enforcement agencies/ judicial institutions |
|-------|-------------|---------------------------------------------------------------------|
| 01.   | N.A.        |                                                                     |

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

**Policy available (Yes/No)**

Yes, the Company has an Anti-Corruption and Anti-Bribery Policy as part of its broader ESG commitments. It follows a Zero-Tolerance Approach towards all forms of bribery and corruption across its operations, subsidiaries, and third-party engagements, regardless of jurisdiction. The key principles related to ethical conduct, anti-corruption, and anti-bribery are currently addressed within the broader framework of the company's Conduct, Discipline, and Appeal (CDA Rules) Policy under rule four and rule thirteen of the policy. The policy reflects the Company's commitment to ethical conduct and prohibits all forms of bribery, including indirect practices like facilitation payments and kickbacks. It raises awareness by appealing to all stakeholders and ensures compliance with relevant anti-corruption laws. To uphold this commitment, the Company has also established strong internal controls and reporting mechanisms to detect and prevent any unethical practices.

Web Link - The company is in the process of drafting a comprehensive Anti-Corruption and Anti-Bribery Policy. The existing CDA rules policy outlines foundational expectations regarding integrity and responsible behaviour, serving as a preliminary guide until the dedicated policy is finalized.

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

| Designation | FY25 Current Financial Year | FY24 Previous Financial Year |
|-------------|-----------------------------|------------------------------|
| Director    | Nil                         | Nil                          |
| KMPs        |                             |                              |
| Employees   |                             |                              |

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

| Designation                                                                                  | FY25 Current Financial Year |        | FY24 Previous Financial Year |        |
|----------------------------------------------------------------------------------------------|-----------------------------|--------|------------------------------|--------|
|                                                                                              | Number                      | Remark | Number                       | Remark |
| Number of complaints received in relation to issues of Conflict of Interest of the Directors | 0                           | N.A.   | 0                            | N.A.   |
| Numbers of Complaints received in relation to issues of Conflict of Interest of the KMPs     | 0                           | N.A.   | 0                            | N.A.   |

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

N.A.

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

|                                     | FY 25 Current Financial Year | FY 24 Previous Financial Year |
|-------------------------------------|------------------------------|-------------------------------|
| Number of days of accounts payables | 64 Days                      | 57 Days                       |

Note: This indicator was not reported in FY 2023–24; it is now included as part of our enhanced disclosure practices.

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

| Parameter                  | Metric                                                                                         | FY 25 Current Financial Year | FY 24 Previous Financial Year |
|----------------------------|------------------------------------------------------------------------------------------------|------------------------------|-------------------------------|
| Concentration of purchases | a. Purchase from trading houses as % of total purchases                                        | N.A.                         | N.A.                          |
|                            | b. Number of trading houses where purchases are made from                                      | N.A.                         | N.A.                          |
|                            | c. Purchases from top 10 trading houses as % of total purchases from trading houses            | N.A.                         | N.A.                          |
| Concentration of Sale      | a. Sales to dealers / distributors as % of total sales                                         | N.A.                         | N.A.                          |
|                            | b. Number of dealers / distributors to whom sales are made                                     | N.A.                         | N.A.                          |
|                            | c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors        | N.A.                         | N.A.                          |
| Share of RPTs in           | a. Purchases (purchases with related parties / Total Purchases)                                | 0.81%                        | 0.02%                         |
|                            | b. Sales (Sales to related parties / Total Sales)                                              | 0.02%                        | 0.04%                         |
|                            | c. Loans and advances (Loans and advances given to related parties / Total loans and advances) | N.A.                         | N.A.                          |
|                            | d. Investments (Investments in related parties / Total Investments made)                       | N.A.                         | N.A.                          |

Note: This indicator was not reported in FY 2023–24; it is now included as part of our enhanced disclosure practices.

## Leadership Indicators

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

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

As part of its commitment to responsible business practices and in alignment with SEBI's BRSR framework, the company has undertaken a comprehensive value chain analysis during the current financial year. Building on these insights, the company is planning to launch targeted awareness and capacity-building programs for its value chain partners.

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

Yes

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

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

The full Code of Conduct can be accessed here: [Code of Conduct for Directors and Senior Management – The New India Assurance Co. Ltd.](#)

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

### Essential Indicators

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

|       | Current Financial Year                                                                                                                                                                                                                                                 | Previous Financial Year | Details of improvements in environmental and social impacts |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------------------------------------------|
| R&D   | As a leading non-insurance company, we are actively identifying opportunities to invest in R&D and Capex that improve the environmental and social impact of our products and processes, ensuring these efforts are integral to our long-term value creation strategy. |                         |                                                             |
| Capex |                                                                                                                                                                                                                                                                        |                         |                                                             |

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

Entity has procedures (Yes/No) Yes

Percentage of inputs – New India Assurance is committed to environmentally and socially responsible sourcing. ESG principles guide our procurement strategy, with ongoing efforts to identify sustainable suppliers and improve tracking of responsibly sourced materials. These initiatives are strengthening our sustainability data and driving long-term responsible sourcing

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

|                                    | Process Description                                                  |
|------------------------------------|----------------------------------------------------------------------|
| (a) Plastics (including packaging) | Not Applicable owing to the nature of operations of the organization |
| (b) E-waste                        |                                                                      |
| (c) Hazardous waste                |                                                                      |
| (d) other waste                    |                                                                      |

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

Extended Producer Responsibility (EPR) applicable (Yes / No) No

|          |                                                                      |
|----------|----------------------------------------------------------------------|
| Describe | Not Applicable owing to the nature of operations of the organization |
|----------|----------------------------------------------------------------------|

## Leadership Indicators

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

| NIC Code                                                             | Name of Product / Service | % of total Turnover contributed | Boundary for which the Life Cycle Perspective / Assessment was conducted | Whether conducted by independent external agency (Yes/No) | Results communicated in public domain (Yes/No) | If results communicated in public domain, provide the web-link. |
|----------------------------------------------------------------------|---------------------------|---------------------------------|--------------------------------------------------------------------------|-----------------------------------------------------------|------------------------------------------------|-----------------------------------------------------------------|
| Not Applicable owing to the nature of operations of the organization |                           |                                 |                                                                          |                                                           |                                                |                                                                 |

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

| Current Financial Year | Description of the risk / concern | Action Taken |
|------------------------|-----------------------------------|--------------|
| N.A.                   |                                   |              |

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

| Indicate Input Material                                              | Recycled or re-used input material to total material |                              |
|----------------------------------------------------------------------|------------------------------------------------------|------------------------------|
|                                                                      | FY25 Current Financial Year                          | FY24 Previous Financial Year |
| Not Applicable owing to the nature of operations of the organization |                                                      |                              |

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

|  | FY 25 Current Financial Year |          |                 | FY 24 Previous Financial Year |          |                 |
|--|------------------------------|----------|-----------------|-------------------------------|----------|-----------------|
|  | Re-used                      | Recycled | Safely Disposed | Re-used                       | Recycled | Safely Disposed |

|                                |                                                                      |
|--------------------------------|----------------------------------------------------------------------|
| Plastics (including packaging) | Not Applicable owing to the nature of operations of the organization |
| E-waste                        |                                                                      |
| Hazardous Waste                |                                                                      |
| Other Waste                    |                                                                      |

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

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

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

#### Essential Indicators

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

| Category                      | % of employees covered by |                  |              |                    |              |                    |              |                    |              |                     |              |
|-------------------------------|---------------------------|------------------|--------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|---------------------|--------------|
|                               | Total<br>(A)              | Health Insurance |              | Accident Insurance |              | Maternity Benefits |              | Paternity Benefits |              | Day Care Facilities |              |
|                               |                           | Number<br>(B)    | % (B /<br>A) | Number<br>(C)      | % (C /<br>A) | Number<br>(D)      | % (D /<br>A) | Number<br>(E)      | % (E /<br>A) | Number<br>(F)       | % (F /<br>A) |
| Permanent employees           |                           |                  |              |                    |              |                    |              |                    |              |                     |              |
| Male                          | 7,551                     | 7,555            | 100%         | 7,551              | 100%         | NA                 | NA           | 7,551              | 100%         | 0                   | 0%           |
| Female                        | 3,400                     | 3,360            | 99%          | 3,400              | 100%         | 3,400              | 100%         | NA                 | NA           | 0                   | 0%           |
| Total                         | 10,951                    | 10,915           | 99%          | 10,951             | 100%         | 3,400              | 100%         | 7,551              | 100%         | 0                   | 0%           |
| Other than Permanent Employee |                           |                  |              |                    |              |                    |              |                    |              |                     |              |
| Male                          | Not Applicable            |                  |              |                    |              |                    |              |                    |              |                     |              |
| Female                        |                           |                  |              |                    |              |                    |              |                    |              |                     |              |
| Total                         |                           |                  |              |                    |              |                    |              |                    |              |                     |              |

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

Not Applicable

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

| FY 25 Current Financial Year                                                |       | FY 24 Previous Financial Year |       |
|-----------------------------------------------------------------------------|-------|-------------------------------|-------|
| Cost incurred on well-being measures as a % of total revenue of the company | 0.28% |                               | 0.37% |

Note: This indicator was not reported in FY 2023–24; it is now included as part of our enhanced disclosure practices.

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

| Benefits | FY 25 Current Financial Year                       |                                                |                                                      | FY 24 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       | 49%                                                | N.A.                                           | New India maintains its own Provident Fund           | 55%                                                | N.A.                                           | New India maintains its own Provident Fund           |
| ESI      | N.A.                                               | N.A.                                           | N.A.                                                 | N.A.                                               | N.A.                                           | N.A.                                                 |
| Gratuity | 100%                                               | N.A.                                           | Y                                                    | 100%                                               | N.A.                                           | Y                                                    |
| NPS      | 51%                                                | N.A.                                           | N                                                    | 45%                                                | N.A.                                           | N                                                    |

Note: ESI benefits are not being provided by the Company. Additionally, PF & NPS (National Pension Scheme) together cover 100% of the permanent workforce.

Accessibility of workplaces

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

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

|                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Any steps are being taken | The Company's premises and offices are accessible to differently abled employees and workers, in line with the requirements of the Rights of Persons with Disabilities Act, 2016. The Company upholds an Equal Opportunity Policy and maintains zero tolerance for discrimination. To support accessibility, features such as ramps and chair lifts have been installed at the company-owned office. Additionally, the Company continues to integrate accessibility measures across its offices to ensure a more inclusive and supportive work environment for all. |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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

Entity has an equal opportunity policy (Yes / No) **Yes**

Web-Link In accordance with the Rights of Persons with Disabilities Act, 2016, New India has adopted an Equal Opportunity Policy to promote inclusion and ensure fair access for individuals with disabilities.

Note: Equal opportunities policy is an internal policy.

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

| Permanent Employees |                     |                |
|---------------------|---------------------|----------------|
| Gender              | Return to work rate | Retention rate |
| Male                | 99.56%              | 98.16%         |
| Femal               | 99.32%              | 99.19%         |
| Total               | 99.47%              | 98.87%         |

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

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

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

| Category                         | FY25 Current Financial Year                      |                                                                                            |     | FY24 Previous Financial Year                     |                                                                                            |     |
|----------------------------------|--------------------------------------------------|--------------------------------------------------------------------------------------------|-----|--------------------------------------------------|--------------------------------------------------------------------------------------------|-----|
|                                  | Total employees / workers in respective category | No. of employees / workers in respective category, who are part of association(s) or Union | %   | Total employees / workers in respective category | No. of employees / workers in respective category, who are part of association(s) or Union | %   |
| <b>Total Permanent Employees</b> | 10,951                                           | 9,328                                                                                      | 85% | 11,940                                           | 10,511                                                                                     | 88% |
| Male                             | 7,551                                            | 6,441                                                                                      | 85% | 8,302                                            | 7,343                                                                                      | 88% |
| Female                           | 3,400                                            | 2,887                                                                                      | 85% | 3,638                                            | 3,168                                                                                      | 87% |

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

| Category | FY25 Current Financial Year |                               |           |                      |           | FY24 Previous Financial Year |                               |           |                      |           |
|----------|-----------------------------|-------------------------------|-----------|----------------------|-----------|------------------------------|-------------------------------|-----------|----------------------|-----------|
|          | Total (A)                   | On health and Safety Measures |           | On Skill upgradation |           | Total (D)*                   | On health and Safety Measures |           | On Skill upgradation |           |
|          |                             | Number (B)                    | % (B / A) | Number (C)           | % (C / A) |                              | Number E                      | % (E / D) | Number (F)           | % (F / D) |
| Male     | 7,551                       | 7,551                         | 100%      | 4,080                | 54%       | 8,302                        | 8,302                         | 100%      | 4,862                | 59%       |
| Female   | 3,400                       | 3,400                         | 100%      | 1,899                | 56%       | 3,638                        | 3,638                         | 100%      | 2,044                | 56%       |
| Total    | 10,951                      | 10,951                        | 100%      | 5,979                | 55%       | 11,940                       | 11,940                        | 100%      | 6,906                | 58%       |

Note: \*The training coverage number of FY 2023-24 has been revised.

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

| Category         | FY25 Current Financial Year |         |           | FY24 Previous Financial Year |         |           |
|------------------|-----------------------------|---------|-----------|------------------------------|---------|-----------|
|                  | Total (A)                   | No. (B) | % (B / A) | Total (C)                    | No. (D) | % (D / C) |
| <b>Employees</b> |                             |         |           |                              |         |           |
| Female           | 7,551                       | 7,551   | 100%      | 8,302                        | 8,302   | 100%      |
| Male             | 3,400                       | 3,400   | 100%      | 3,638                        | 3,638   | 100%      |
| Total            | 10,951                      | 10,951  | 100%      | 11,940                       | 11,940  | 100%      |

Note: The performance and career development review number of FY 2023-24 has been revised.

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

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

|                 |                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Coverage system | While the nature of our operations presents minimal occupational health risks, New India Assurance has implemented a robust occupational health and safety management system aimed at safeguarding employee well-being in the workplace. The company promotes responsible conduct among employees. There are regular awareness programs and fire drills conducted to foster an environment of safety and hazard prevention. |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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

New India Assurance adopts a structured and proactive approach to workplace safety, focusing on the identification, assessment, and mitigation of risks. The Company promotes a strong safety culture through continuous monitoring, employee engagement, and alignment with industry standards and regulatory requirements.

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

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

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

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

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

| Salary Incident / Number                                                      | Category  | FY25 Current Financial Year | FY24 Previous Financial Year |
|-------------------------------------------------------------------------------|-----------|-----------------------------|------------------------------|
| Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) | Employees | 0                           | 0                            |
| Total recordable work-related injuries                                        | Employees | 0                           | 0                            |
| No. of fatalities                                                             | Employees | 0                           | 0                            |
| High consequence work-related injury or ill- health (excluding fatalities)    | Employees | 0                           | 0                            |

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

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

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

| Assessment Type    | FY 25 Current Financial Year                                                 |                                       |         | FY 24 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 | There were no complaints pertaining to these aspects during reporting period |                                       |         | There were no complaints pertaining to these aspects during reporting period |                                       |         |
| Health & Safety    |                                                                              |                                       |         |                                                                              |                                       |         |

## 14. Assessments for the year:

| Assessment Type          | % of your plants and offices that were assessed (by entity or statutory authorities or third parties) |
|--------------------------|-------------------------------------------------------------------------------------------------------|
| Assessment Not Conducted |                                                                                                       |

## 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.

Not Applicable as there were no safety related incidents during FY 2024-25

## Leadership Indicators

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

(A) Employees (Y/N) **Yes** –

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

(B) Workers (Y/N) **N.A.**

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

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

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

| Total no. of affected employees/ workers | No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
|                                          | N.A.                                                                                                                                              |

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

Yes, New India Assurance provides training to employees at the time of retirement to help them prepare for life beyond their professional careers. While this is not part of a formal transition support program, the Company emphasizes continuous

learning through skill development initiatives, professional certification support (including programs offered by institutions like the Indian Institutes of Management), and regular sessions on industry best practices. These efforts aim to enhance employee capabilities, ensuring long-term employability and growth within the insurance sector.

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

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

**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**

N.A.

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

**Essential Indicators**

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

The Company has a comprehensive stakeholder engagement approach to assess both the influence of various stakeholder groups on its operations and its own impact on them. To ensure long-term value creation, the Company prioritizes building and maintaining trust-based relationships. It actively engages with stakeholders through multiple channels to advance its sustainability agenda and achieve shared objectives. The Company's operations are closely connected with key stakeholder groups, including the Government and Regulators, Shareholders and Investors, Customers, Key Managerial Personnel (KMPs), and Employees. Its commitment to shareholders is reflected in its focus on consistent value creation and transparent communication.

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

| Stakeholder Group | Whether identified as Vulnerable & Marginalized Group (Yes/ No) | Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other                                | Frequency of engagement (Annually/ Half yearly/ Quarterly / others- please specify) | Purpose and scope of engagement including key topics and concerns raised during such engagement                                                                                                     |
|-------------------|-----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Employees         | No                                                              | 1) Workshop, training and awareness programs<br>2) Performance review<br>3) Dedicated Human resource SPOCs<br>4) Internal publications, circulars and emails | Annually and quarterly                                                              | 1) Assessment of effectiveness of learning & development<br>2) Effective performance Management<br>3) Fair Workplace<br>4) Talent Attraction<br>5) Succession Planning<br>6) Training & Development |
| Suppliers         | No                                                              | 1) Telephonic and e-mail<br>2) Periodic meets and visits<br>3) Conferences<br>4) Channel Partner management portals                                          | Frequently                                                                          | 1) Product Innovation & Pricing<br>2) Data Privacy and security<br>3) Innovation and Digitization                                                                                                   |

| Stakeholder Group | Whether identified as Vulnerable & Marginalized Group (Yes/ No) | Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other                                                                                                                | Frequency of engagement (Annually/ Half yearly/ Quarterly / others– please specify) | Purpose and scope of engagement including key topics and concerns raised during such engagement                                                                                                                                                                                                                                                                                                 |
|-------------------|-----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Investor          | No                                                              | 1) Quarterly financial statements<br>2) Annual report<br>3) Investors meet<br>4) Annual General Meeting                                                                                                                                      | Annually and quarterly                                                              | 1) Economic Performance<br>2) Enterprise Risk Management<br>3) Responsible Investment<br>4) Operational Efficiency<br>5) Aligning Business Objectives with Investor Interests<br>4) Enhancing Corporate Governance                                                                                                                                                                              |
| Regulatory Bodies | No                                                              | 1) Directives and circulars<br>2) Notifications<br>3) Policy advocacy<br>4) Submission of reports and returns                                                                                                                                | Frequently                                                                          | The New India Assurance Company Limited is a PSU with majority shares being held by the Government of India. The Company is regulated by IRDAI and SEBI (Since it is a listed entity). The Company is required to comply with different circulars and orders issued by the Regulatory Bodies from time to time.<br><br>Multiple policies of the company are advocated by the regulatory bodies. |
| Customers         | Yes. If they qualify based on the criteria                      | 1) Engagement at all stages of the product/service cycle<br>2) Through policies available on the website<br>3) Process for claims explained through website<br>4) Engagement through digital channel, trained customer relationship managers | Frequently                                                                          | 1) Product Innovation & Pricing<br>2) Data Privacy and security<br>3) Enhancing Customer Satisfaction<br>4) Customer Relationship Management<br>5) Customer Feedback                                                                                                                                                                                                                            |

## Leadership Indicators

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

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

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

Used (Yes / No) Yes

|         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Details | The Company is committed to fostering meaningful engagement with its stakeholders and ensuring their perspectives are integrated into its strategic priorities. Through structured consultations, the Company has identified key ESG material topics that are most relevant to its operations and stakeholder expectations. These insights have informed the alignment of its ESG framework to effectively address and manage these priority areas. To support this commitment, the Company has proactively established a comprehensive set of policies and internal systems that guide its strategic direction and disclosure practices. Furthermore, it has implemented robust communication channels, including a formal grievance redressal mechanism, to facilitate the receipt and resolution of stakeholder feedback—underscoring its dedication to responsible, transparent, and inclusive business conduct. |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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

In line with its Board-approved Corporate Social Responsibility (CSR) Policy, the Company partners with local communities to promote and support their overall well-being. This commitment enables the Company to uplift and empower marginalized communities across the nation.

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

### Essential Indicators

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

| Category             | FY25 Current Financial Year |                                        |           | FY24 Previous Financial Year |                                        |           |
|----------------------|-----------------------------|----------------------------------------|-----------|------------------------------|----------------------------------------|-----------|
|                      | Total (A)                   | No. of employees / workers covered (B) | % (B / A) | Total C                      | No. of employees / workers covered (D) | % (D / C) |
| <b>Employees</b>     |                             |                                        |           |                              |                                        |           |
| Permanent            | 10,951                      | 10,951                                 | 100%      | 11,940                       | 11,842                                 | 99%       |
| Other than Permanent | 0                           | 0                                      | 0         | 0                            | 0                                      | 0         |
| Total Employees      | 10,951                      | 10,951                                 | 100%      | 11,940                       | 11,842                                 | 99%       |

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

| Category             | FY25 Current Financial Year |                       |           |                        |           | FY24 Previous Financial Year |                       |           |                        |           |
|----------------------|-----------------------------|-----------------------|-----------|------------------------|-----------|------------------------------|-----------------------|-----------|------------------------|-----------|
|                      | Total<br>(A)                | Equal to Minimum Wage |           | More than Minimum Wage |           | Total<br>(D)                 | Equal to Minimum Wage |           | More than Minimum Wage |           |
|                      |                             | Number<br>(B)         | % (B / A) | Number<br>(C)          | % (C / A) |                              | Number<br>E           | % (E / D) | Number<br>(F)          | % (F / D) |
| Employees            |                             |                       |           |                        |           |                              |                       |           |                        |           |
| Permanent            |                             |                       |           |                        |           |                              |                       |           |                        |           |
| Male                 | 7,551                       | 0                     | 0%        | 7,551                  | 100%      | 8,302                        | 0                     | 0%        | 8,302                  | 100%      |
| Female               | 3,400                       | 0                     | 0%        | 3,400                  | 100%      | 3,638                        | 0                     | 0%        | 3,638                  | 100%      |
| Other than Permanent |                             |                       |           |                        |           |                              |                       |           |                        |           |
| N.A.                 |                             |                       |           |                        |           |                              |                       |           |                        |           |

Note: The total number of FY 2023-24 has been revised.

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

#### a. Median remuneration / wages:

| Male                                |        |                                                                          | Female |                                                                          |
|-------------------------------------|--------|--------------------------------------------------------------------------|--------|--------------------------------------------------------------------------|
| Gender                              | Number | Median remuneration/ salary/ wages of respective category (in INR Lakhs) | Number | Median remuneration/ salary/ wages of respective category (in INR Lakhs) |
| Board of Directors (BoD)*           | 5      | 5.13                                                                     | 5      | 6.03                                                                     |
| Key Managerial Personnel**          | 5      | 29.66                                                                    | 7      | 22.02                                                                    |
| Employees*** other than BoD and KMP | 7,521  | 17.01                                                                    | 3,394  | 17.78                                                                    |

Note:

- \* The median remuneration of Non-Executive, Independent Directors for FY2025 has been calculated based on sitting fees for attending Board and Committee meetings. Additionally, this calculation also includes the remuneration of directors who ceased to be on the Board of the Company at the end of the financial year.
- \*\* Ms. Girija Subramanian, Ms. Smita Srivastava, and Ms. Kasturi Sengupta serve as both Board Members and Key Managerial Personnel (KMPs). Since their median remuneration is already disclosed under the Board of Directors section, the median remuneration presented here pertains only to the remaining KMPs.
- \*\*\* The median remuneration is calculated only for 10,915 permanent employees, the remaining employees were on leave without pay/posted in foreign branches/others.

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

|                                                 | FY 25 Current Financial Year | FY 24 Previous Financial Year |
|-------------------------------------------------|------------------------------|-------------------------------|
| Gross wages paid to females as % of total wages | 31.73%                       | 30.59%                        |

Note: This indicator was not reported in FY 2023–24; it is now included as part of our enhanced disclosure practices.

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

Yes, HR IDD (Industrial Disputes and Discipline) is the focal point responsible for addressing the Human rights impacts or issues caused or contributed to by the business.

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

The Company has established robust mechanisms that enable all stakeholders, including employees, customers, suppliers, and community members, to raise concerns or report actual or potential violations related to human rights. These mechanisms are designed to ensure accessibility, confidentiality, and timely redressal, thereby reinforcing the Company's commitment to upholding and protecting human rights across all its operations and value chains. Below are the mechanisms:

- Whistleblower policy: This policy encourages all Whistle Blowers to report any misuse of the company's property, mismanagement, or wrong conduct within the company
- HR SPOCs: All employees(permanent/non-permanent) can report grievances, shortcomings pertaining to human rights directly to their office or regional SPOC. The anonymity of the repartee is always maintained.
- Prevention of Sexual Harassment at Workplace Policy: The New India Assurance Company Limited is committed to create a safe and conducive work environment which ensures that every woman feels safe at workplace and is treated with dignity and respect. The Company fosters equal opportunity to all employees and is committed to create a healthy working environment that enables employees to work without fear of prejudice, gender bias and sexual harassment.

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

| Complaint Type                   | FY25 Current Financial Year |                                       |         | FY24 Previous Financial Year |                                       |         |
|----------------------------------|-----------------------------|---------------------------------------|---------|------------------------------|---------------------------------------|---------|
|                                  | Filed during the year       | Pending resolution at the end of year | Remarks | Filed during the year        | Pending resolution at the end of year | Remarks |
| Sexual Harassment                | 4                           | 3                                     | -       | 3                            | 3                                     | -       |
| Discrimination at Workplace      | 0                           | 0                                     | -       | 0                            | 0                                     | -       |
| Child Labour                     | 0                           | 0                                     | -       | 0                            | 0                                     | -       |
| Forced Labour/ Involuntary       | 0                           | 0                                     | -       | 0                            | 0                                     | -       |
| Labour                           | 0                           | 0                                     | -       | 0                            | 0                                     | -       |
| Wages                            | 0                           | 0                                     | -       | 0                            | 0                                     | -       |
| Other Human rights related Issue | 0                           | 0                                     | -       | 0                            | 0                                     | -       |

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

|                                                                                                                                         | FY 25 Current Financial Year | FY 24 Previous Financial Year |
|-----------------------------------------------------------------------------------------------------------------------------------------|------------------------------|-------------------------------|
| • Total Complaints reported under the Sexual Harassment of Women at Workplace (Prevention, prohibition and Redressal) Act, 2013 (POSH). | 4                            | 3                             |
| • Complaints on POSH as a % of female employees / workers                                                                               | 0.12%                        | 0.1%                          |
| • Complaints on POSH upheld                                                                                                             | 3*                           | 0                             |

Note: \*In FY 2024–25, 1 complaint was upheld, while 3 remain pending resolution. Additionally, of the 3 cases carried forward from FY 2023–24, 2 were upheld during FY 2024–25.

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

New India Assurance operates in alignment with the Conduct, Discipline and Appeal (CDA) Rules, which guide employees to avoid any actual or perceived conflicts of interest and uphold the highest standards of integrity and ethical conduct. The Company is committed to building a safe, inclusive, and equitable workplace. Its Equal Opportunity Policy ensures fair treatment for all employees, regardless of gender, caste, religion, disability, or background. These values are reinforced through regular training and awareness programs.

In line with its zero-tolerance stance on harassment and discrimination, New India Assurance has implemented a comprehensive Policy for Prevention, Prohibition and Redressal of Sexual Harassment of Women at Workplace, fully compliant with the POSH Act by the Government of India. Annual awareness sessions further strengthen its commitment to a respectful and harassment-free work environment.

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

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

## 10. Assessments for the year:

|                                  | % of your plants and offices that were assessed (by entity or statutory authorities or third parties)                                                                                                                                                                                                                                    |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sexual Harassment                | New India Assurance strictly prohibits the employment of child labour, forced labour, involuntary labour, or any form of discriminatory hiring practices. The company adheres to all applicable legal and regulatory requirements and ensures that all employees meet the minimum age criteria as mandated by law at the time of hiring. |
| Discrimination at workplace      |                                                                                                                                                                                                                                                                                                                                          |
| Child Labour                     |                                                                                                                                                                                                                                                                                                                                          |
| Forced Labour/Involuntary Labour |                                                                                                                                                                                                                                                                                                                                          |
| Wages                            |                                                                                                                                                                                                                                                                                                                                          |
| Others – please specify          |                                                                                                                                                                                                                                                                                                                                          |

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

N.A.

## Leadership Indicators

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

During the financial year 2024–2025, the Company did not receive any grievances or complaints related to human rights violations. This reflects our unwavering commitment to fostering a respectful, inclusive, and equitable work environment. The Company has instituted comprehensive policies and robust mechanisms to proactively prevent and address any instances of unfair treatment, unprofessional conduct, bias, workplace harassment, intimidation, threatening behaviour, or discrimination. Additionally, The Company has adopted a formal Human Rights Statement that aligns with international standards and principles. This statement reinforces our commitment to respecting and promoting human rights in all our operations and interactions.

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

The Company maintains a rigorous governance framework to ensure that all internal policies and procedures are aligned with regulatory expectations and organizational best practices. All policies and processes undergo a structured pre-approval process by the Board of Directors, relevant Board Committees, or Senior Management, depending on the nature and scope of the policy.

In line with evolving regulatory landscapes, the Company periodically updates its policies to ensure full adherence to the latest guidelines issued by the Insurance Regulatory and Development Authority of India (IRDAI) and the Securities and Exchange Board of India (SEBI).

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

Yes, the company owned offices are equipped with stair lift for ease of mobility of employees/visitors with disabilities.

### 4. Details on assessment of value chain partners:

|                                  | % of value chain partners (by value of business done with such partners) that were assessed                                                                                                                                                                                                                             |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sexual Harassment                | New India Assurance assumes compliance with all legal and social standards by its value chain partners, as contracts are executed via the Government e-Marketplace (GeM) portal, which enforces adherence to norms related to child labour, forced labour, workplace discrimination, sexual harassment, and fair wages. |
| Discrimination at workplace      |                                                                                                                                                                                                                                                                                                                         |
| Child Labour                     |                                                                                                                                                                                                                                                                                                                         |
| Forced Labour/Involuntary Labour |                                                                                                                                                                                                                                                                                                                         |
| Wages                            |                                                                                                                                                                                                                                                                                                                         |
| Others – please specify          |                                                                                                                                                                                                                                                                                                                         |

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

N.A.

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

### Essential Indicators

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

| Parameter                                                                                                                                            | FY25 Current Financial Year | FY24 Previous Financial Year |
|------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|------------------------------|
| <b>From renewable sources (in gigajoules)</b>                                                                                                        |                             |                              |
| Total electricity consumption (A)                                                                                                                    | -                           | -                            |
| Total fuel consumption (B)                                                                                                                           | -                           | -                            |
| Energy consumption through other sources (C)                                                                                                         | -                           | -                            |
| Total energy consumed from renewable sources (A+B+C)                                                                                                 | -                           | -                            |
| <b>From non-renewable sources (in gigajoules)</b>                                                                                                    |                             |                              |
| Total electricity consumption (D)                                                                                                                    | 80,173                      | 82,969                       |
| Total fuel consumption (E)                                                                                                                           | 37,557                      | 37,505*                      |
| Energy consumption through other sources (F)                                                                                                         | -                           | -                            |
| Total energy consumed from non-renewable sources (D+E+F)                                                                                             | 1,17,730                    | 1,20,474                     |
| Total energy consumed (A+B+C+D+E+F)                                                                                                                  | 1,17,730                    | 1,20,474                     |
| Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)                                                             | 0.0000003                   | 0.0000003                    |
| Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) | 0.0000006                   | 0.0000006                    |
| Energy intensity in terms of physical output                                                                                                         | 10.74                       | 10.09                        |
| Energy intensity (optional) – the relevant metric may be selected by the entity                                                                      | -                           | -                            |

Note:

\*This indicator was not reported in FY 2023–24, resulting in an increase in the total. The energy data has been estimated using the spend-based method, and New India Assurance is proactively developing robust systems to enable more accurate and consistent data capture going forward.

Basis / Benchmark for Intensity ratio computation:

- Year-end Employee count is taken as physical output.
- PPP conversion rate is considered based on latest available International Monetary Fund (IMF) publication for respective year (FY2025 – 20.66 INR / USD and FY2024 – 22.40 INR / USD).
- Turnover is considered as Gross Written Premium.

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

Assurance has been carried out (Yes/No) No

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

Have sites? (Yes/No) No

Targets achieved? (Yes/No) No

In case targets have not been achieved, provide the remedial action taken, if any:

Not applicable owing to the nature of operations of the organization

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

| Parameter                                                                                                                                             | FY25 Current Financial Year | FY24 Previous Financial Year |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|------------------------------|
| <b>Water withdrawal by source (in kilolitres)</b>                                                                                                     |                             |                              |
| (i) Surface water                                                                                                                                     | 0                           | 0                            |
| (ii) Groundwater                                                                                                                                      | 0                           | 0                            |
| (iii) Third party water                                                                                                                               | -                           | -                            |
| (ii) Groundwater                                                                                                                                      | 0                           | 0                            |
| (iv) Seawater / desalinated water                                                                                                                     | 0                           | 0                            |
| (v) Others                                                                                                                                            | 0                           | 0                            |
| Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)                                                                              | 0                           | 0                            |
| Total volume of water consumption (in kilolitres) *                                                                                                   | 89,138                      | 97,117                       |
| Water intensity per rupee of turnover (Total Water consumption / Revenue from operations)                                                             | 0.0000002                   | 0.0000002                    |
| Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) | 0.000004                    | 0.000005                     |
| Water intensity in terms of physical output                                                                                                           | 8.13                        | 8.14                         |
| Water intensity (optional) – the relevant metric may be selected by the entity                                                                        | -                           | -                            |

Note:

\*This indicator was not reported in FY 2023–24; it is now included as part of our enhanced disclosure practices. Water consumption has been estimated using the CGWA standard assumption of 45 litres per employee per day. New India Assurance is currently establishing processes to enable more accurate and consistent data collection.

Basis / Benchmark for Intensity ratio computation:

- Year-end Employee count is taken as physical output.
- PPP conversion rate is considered based on latest available International Monetary Fund (IMF) publication for respective year (FY2025 – 20.66 INR / USD and FY2024 – 22.40 INR / USD).
- Turnover is considered as Gross Written Premium.

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

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

Name of external agency

N.A.

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

| Parameter                                                                    | Treatment                                                                                                                                                                                                   | FY25 Current Financial Year | FY24 Previous Financial Year |
|------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|------------------------------|
| <b>Water discharge by destination and level of treatment (in kilolitres)</b> |                                                                                                                                                                                                             |                             |                              |
| Total water discharged (in kilolitres)                                       | The organization uses water solely for domestic purposes and ensures that wastewater is responsibly discharged through municipal treatment systems. However, the treatment process is not currently tracked |                             |                              |

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

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

Name of external agency - N.A.

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

Mechanism implemented? (Yes / No) No

The organization does not currently operate a Zero Liquid Discharge (ZLD) system; however, implementation is being considered for selecting key owned locations in the future.

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

| Parameter                                  | Please specify unit | FY25 Current Financial Year                                              | FY24 Previous Financial Year |
|--------------------------------------------|---------------------|--------------------------------------------------------------------------|------------------------------|
| NOx                                        | -                   | Not Applicable owing to the nature of the operations of the organisation |                              |
| Sox                                        | -                   |                                                                          |                              |
| Particulate matter (PM)                    | Kg                  |                                                                          |                              |
| Persistent organic pollutants matter (POP) |                     |                                                                          |                              |
| Volatile organic compounds (VOC)           |                     |                                                                          |                              |
| Hazardous air pollutants (HAP)             |                     |                                                                          |                              |
| Others – please specify. CO <sub>2</sub>   | Kg                  |                                                                          |                              |

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

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

Name of external agency N.A.

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

| Parameter                                                                                                                                                                                          | Unit                                        | FY25 Current Financial Year | FY24 Previous Financial Year |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|-----------------------------|------------------------------|
| Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)                              | Metric tonnes of CO <sub>2</sub> equivalent | 2,669                       | 2,665                        |
| Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)                              | Metric tonnes of CO <sub>2</sub> equivalent | 16,190                      | 16,502                       |
| Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)                                                             | Metric Tons/INR                             | 0.00000004                  | 0.00000005                   |
| Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP) | Metric Tons/INR                             | 0.00000009                  | 0.0000001                    |
| Total Scope 1 and Scope 2 emission intensity in terms of physical output                                                                                                                           |                                             | 1.72                        | 1.61                         |
| Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity                                                                                        |                                             | -                           | -                            |

Note: This indicator was not reported in FY 2023–24; it is now included as part of our enhanced disclosure practices.

Basis / Benchmark for Intensity ratio computation:

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

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

iii. Turnover is considered as Gross Written Premium.

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

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

Details - N.A.

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

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

The company is proactively integrating sustainable practices into its operations. In alignment with the PM Suryaghar Yojna initiative, we have commenced the installation of solar panels across our residential and company office properties. Additionally, Motion Sensors have been deployed at our head office to further enhance energy efficiency.

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

| Parameter                                                                                                                                           | FY25 Current Financial Year                                                                                               | FY24 Previous Financial Year |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|------------------------------|
| Total Waste Generated (in metric tonnes)                                                                                                            |                                                                                                                           |                              |
| Plastic waste (A)                                                                                                                                   | New India Assurance currently does not monitor waste generation; however, plans are underway to initiate waste monitoring |                              |
| E-waste (B)                                                                                                                                         |                                                                                                                           |                              |
| Bio-medical Waste (C)                                                                                                                               |                                                                                                                           |                              |
| Construction and demolition waste (D)                                                                                                               |                                                                                                                           |                              |
| Battery Waste (E)                                                                                                                                   |                                                                                                                           |                              |
| Radioactive Waste (F)                                                                                                                               |                                                                                                                           |                              |
| Other Hazardous waste. Please specify, if any. (G)                                                                                                  |                                                                                                                           |                              |
| Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)                 |                                                                                                                           |                              |
| Packaging Paper waste                                                                                                                               |                                                                                                                           |                              |
| Total (A + B + C + D + E + F + G + H)                                                                                                               |                                                                                                                           |                              |
| Waste intensity per rupee of turnover (Total Waste generated / Revenue from operations)                                                             |                                                                                                                           |                              |
| Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Waste generated / Revenue from operations adjusted for PPP) |                                                                                                                           |                              |
| Waste intensity in terms of physical output                                                                                                         |                                                                                                                           |                              |
| Waste intensity (optional) – the relevant metric may be selected by the entity                                                                      |                                                                                                                           |                              |
| For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)               |                                                                                                                           |                              |
| Category of Waste                                                                                                                                   |                                                                                                                           |                              |
| (i) Recycled                                                                                                                                        | -                                                                                                                         |                              |
| (ii) Re-Used                                                                                                                                        | -                                                                                                                         |                              |
| (iii) Other recovery operations                                                                                                                     | -                                                                                                                         |                              |
| Total                                                                                                                                               | -                                                                                                                         |                              |

**For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)**

| Category of Waste               |   |
|---------------------------------|---|
| (i) Incineration                | - |
| (ii) Landfilling                | - |
| (iii) Other disposal operations | - |
| Total                           | - |

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

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

Name of external agency – Not Applicable

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

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

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

| S. No | Location of operations/offices                             | Type of operations | Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any. |
|-------|------------------------------------------------------------|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1     | No offices are situated around ecological sensitive areas. |                    | Not Applicable                                                                                                                                              |

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

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

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

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

## Leadership Indicators

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

Not Applicable – New India Assurance does not calculate water stress as water consumption is minimal and limited to drinking and basic domestic use.

**(i) Name of the area**

Not Applicable

(ii) **Nature of operations**

Not Applicable

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

| Parameter                                                                                                                                                                 | Treatment | FY25 Current Financial Year | FY24 Previous Financial Year |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------------------------|------------------------------|
| <b>Water withdrawal by source (in kilolitres)</b>                                                                                                                         |           |                             |                              |
| Not Applicable                                                                                                                                                            |           |                             |                              |
| <b>Water discharge by destination and level of treatment (in kilolitres)</b>                                                                                              |           |                             |                              |
| The organization uses water solely for domestic purposes and ensures that water is used responsibly and the wastewater is discharged through municipal treatment systems. |           |                             |                              |

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

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

|         |      |
|---------|------|
| Details | N.A. |
|---------|------|

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

| Parameter                                                                                                                                                             | Unit                                     | FY25 Current Financial Year                                                                                                                                                                                                                                                                                                                     | FY24 Previous Financial Year |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available) | MTCO <sub>2</sub> e                      | New India Assurance recognizes the significance of accounting for all categories of greenhouse gas emissions, including Scope 3. The organization is dedicated to commencing the calculation of Scope 3 emissions in due course, as part of its continued efforts to enhance environmental accountability and advance its sustainability agenda |                              |
| Total Scope 3 emissions per rupee of turnover                                                                                                                         | MTCO <sub>2</sub> e / Per rupee turnover |                                                                                                                                                                                                                                                                                                                                                 |                              |
| Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity                                                                       | MTCO <sub>2</sub> e                      |                                                                                                                                                                                                                                                                                                                                                 |                              |

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

No

Name of external agency - 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.**

Not applicable owing to the nature of operations of the organization.

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

| S. No. | Initiative undertaken    | Details of the initiative (Web-link, if any, may be provided along-with summary)                                                                                   | Outcome of the initiative                                                                                |
|--------|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| 1      | Solar Panel Installation | In alignment with the PM Suryaghar Yojana initiative, the company has commenced the installation of solar panels across residential and company office properties. | Facilitates the company's transition to renewable energy and reinforces its commitment to sustainability |

|   |                              |                                                                                                                |                                                                                             |
|---|------------------------------|----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| 2 | Deployment of Motion Sensors | Motion sensors have been installed at the head office to optimize electricity usage and reduce energy wastage. | Enhances energy efficiency and contributes to a more environmentally responsible workplace. |
|---|------------------------------|----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|

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

New India Assurance has developed a structured Business Continuity Policy and Plan, approved by its Board, to proactively manage disruptions. This framework outlines strategies for maintaining essential operations, protecting data, and ensuring swift recovery during crises such as natural calamities, technological breakdowns, or health emergencies. The BCP is regularly assessed to stay aligned with emerging risks and operational needs. Through this approach, New India Assurance reinforces its commitment to operational stability and service continuity, even in challenging circumstances.

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

Given the nature of its business operations, the Company does not have any adverse impacts on environmental resources.

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

The organization has not yet conducted assessments of value chain partners for environmental impacts. However, preparations are underway to initiate this process in the near future, reflecting a growing focus on responsible and sustainable business practices.

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

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

| S. No. | Green Credits generated     | FY 2024-25 |
|--------|-----------------------------|------------|
| 1      | By the company              | 0          |
| 2      | By the value chain partners | 0          |

**PRINCIPLE 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

**Essential Indicators**

- Number of affiliations with trade and industry chambers/ associations.

6

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

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

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

| Name of authority                                                                                             | Brief of the case | Corrective action taken |
|---------------------------------------------------------------------------------------------------------------|-------------------|-------------------------|
| During the reporting period, the organization was not involved in any instances of anti-competitive behaviour |                   |                         |

## Leadership Indicators

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

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

| S No. | Public policy advocated                                                                              | Method resorted for such advocacy | Whether information available in public domain? (Yes/No) | Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify) | Web Link, if available |
|-------|------------------------------------------------------------------------------------------------------|-----------------------------------|----------------------------------------------------------|-------------------------------------------------------------------------------------------|------------------------|
| 1     | Not applicable, as the company did not engage in public policy advocacy during the reporting period. |                                   |                                                          |                                                                                           |                        |

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

### Essential Indicators

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

| Project Name   | SIA Notification | Date Notification | Conducted by independent | Result Communicated | Web link |
|----------------|------------------|-------------------|--------------------------|---------------------|----------|
| Not Applicable |                  |                   |                          |                     |          |

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

| S. No.                                           | Name of Project for which R&R is ongoing | State | District | No. of Project Affected Families (PAFs) | % of PAFs covered by R&R | Amounts paid to PAFs in the FY (In INR) |
|--------------------------------------------------|------------------------------------------|-------|----------|-----------------------------------------|--------------------------|-----------------------------------------|
| Not Applicable owing to the nature of operations |                                          |       |          |                                         |                          |                                         |

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

The New India Assurance Company addresses community grievances through two key mechanisms:

- CSR Framework: New India Assurance's CSR Policy includes regular monitoring, stakeholder engagement, and third-party impact assessments. Feedback from communities is reviewed by dedicated committees, ensuring timely action and alignment with social development goals.
- Whistle Blower Policy: New India Assurance provides a secure channel for reporting concerns via email or sealed letters to the Chief Risk Officer. Complaints are investigated confidentially, with oversight from the Audit Committee. Whistleblowers are protected from retaliation, promoting transparency and accountability.

These mechanisms reflect the company's commitment to ethical governance and community welfare.

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

|                                              | FY25 Current Financial Year | FY24 Previous Financial Year |
|----------------------------------------------|-----------------------------|------------------------------|
| Directly sourced from MSMEs/ small producers | 2.04%                       | 0.11%                        |
| Directly from within India                   | 100%                        | 100%                         |

Note: This indicator was not reported in FY 23-24, it is now disclosed as part of our enhanced disclosures

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

| Location     | FY25 Current Financial Year | FY24 Previous Financial Year |
|--------------|-----------------------------|------------------------------|
| Rural        | 0.83%                       | 0.98%                        |
| Semi-urban   | 17.41%                      | 14.61%                       |
| Urban        | 18.14%                      | 9.61%                        |
| Metropolitan | 63.62%                      | 74.80%                       |

Note: This indicator was not reported in FY 23-24, it is now disclosed as part of our enhanced disclosures

## Leadership Indicators

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

| Negative Social Impact | Corrective Action |
|------------------------|-------------------|
| Not Applicable         | Not Applicable    |

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

| S. No. | State         | S. No. State Aspirational District | Amount spent (In INR) |
|--------|---------------|------------------------------------|-----------------------|
| 1      | Uttar Pradesh | Fatehpur                           | 10,66,602             |

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

No

### 3. (b) From which marginalized /vulnerable groups do you procure?

Not Applicable

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

Not Applicable

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

| Intellectual Property                                                                                          | Owned Acquired | Benefit Shared | Calculate Benefit Share |
|----------------------------------------------------------------------------------------------------------------|----------------|----------------|-------------------------|
| Not Applicable, the company has not acquired or generated any intellectual properties during the current year. |                |                |                         |

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

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

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

| S. No. | CSR Project                                                                      | No. of persons benefitted from CSR Projects | % of beneficiaries from vulnerable and marginalized groups |
|--------|----------------------------------------------------------------------------------|---------------------------------------------|------------------------------------------------------------|
| 1      | Savali: Mobile Medical Ambulance for people in slum areas                        | 62,400                                      | 100%                                                       |
| 2      | Thirumalai Charity Trust: Water waste management/ sewage treatment plant project | 1,41,219                                    | 100%                                                       |
| 3      | Bisnoui: Procurement of blood analyser machine                                   | 450                                         | 86%                                                        |
| 4      | Sevarth Sansthan                                                                 | 114                                         | 86%                                                        |

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

### Essential Indicators

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

Grievances received through various channels—email, letter, telephone, walk-in and the New India Assurance grievance redressal portal—are recorded in the grievance module of Customer Relationship Management (CRM) system, which is integrated with IRDAI's Bima Bharosa. After reviewing the grievance, a response is sent to the complainant along with the option to escalate the issue to the Insurance Ombudsman if unsatisfied. Once addressed, the grievance is marked as resolved in the system. The complainant is given an option to provide feedback on the grievance resolution. Our grievance redressal

mechanism is implemented in accordance with the Board-approved Grievance Redressal Policy of the company and the Standard Operating Procedure attached herewith. Additionally, the company has established a formal and secure process for receiving and addressing complaints and feedback through its Whistle Blower Policy. Consumers and stakeholders can submit concerns via email or sealed letters directly to the Chief Risk Officer, ensuring confidentiality and direct access to the designated authority. Each complaint is reviewed, documented, and, if necessary, investigated within a defined timeframe (typically 90 days). The process includes informing the concerned parties, conducting a neutral investigation, and recommending corrective or disciplinary actions where appropriate. The Company ensures protection against retaliation for those who raise concerns in good faith and maintains transparency and accountability throughout the resolution process.

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

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

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

| Complaint Type                | FY25 Current Financial Year |                                   | Remarks | FY24 Prev Financial Year |                                   | Remarks |
|-------------------------------|-----------------------------|-----------------------------------|---------|--------------------------|-----------------------------------|---------|
|                               | Received during the year    | Pending resolution at end of year |         | Received during the year | Pending resolution at end of year |         |
| Data Privacy                  | 0                           | 0                                 |         | 0                        | 0                                 |         |
| Advertising                   | 0                           | 0                                 |         | 0                        | 0                                 |         |
| Cyber Security                | 0                           | 0                                 |         | 0                        | 0                                 |         |
| Delivery of essential service | 0                           | 0                                 |         | 0                        | 0                                 |         |
| Restrictive trade practices   | 0                           | 0                                 |         | 0                        | 0                                 |         |
| Unfair trade practice         | 0                           | 0                                 |         | 0                        | 0                                 |         |
| Other                         | 8,021                       | 27                                |         | 7,234*                   | 3                                 |         |

\*The number of consumer complaints have been updated for financial year 23-24.

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

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

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

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

|         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Weblink | <p>The New India Assurance Company Limited has robust internal policies and frameworks to mitigate risks related to data privacy. Being an insurance entity, we understand and prioritise our customers confidentiality. There are regular checks conducted by the respective team to ensure compliance with the established measures. The company is ISO 270001 certified and conducts annual internal and third-party audit review of services provided by its vendors.</p> <p>These audits further include cyber security assessment of the company's information systems to comply with regulatory requirements and test the effectiveness of technical and operational security control measures implemented in the IT networks and systems.</p> |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**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.**

Not Applicable as no issues reported yet

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

- a. Number of instances of data breaches  
0
- b. Percentage of data breaches involving personally identifiable information of customers  
0%
- c. Impact, if any, of data breaches  
Not Applicable

## Leadership Indicators

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

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

|                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Weblink</p> <p><a href="#">New India Assurance - Products</a></p> | <p>New India Assurance is committed to providing a seamless and consistent service experience throughout every stage of the customer journey. The Company has introduced a variety of innovative digital platforms including its official website, and instant messaging services to ensure convenient and effective communication with customers. Comprehensive information about all products and services offered by New India Assurance is available on the Company's official website.</p> |
|----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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

Customer education is vital to The New India Assurance Co. Ltd. It ensures policyholders understand their insurance products, benefits, and the claims process. By educating customers, the company empowers them to make informed decisions, enhancing satisfaction and trust. NIACL has a specific customer education policy in place to outline the framework for educating customers and the organization's commitment towards empowering them.

Here are the steps taken to inform and educate consumers about the safe and responsible usage of products and/or services:

1. Digital Platforms/Print/TV/Radio and Various Other Media: Use NIACL's website, print, TV, radio, and other media to share information about products, benefits, and policyholder rights and responsibilities.
2. Proactive Communication: Send SMS alerts and email campaigns to inform customers about product updates and renewals.
3. In-Person Engagement: Organize awareness campaigns and participate in public events to promote insurance literacy and engage with potential customers.
4. Agent and Employee Training: Train agents and employees to educate customers about products and processes and equip them to handle customer queries and concerns.

These steps ensure that consumers are well-informed and can use our products and services safely and responsibly.

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

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

\* Written notifications

\* Call centre communication

\* Newspaper advertisements, ensuring wide public reach and timely awareness

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

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

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

Details - Not Applicable

Survey carried out (Yes / No) **No**