



Ref: PNBHFL/SE/EQ/FY24/36
Date: July 13, 2023

BSE Limited,
Listing Department,
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai – 400001
Scrip Code: 540173

National Stock Exchange of India Limited,
Listing Department
“Exchange Plaza”
Bandra Kurla Complex,
Bandra (E), Mumbai – 400051
Symbol: PNBHOUSING

Dear Sir(s),

Subject: Business Responsibility and Sustainability Report for Financial Year 2022-23

Pursuant to Regulation 34(2) and other applicable provisions of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, read with applicable SEBI Circulars, if any, please find enclosed the Business Responsibility and Sustainability Report ('BRSR') of PNB Housing Finance Limited ('Company') for Financial Year 2022-23.

A copy of the same is also available on website of the Company www.pnbhousing.com.

This is for your information and records.

Thanking You

For PNB Housing Finance Limited

Sanjay Jain
Company Secretary & Chief Compliance Officer
Membership No. F2642
Encl: a/a



BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (BRSR)

PNB Housing Finance Limited is at the convergence of organic growth which is responsible and sustainable at same time. The basic philosophy and vision to empower the common people of India to own their dream of a house is what the Company believes is the fundamental reason of growth, amalgamated with the non-tiring efforts of the team and valued stakeholders. The Company's success story stands as a testament to the resilience and truly embodies its commitment to provide faster and better services to customers. As a result, PNB Housing Finance Limited has become synonymous with timeliness, customer delight, and unparalleled customer experience, setting a benchmark for the industry in the nation.

Sustainability for the Company is not just a strategy but a responsibility that it holds towards its entire value chain and planet at large. With over three decades of presence in housing finance, the Company has a robust network of branches spread across the country which helps the customers avail financial services (loans and deposits) seamlessly. The tenets of the company are drivers of its fundamental approach to embrace the technology and digital transformation in its operations adopted parallelly with the strategic growth planning and implementation to secure larger customer base, focusing on retail segment. The priority of the company is to employ cutting edge technology that enables a leap to its vision of sustainable growth while bringing the utmost satisfaction to its customers. The working principles of the company are focused directly or indirectly to address aspects like climate change, conserving resources, strengthening governance and fulfilling social responsibility through CSR initiatives.

The company understands that the value of realization lies in meeting stakeholder expectations and earning their trust. Being a responsible corporate, it is the company's moral duty to communicate the performance to all stakeholders in most fair and transparent manner, which is also one of the purposes of the Business Responsibility and Sustainability Report (BRSR) mandated by SEBI. This is the **first edition** of our **Business Responsibility and Sustainability Report (BRSR)** that has made its way into regulatory provisions through an amendment to Regulation 34(2)(f) of the Listing Regulations, in which the company is reporting on its diverse non-financial performance which includes the Environment, Social, and Governance parameters, as well as their impact, in accordance with BRSR guidelines. This report not only fulfills regulatory requirements but also goes beyond exploring the environmental, social, and governance (ESG) dimensions of business activities and helps both company and stakeholders to make conscious decisions.

PNB Housing Finance Limited acknowledges the obligation to include environmental, social, and governance (ESG) considerations into the business activities and strive for profitable growth while maintaining a strong focus on exceptional governance and responsiveness to the requirements of the environment and society. The focus lies on building a strong relationship with customers, who are at the center of business, existence and growth.

From the leaders to a new entrant, everyone is encouraged to embrace the steppingstones – Values, Culture, and Commitments to lead the teams and extended networks to a brighter future.

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BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (BRSR)

SECTION A: GENERAL DISCLOSURES

1. Details of the listed entity

Corporate Identity Number (CIN) of the Listed Entity	L65922DL1988PLC033856
Name of the Listed Entity	PNB Housing Finance Limited
Year of incorporation	1988
Registered office address	9th Floor, Antriksh Bhawan, 22, K G, Marg, New Delhi-110001
Corporate address	9th Floor, Antriksh Bhawan, 22, K G, Marg, New Delhi-110001
E-mail	investor.services@pnbhousing.com
Telephone	011-23445200
Website	www.pnbhousing.com
Financial year for which reporting is being done	FY 2022-23 (April 1, 2022, to March 31, 2023)
Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited (NSE) and BSE Limited (BSE)
Paid-up Capital	₹168.86 crore
Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Sanjay Jain Company Secretary and Chief Compliance Officer Email Id: sanjay.jain@pnbhousing.com Telephone Number: 011-23445200
REPORTING BOUNDARY Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).	The disclosures made are on the standalone basis for PNB Housing Finance Limited only consisting of all the locations including the corporate office. *Environment data is included only for 20 locations wherein the office premises has an area of more than 3000 square feet.

2. Products/services

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 (FY22-23)
1.	Financial and Insurance Service	Other financial activities	100%

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

We are engaged in financing purchase and construction of residential houses, loan against property and loan for other related purposes. All other activities revolve around the main business. Our housing loan services aim to empower individuals and corporate bodies to fulfill their dreams of owning a home or commercial property. We understand that owning a property is a significant milestone in one's life, and we strive to make this process as smooth and hassle-free as possible. We believe in providing flexible and customized loan options that suit the unique requirements of our customers, along with competitive interest rates and easy repayment options. Our team of experienced professionals is always ready to assist our customers at every step of the way, from application to disbursement of the loan. With our housing loan services, we hope to make the dream of owning a property a reality for everyone, irrespective of their financial background.

S. No.	Product/Service	NIC Code	% of total turnover contributed
1.	Our main business is financing by way of loan for purchase/ construction/ repair or upgradation of residential houses, commercial real estate and certain other purposes. All the other activities of the Company revolve around the main business. As of 31 st March 2023, in terms of loan composition on loan asset basis, individual housing loans contributes 66.5%, loan against property forms 22.6%, non-residential premises loan and loan to corporates contributes 4.5% and 6.4% to respectively.	64192	100%



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

Location	Number of plants	Number of offices	Total
National	Not Applicable*	212 [^]	212 [^]
International		Nil	Nil

*The Company is a Non-Banking Financial Company - Housing Finance Company (NBFC-HFC) and hence does not undertake any manufacturing activity.

[^]212 offices, which includes: 162 branches, 27 Outreach offices, 22 Hubs and 1 Corporate office as on March 31, 2023.

5. Markets served by the entity:

We believe in staying closer to our customers and meeting their needs so that we can build a strong long-lasting relationship with our valuable customers. We have focused on building our strategic physical presence across the country to address their growing needs. Our 189 branches /outreaches are present across 138 unique cities and towns across the country, fulfilling the requirements of our lakhs of customers.

a. Number of locations

Locations	Number
National (No. of States)	20
International (No. of Countries)	Nil. We do not have offices/business in international locations.

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

Not applicable.

c. A brief on types of customers

Our Company serves customers of all income levels because we believe in maintaining a strong relationship with our customers. We are making significant efforts to concentrate on loans to the affordable market, where there is a high demand for housing loans. Being a responsible company, our focus has also been towards supporting the diverse range of customers to be benefitted under the Government initiatives such as “Housing for All” through PMAY-CLSS scheme and over the years we have been making disbursement help through significant amount of loan accounts in the category of EWS/LIG and MIG I/MIG II.

Category	Household Income/ annum	Individual Housing Loan disbursed in FY 2022-23	
		% in Number Terms	% in ValueTerms
Economically Weaker Section	Up to ₹3 lakh	6.81%	2.71%
Low Income Group	Above ₹3 lakh up to ₹6 lakh	32.17%	20.18%
Middle Income Group	Above ₹6 lakh up to ₹18 lakh	47.49%	46.81%
High Income Group	Above ₹18 lakh	13.53%	30.30%
Total		100%	100%
Total		36,081	₹10,990 crore

Based on individual loans disbursed during the year, the key characteristics of individual loans were:

- 71% were salaried customers, while 29% were self-employed (including professionals).
- The average size of individual loans stood at ₹29 lakh.
- The average loan to value ratio at origination was 71%.
- The average age of the customer was 40 years.

Depositors:

PNB Housing Finance also has a large number of depositors, which predominantly comprise of retail depositors. As at March 31, 2023, total outstanding deposits stood at ₹17,248 crore and the number of deposit accounts approximately stood at 2.3 lakh.

6. Employees

Details as at the end of Financial Year:

a. Employees and workers (including differently abled)

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	1,690	1,432	84.73%	258	15.27%
2.	Other than Permanent (E)	Nil	Nil	Nil	Nil	Nil
3.	Total	1,690	1,432	84.70%	258	15.29%
WORKERS						
4.	Permanent (F)	Nil	Nil	Nil	Nil	Nil
5.	Other than Permanent (G)*	469	433	92.32%	36	7.68%
6.	Total workers (F+G)	469	433	92.32%	36	7.68%

*Security, housekeeping & facility management staff on third party contract

b. Differently abled Employees and workers

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	1	1	100%	0	0%
2.	Other than Permanent (E)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
3.	Total differently abled employees (D+E)	1	1	100%	0	0%
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	Not Applicable				
5.	Other than Permanent (G)	Nil		Nil		
6.	Total differently abled workers (F+G)	Nil		Nil		

7. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. and percentage of females	
		No (A)	%(B/A)
Board of Directors	12	1	8.33%
Key Management Personnel	3	0	0%

8. Turnover rate for permanent employees and workers

Particulars	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees*	24.30%	26.60%	24.70%	30.96%	34.76%	31.58%	17.82%	21.54%	18.48%
Permanent Workers	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

*voluntary turnover



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

(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 in column A participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	PHFL Home Loans and Services Limited	Subsidiary	100%	PHFL Home Loans and Services Limited works inline with the ethos of PNBHFL Business Responsibility initiatives
2.	Pehel Foundation	Subsidiary	100%	PEHEL Foundation is a non-profit subsidiary of the Company to carry out various CSR activities of PNB Housing Finance Limited and PHFL Home Loans and Services Limited.

10. CSR Details:

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

Yes. CSR is applicable as per section 135 of Companies Act, 2013.

(ii) Turnover (in ₹) - ₹6,492.39 crore.

(iii) Net worth (in ₹) - ₹10,952.57 crore.

11. Transparency and Disclosures Compliances

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 2022-23 Current Financial Year		FY 2021-22 Previous Financial Year	
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Number of complaints filed during the year	Number of complaints pending resolution at close of the year
Communities	Yes	Nil	Nil	Nil	Nil
Investors (Other than shareholders)	Yes	Nil	Nil	Nil	Nil
Shareholders	Yes	Nil	Nil	Nil	Nil
Employees and Workers	Yes	Nil	Nil	Nil	Nil
Customers	Yes	1,794	10	2,270	10
Value Chain Partners	Yes	Nil	Nil	Nil	Nil
Others (Please specify)	-	-	-	-	-

*We have considered direct selling agents (DSA) as value chain partners. We shall progressively start reporting on other value chain partners in coming years.

Our family includes customers, depositors, shareholders, debenture holders, and channel partners. We have a strong grievance mechanism and a well-established procedure in place for recording and addressing complaints from each of these groups. Our website also includes a grievance redressal mechanism advised by the National Housing Bank (NHB), which also includes an escalation chart for investor concerns. Quarterly reporting to the senior management and the audit committee of the board is being done regarding the status of requests/complaints received, redressed, and outstanding from its customers and stakeholders, as well as the nature of the complaints and their mode of redressal.

We have an active investor outreach program, and the investor relations team maintains regular touch with market players globally. All information, including quarterly results, half-yearly results, and annual results, are communicated to stock exchanges, and posted on the website. Market participants and shareholders are also notified with the information. There is a robust system to address shareholders' grievances, wherein they can send their complaints to us through dedicated email IDs: investor.services@pnbhousing.com and investor.relations@pnbhousing.com.

All customer requests and complaints are registered in the CRM system. Throughout the year, we received service requests and escalations from loan and deposit customers out of which most of them were addressed within the stipulated timeframe. Our head of customer service reviews day-to-day customer support requests and escalations. Complaints forwarded by regulatory and supervisory bodies are recorded electronically and tracked separately.

We have a portal "V connect" wherein our Direct Selling Agents (DSA) can log in and raise their concerns which are addressed within a stipulated time frame.

12. 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.

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)
We have initiated the process for identification and analyzing our key material aspects for the company and the same will be disclosed in our upcoming report post approval by the Board.					

SECTION B: MANAGEMENT AND PROCESS DISCLOSURE

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
POLICY AND MANAGEMENT PROCESSES									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
c. Web Link of the Policies, if available**	Anti Bribery & Anti-Corruption Policy Fair Practice Code Whistle-Blower Policy Code of Conduct	This policy is included in our internal policies which are accessible to internal stakeholders.	Whistle Blower / SHAW Policy	Code of Practices & Procedures for Disclosure of UPSI	Nomination & Remuneration Policy	This policy is included in our internal policies which are accessible to internal stakeholders.	Not available.	CSR Policy	Grievance Redressal Mechanism KYC Policy Privacy Policy
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
We have developed the policies as per the best industry practices and have translated the policies as applicable into the procedures in conducting the business activities. The Board has seven Committees such as Audit Committee, Risk Management Committee, Credit Committee of the Board, Nomination and Remuneration Committee, Stakeholders Relationship Committee, Corporate Social Responsibility Committee, and IT Strategy Committee to oversee the functioning of various policies.									
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
4. Name of the national and international codes/certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.									
Principle 1	Not available								
Principle 2	Not available								
Principle 3	Not available								
Principle 4	Not available								
Principle 5	Not available								
Principle 6	Not available								
Principle 7	Not available								
Principle 8	Not available								



Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Principle 9	We are an ISO 9001:2015 (Quality Management System) certified organization and ISO 27001 (Information security management system) certified.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Being a responsible corporate and consistently working towards delivering our services in most sustainable manner, we strive towards achieving various targets such as environmental protection, reducing our carbon footprint, women empowerment and livelihood generation, housing for all, a gender-inclusive environment, nurturing employees, responsible governance, access to health and safety and consumer protection. We are under the process of developing various commitments and defining strategic goals and targets.								
6. Performance of the entity against specific commitments, goals, and targets along with reasons in case the same are not met.	This is the first time we have published our BRSR report. We are in the process of identifying & setting up targets and will report our performance against them in subsequent BRSR reports.								

GOVERNANCE, LEADERSHIP, AND OVERSIGHT

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	<p>We are presenting our first ever BRSR this financial year with an aspiration to communicate our ESG performance to all our stakeholders in a better and more transparent manner, in compliance with the guidelines and format provided by SEBI. We at PNB Housing Finance Limited assist millions of Indians accomplish their dream of owning a house through our initiatives such as HOUSING FOR ALL. As a responsible corporate citizen, we have taken multiple initiatives towards a green & sustainable environment and environment protection has been a key part of our long-term CSR initiatives. For more details, please refer to the message from the Managing Director and CEO on page number 10 of this report.</p>								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies	<p>Mr. Sanjay Jain Company Secretary and Chief Compliance Officer Email Id: sanjay.jain@pnbhousing.com Telephone Number: 011-23445200</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>The Board of Directors of PNB Housing Finance Limited is responsible for determining the strategic direction of the Company and safeguarding the interest of all our stakeholders. ESG is viewed as one of the strategic priorities of the BODs. Our sustainability strategy involves proactively identifying ESG-related risks and opportunities, setting goals/targets, and finally implementing policy-driven procedures to turn our commitments into actions. For us, the responsibility to conduct business sustainably lies with each one of us. This is further looked upon by the Board through its various functional committees, who meet on regular intervals to review the process, systems and implementation required for responsible decision making. Additionally, such committees look after different aspects, policies, and procedures covered under the larger umbrella of sustainability.</p>								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Responsibility and accountability to the various aspects of sustainability performance lies with the entire team of PNB Housing Finance Limited. The Company has embarked on the sustainability journey and in the process of formulating the ESG policy which encompasses all the principle of BRSR. Further, the board will monitor initiatives through its several functional committees, who will meet on a regular basis to review the procedures, frameworks, and implementation for various ESG related business systems and processes in line with the principles of BRSR.																	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	As a socially responsible company, we wholeheartedly embrace a steadfast commitment to adhering to all applicable laws and standards. At the core of our operations, we prioritize zero non-compliances and continuously strive to meet and exceed industry best practices. Our unwavering dedication to compliance is reinforced by the zero-tolerance policy, ensuring no deviations from legal and regulatory requirements. We diligently abide by all statutory laws and compliance obligations that pertain to our organization, safeguarding our principles at every step.																	

11	Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
		The processes and compliances are subject to scrutiny by internal/statutory auditors and regulatory compliances, as applicable on a regular basis. In the light of good corporate governance practices, policies are reviewed annually/periodically and approved by the senior management and/or the Board. We are an ISO 9001: 2015 & ISO 27001 certified company and our processes conform to the ISO standards. Since the control audit of the processes are carried on an annual basis by an external agency, external review of the policies may not be required.								

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

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

NA* -Not Applicable

No^/Yes ^- We have initiated the process for identification and analyzing our key material aspects for the company and the same will be disclosed in our upcoming report post approval by the Board.

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

Being a customer-centric business, we have ingrained the fundamentals of responsible business beyond our obligation to conduct and govern ourselves with utmost fairness and integrity and confirming to compliance. We have in place the code of conduct which provides guidance on matters related to professional conduct, ethics, and governance, for the directors of the board. Also, we have an additional code of conduct envisaging all fundamental principles of business ethics for executive directors and senior management. In our commitment to nurture a culture of ethical behavior, the board has approved and adopted different policies and frameworks that encourage appropriate business conduct. Further, these policies are available publicly and communicated regularly to the management, employees, and other stakeholders. We understand that it is equally vital that we administer and conduct training and awareness programs for all our stakeholders including board members, employees, workers, and value chain partners who are an important part of our larger work of PNB Housing Finance Limited stakeholder group and help foster an ethical environment within our value chain.

Essential Indicators

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

Our people are our most crucial asset. Adhering to our agenda of upskilling our employees, we periodically conduct training and awareness programs on diverse aspects such as code of conduct, anti-bribery& anti-corruption, information security and women’s empowerment, etc., which articulates standards for ethical corporate conduct and appropriate employee behavior. As part of our continuous practice, we provide induction training to all new employees so that they can grasp our organizations’ values and get aligned with them. These training courses also include topics related to ethics, HR policies and values. Promoting the aspects of Digital Learning, employees are provided with access to the LinkedIn learning platform so that they can acquire new skills.



(₹ in crore)			
Segment	Total number of training and awareness programs held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness Programs
Board of Directors	10	The BoD spent 34 hours of training on various topics that included Information Technology, Cyber security, Business Plan, Financial updates, Risk Management, Internal Controls, Regulatory Updates, Peer group analysis, Business transformation, Talk on Tech Trends etc. Induction programs were also conducted for them covering deep insights about the Company and aspects comprise Business- Affordable, Underwriting and Collection, Finance and Treasury, Human Resource, CSR, Deposits & Cross Sell etc.	100%
Key Managerial Personnel	6	Anti-Bribery & Anti-Corruption Policy	100%
Employees other than BoD and KMPs	6	Anti Money Laundering & KYC Code of Conduct Policy Information Security Awareness Prevention of Sexual Harassment Whistle Blower Policy	100%
Workers	Awareness programs on health, safety, working conduct, etc. are done on periodic basis; however, we are in the process of developing the mechanism to capture the data. We shall progressively report in the coming years.		

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

Monetary					
	NGRBC Principle	Name of the regulatory/ Enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/ No)
Penalty/ Fine	Principle 1	SEBI	8,49,600	During the financial year ended March 31, 2023, Regulators have imposed a penalty for delay in appointment of independent directors on Board pursuant to Regulation 17 (1) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015	No
Settlement	Principle 1	SEBI	72,76,533	SEBI had made certain observations with respect to the preferential issue approved by the Board on May 31, 2021, and called upon the Company and its directors to provide their explanations. The Company and its directors had responded to SEBI with respect to these communications. Subsequently, on suo motto basis, the Company filed a settlement application with SEBI on January 17, 2022, seeking settlement of any proceedings initiated or which may be initiated against the Company and/ or its directors in this connection, without admitting or denying the findings of fact or conclusions of law. Settlement Order dated July 18, 2022, has been passed by SEBI in the regard.	No
Compounding fee	NA	NA	NA	NA	NA

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

NA- Not Applicable.

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not Applicable.	

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

Yes. The Company has an anti-bribery and anti-corruption policy, which is applicable to all the stakeholders or the person associated with the Company and who may be acting on behalf of PNB Housing Finance and set out conduct that must be adhered to at all times. This Policy has been tailored in accordance with Company's code of conduct and other related policies, as well as anti-bribery and anti-corruption statutes and regulations in India. The policy lays down a clear philosophy which enforces and reiterates our moral business commitment of zero tolerance for any form of bribery or corruption. The policy facilitates ethical decision making and reinforces culture of transparency in all the dealings.

The policy is publicly available at the website of our company and link for the same is given below:

<https://www.pnbhousing.com/wp-content/uploads/2022/09/Policy-on-Anti-Bribery-and-Anti-Corruption-01-11-2021-website.pdf>

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

Particulars	₹ in crore)	
	As at March 31, 2023	As at March 31, 2022
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	FY 2022-23		FY 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	-	Nil	-

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

No correction action were taken or underway on issues related to fines / penalties /action taken by regulators/ law enforcement agencies/ judicial institutions, as there were no cases of corruption and conflicts of interest.



Leadership Indicators

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

Stakeholders in our value chain are the key partners of our growth. We believe in a philosophy to take along society and all those who are associated with us in this journey where we embrace the working principles of a responsible business. Over the entire reporting year, we engaged with a multiple value chain partners, through various engagement programs and have made them aware of multiple aspects that are directly or indirectly associated to our business at large.

Total number of awareness programs held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
We conduct various training and awareness programs for our value chain partners . However, we will be progressively tracking the numbers in the coming years.	Product and policy knowledge	100% of our Direct Marketing Agents are covered

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

Yes, Our Company's code of conduct covers the issues related to conflict of interest on the Board of Directors and specifies that all members of the board should attempt to avoid circumstances where they have a conflict of interest. All members concerned in a conflict scenario must withdraw from any conversations or decisions on the subject. We have developed appropriate processes and mechanisms to avoid or manage disputes among members.

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

This principle emphasizes the need of providing services in a sustainable way by including components of social, ethical, and environmental indicators into the process. We create value for our stakeholders by providing services that are aligned with sustainability principles. We believe in driving action towards the sustainable development through a variety of initiatives such as the adoption of cloud based network promotion of virtualization, the optimization of data center energy, paperless processing, the replacement of physical customer correspondence with e-communication etc.

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.

	Particulars	FY 2021-22	Details of improvements in environmental and social impacts
R&D Capex	Given the nature of business of the Company, the relevance of the above is largely restricted to information technology (IT) CAPEX. The capex incurred towards IT hardware and software, which facilitated enhanced digital initiatives of the Company, was 0.21% of total revenue.	The capex incurred towards IT hardware and software, which facilitated enhanced digital initiatives of the Company, was 0.22% of total revenue.	Greater adoption of digital platforms not only brings in increased efficiencies of operations, but also ensures conservation of resources.

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

We lay significant emphasis on sustainable procurement. In the pursuit of this objective, we are focused on adhering to practices that help us to procure resource-efficient goods and services but also, help our vendors to grow along with us. We have been at the forefront in taking initiatives that would help us make responsible procurement decisions, some of the major aspects in this endeavor include

1. Increased focus towards digitization and automation of our sourcing process and systems and by adopting digital tools to increase the efficiency.
2. Striving to reduce consumption of resources like electricity, paper, printing ink, plastic etc. at our office locations
3. Encouraging paperless business operations/services to conserve the environment and save resources.
4. Preferential sourcing from local suppliers to support the small-scale businesses thereby supporting government's agenda of Aatma Nirbhar Bharat Abhiyaan.

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

We have suitable systems in place for sustainably treating / disposing of the waste we generate, as per the applicable guidelines. We don't generate any hazardous waste. Additionally, e-waste generated are disposed through government authorized recyclers.

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

Not applicable

Leadership Indicators

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

NIC Code	Name of Product / Service	% of total Turnover contribute	Boundary for which the Life Cycle Perspective /Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/ No) If yes, provide the web link.
Considering the nature of the business, we have not conducted the LCAs for our services.					

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

Name of Product/ Service	Description of the risk/concern	Action Taken
Not Applicable		

3. Percentage of recycled or reused input material to total material (by value) used in production

(For manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or re-used input material to total material	
	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Not applicable.		

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

	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (Including packaging)	Not applicable					
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.	

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

Our commitment to our employees ensures a positive and engaging work environment, fostering a culture of excellence and customer-centricity. At the heart of our core values lies “People First,” which drives our dedication to fostering equal opportunities and inclusive growth. Employee connect to the last mile, recognition of merit, fair & equitable policies and health & safety form the basis of various people initiatives of the Company.

Essential Indicators

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

HR policies and various benefit programs provides framework for well-being of employees. Without focus on “People First”, our efforts are continually focused on promoting a healthy, safe and secure work environment.

- Taking various measures during the pandemic to protect employees and providing care for those who had contracted the virus
- Providing best-in-class practices with respect to maternity, paternity and adoption related leave and compensation policies, besides extending the choice of examination leave and sabbaticals, among others.
- Providing access to LinkedIn learning platform for employees to take motivational seminars, yoga and meditation sessions, and financial planning sessions.
- Providing medical support at fingertips like e-consultation with doctors, sponsored health checks & diagnostic tests etc
- Organizing health events like doctor visits, yoga day to promote healthy lifestyle

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B /A)	Number (C)	% (C /A)	Number (D)	% (D /A)	Number (E)	% (E /A)	Number (F)	% (F /A)
PERMANENT EMPLOYEES											
Male	1,432	1,432	100%	1,432	100%	NA	NA	1,432	100%	Nil	Nil
Female	258	258	100%	258	100%	258	100%	NA	NA	55	21.31%
Total	1,690	1,690	100%	1,690	100%	258	100%	1,432	100%	55	3.25%
OTHER THAN PERMANENT EMPLOYEES											
Male	Not Applicable										
Female											
Total											

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

(₹ in crore)

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B /A)	Number (C)	% (C /A)	Number (D)	% (D /A)	Number (E)	% (E /A)	Number (F)	% (F /A)
PERMANENT WORKERS											
Male	Not Applicable										
Female											
Total											
NON- PERMANENT WORKERS											
Balance with banks in current accounts	Not Applicable										
Bank deposit with maturity of less than 3 months (Refer Note 3.1)											
Total											

2. Details of retirement benefits.

(₹ in crore)

Benefits	FY 2022-23			FY2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA#	Y	100%	NA#	Y
Gratuity	100%	NA#	Y	100%	NA	Y
ESI	NA	NA#	Y	NA	NA#	Y
Others – please Specify	-	-	-	-	-	-

#We ensure that the PF, ESI & Gratuity contribution as applicable, is being made by the contracting agencies

NA- Not Applicable

3. Accessibility of workplaces

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

Our efforts are aligned with the requirements of the Rights of Persons with Disabilities Act, 2016. Most of the Company offices are located in commercial establishments, including the Corporate Office, that are equipped with ramps and elevators for easy accessibility of differently abled persons.



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

Aspects of equal employment opportunity are embedded within the Human Resources Policy that directs and strengthens our efforts to establish and maintain an inclusive, non-discriminatory, and equal opportunity workplace while emphasizing merit as the primary criterion for employment and development. The company has incorporated equal opportunity philosophy in all its actions and motives through its Equal Opportunity Policy in accordance with Rights of Persons with Disabilities Act, 2016. The Company strongly believes in encouraging diversity and creating an inclusive workplace for differently abled persons.

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

(₹ in crore)

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	93.30%	NA	NA
Female	100%	100%	NA	NA
Total	100%	95.08%	NA	NA

NA – Not Applicable

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

	(If yes, then give details of the mechanism in brief)
Permanent Workers	Yes. The Company has a grievance procedure in place that ensures all complaints are properly documented and consistently handled in an unbiased, discrete, and transparent manner. We have an internal complaints committee that deals with sexual harassment cases in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013 of India (POSH Act). Whistleblower Policy of the Company allows employees to report unethical behavior to uphold the highest standards of morality and business conduct while conducting business. The Code of Conduct sets guidelines to create an enduring and robust culture of corporate governance.. All employees are sensitized periodically on these policies.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

(₹ in crore)

Category	FY 2022-23			FY2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	We are not associated with any association or unions during FY 2022-23 and FY2021-22.					
Male						
Female						
Total Permanent Workers						
Male						
Female						

8. Details of training given to employees and workers:

Category	FY 2022-23					FY2021-22					
	Total (A)	On Health and safety measures		On Skill upgradation			Total (D)	On Health and safety measures		On Skill upgradation	
		No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/ N.A.)	Deducted and deposited with the authority (Y/N/ N.A.)	Deducted and deposited with the authority (Y/N/ N.A.)	No. (E)		% (E / D)	No. (F)	% (F / D)	
EMPLOYEES											
Male	1,429	NA	NA	1,009	70.54%	1,189	NA	NA	973	81.83%	
Female	258	NA	NA	197	76.36%	233	NA	NA	179	76.82%	
Total*	1,687	NA	NA	1,205	71.43%	1,422	NA	NA	1,152	81.01%	
WORKERS											
Male	Awareness programs on health, safety and working conduct are done on periodic basis . However, we don't capture the data currently. We will set up processes to capture the details for workers in future.										
Female											
Total											

NA – Not Available. Awareness programs on health & safety are done on periodic basis . However, we don't capture the data currently. We will set up processes to capture the details for employees in future.

* This data excludes KMP's.

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

All employees undergo an annual performance appraisal process set up by us based on which their increments, bonuses & ESOP grants are decided. The Performance Management Policy of the Company defines the way performance evaluation process is implemented across the Company to promote a performance driven culture.

(₹ in crore)

Category	FY 2022-23			FY2021-22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
EMPLOYEES						
Male	1,432	1,432	100%	1,192	1,192	100%
Female	258	258	100%	233	233	100%
Total	1,690	1,690	100%	1,425	1,425	100%
WORKERS						
Male	Not Applicable.					
Female						
Total						

10. Health and safety management system:

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

We are committed to devoting resources towards strengthening systems and processes to ensure the safety and well-being of our employees. The Company provides a bouquet of physical and mental wellness benefits to all its employees. Further, all our office premises are in commercial buildings that maintains compliance to all applicable health and safety aspects. Periodic inspections and mock drills are undertaken to review the health and safety readiness check of systems which include aspects like fire mock drills, inspection of fire extinguishers and alarms, review of floor evacuation plans, etc.



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

We proactively conduct routine inspections to identify potential hazards and ensure the proper functioning of fire extinguishers in all our offices as well as elevators and provide training to our employees for the proper usage of these safety tools so that they can take prompt action in case of an emergency. This proactive approach to safety not only helps us to prevent accidents and mitigate risk but also fosters the culture of safety and preparedness amongst our employees.

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

Given the nature of business of the Company, this is not directly applicable to us, however, to ensure a safe and healthy work environment, employees are encouraged to promptly notify their respective HR representatives of any workplace hazards,

incidents, or potential health and safety risks. This proactive reporting allows us to take swift action to address any issues and implement necessary safety measures to prevent future incidents. The HR department plays a critical role in managing workplace safety and ensuring compliance with relevant laws and regulations. Further, employees are periodically given awareness sessions on fire and workplace safety on ways to identify and report potential hazards.

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

All employees are insured through group Mediclaim, group term life insurance, and group personal accident policies to reduce financial risk in the event of any medical occurrences. Additionally, we provide our employees with health and wellness benefits including routine checkups, doctor visits, and diagnostic testing.

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

Particulars	Category	₹ in crore)	
		As at March 31, 2023	As at March 31, 2022
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	Nil	Nil
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	Nil	Nil
No. of fatalities	Employees	Nil	Nil
	Workers	Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Nil	Nil

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

We emphasize on the importance of maintaining a safe and healthy workplace and we have taken measures for workplace safety by providing all offices and premises with fire extinguishers and conducting regular drills and awareness sessions to ensure that employees are well-informed about fire hazards and equipped with the necessary knowledge to respond in case of an emergency. We prioritize the security of all employees, implementing measures such as access controls, CCTV monitoring, and security personnel to ensure a safe working environment. All our offices are maintained as per local laws and regulations on safety and public health hazards guidelines.

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

(₹ in crore)

Category	FY 2022-23			FY2021-22		
	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	Nil	Nil	Nil	Nil	Nil	Nil
Health & Safety	Nil	Nil	Nil	Nil	Nil	Nil

14. Assessments for the year

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100% done by third parties as a part of office premise maintenance.
Working Conditions	100% done by third parties as a part of office premise maintenance.

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

There is no identified risk related to the health & safety practices and working conditions for the employees. However, the Company continues to assess the risk related to any health & safety practices and working conditions and is committed to taking corrective action to mitigate that risk.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

Yes. We have a health/accidental/term insurance policy that provides insurance coverage for all permanent employees, and adequate safeguards to families of deceased employees. Further, all benefits like PF, F&F settlements, Gratuity, Pension etc. are processed on priority to provide necessary support to the family of the employees.

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

We ensure that taxes applicable to the transactions within the remit of the Company are deducted and deposited in accordance with the regulations. We expect value chain partners to uphold business responsibility principles and values of transparency and accountability.

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employees			Nil	
Workers			Nil	

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)

We provide trainings related to building new competencies, knowledge and skills. These initiatives help our employees to maintain gainful engagement or employability post retirement and/or end of service.



5. Details on assessment of value chain partners

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety conditions	We expect our value chain partners to follow extant regulations, including health and safety practices and working conditions.
Working conditions	

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

No corrective action was necessitated. We expect our value chain partners to adhere to all the laws of the land to ensure the health and safety of their employees.

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

This principle anchors on recognizing and addressing the interests of stakeholders. Our key stakeholders include employees, customers, communities, investors, research analysts, lenders, rating agencies, regulatory agencies etc. We acknowledge and value the contributions and concerns of our stakeholders and engage with them on a constant basis to understand their issues, analyze their needs, and respond to them effectively.

Essential Indicators

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

Over the course of our business journey, we have been able to understand and identify various stakeholders that are vital for continuity of our business. It is through the diverse business segments/products/services that we have ventured into which helps us to get engaged with more relevant and diverse range of stakeholders group. For us, each business segment/department has identified their key stakeholders with whom they have established reliable and transparent communication channels to address their grievances, concerns, suggestions etc.

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	Email, virtual and physical meetings	Daily	For performance review, feedback, employee grievance, company performance sessions, trainings, engagement programs, etc. The Company follows an open-door policy.
Customers	Yes, if they qualify based on specified criteria such as income, gender etc.	Email, SMS, website, communication letters, advertising, grievance and feedback channels and other multiple channels	Frequent and need based	For customer complaints and resolution, loan discussions, feedback, and to stay in touch with the customer throughout the life cycle of the loan and address any issues that the customer may have.
Communities	Yes	Community meetings	As and when required, quarterly, annually	For CSR interventions.
Investors	No	Email, SMS, newspaper advertisement, notice board, website, annual general meetings, intimation to stock exchanges, annual/ quarterly financials and investor meetings/ conferences	Frequent and need based	For discussing Company's performance, investor complaints, new initiatives and to keep them abreast of developments on the Company.
Insurance Partners & Deposit Agents	No	Website and Email	Need based	For various operational activities.
Regulatory authorities	No	Discussion forums and associations	Need based	For compliance procedures.
Rating agencies	No	Email, meetings, concalls	Need based	Keep updated on the Company, reviews, compliance procedures.

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 keeps constant interaction with the key stakeholders to communicate and update about the Company and understand what the stakeholders are looking from the Company. The Board is updated on a quarterly basis and as required on the developments and feedback.

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

We are aligned to our principle of working towards implementation of systems and practices that are in harmony with societal welfare and environment protection. We foster a culture where suggestions, discussions, feedback and other modes of engagement with our stakeholders are used as a repository to deliver on aspects beneficial to environment and society at large.

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

Our Company believes that by fulfilling low and middle-income communities' financial requirements and assisting them in becoming homeowners, we are achieving an essential social objective. We fully endorse and support the government's attempts to put its flagship initiative, the Pradhan Mantri Awas Yojana, into action. Through our CSR efforts, we have collaborated with NGOs on programs aimed at disadvantaged and marginalized segments of society. To engage with the marginalized community and the vulnerable groups the common strategy followed for all CSR project is designing and implementation following the need-based assessments, focus group discussions, involvement of the community, involvement of the panchayats, school management committee, different volunteer groups, etc. which helps us to understand the issues and design the program accordingly to benefit the community. Please refer to our CSR section for initiatives undertaken by us in principle 8 of this report.

Principle 5: Businesses should respect and promote human rights

We abide by all human rights laws included in the Indian constitution, as well as any other statutory bodies that encompass human rights issues such as child labour prevention, forced labour prevention, woman empowerment, and so on. We cultivate cordial and open relationships with all stakeholders, including employees, and continue to conduct business in a way that respects everyone's rights and dignity.

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:

There are regular training programs conducted for our employees on Code of Conduct, Whistle Blower, Prevention of sexual harassment. Every new joiner is expected to undergo a mandatory set of training assigned to them.

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
	(₹ in crore)					
EMPLOYEES						
Permanent	1,687	1,613	95.61%	1,422	1,396	98.17%
Other than permanent	Not Applicable					
Total employees*	1,687	1,613	95.61%	1,422	1,396	98.17%
WORKERS						
Permanent	Not Applicable					
Other than permanent	Not Available. We will be progressively reporting on this information once we set up processes to capture the data in future.					
Total workers						

* This data excludes KMP's.



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

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
EMPLOYEES										
Permanent	1,687	Nil	Nil	1,687	100%	1,422	Nil	Nil	1,422	100%
Other than permanent	Not Applicable					Not Applicable				
Total employee*	1,687	Nil	Nil	1,687	100%	1,422	Nil	Nil	1,422	100%
WORKERS										
Permanent	Not Applicable									
Other than permanent	We ensure that our service providers conform to all applicable laws and government regulations.									
Total workers										

* This data excludes KMP's.

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

Gender	(₹ in crore)			
	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	Please refer to Director's Report Annexure 3			
Key Managerial Personnel	3	1,08,75,839	0	Nil
Employees other than BoD and KMP (Key Managerial Personnel)	1,429	7,79,994	258	6,55,906
Workers*	Not Applicable			

*permanent workers

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/No)

We have various forums in place like the Grievance Redressal Committee and Whistleblower Policy to provide necessary support to employees in case of any human rights issues in the workplace. We recognize and uphold all human rights regulations created in accordance with the Indian Constitution as well as other laws that support principles of human rights, including the prevention of child labor, forced labor, and the empowerment of women. Further, given our nature of business, we have not envisaged human rights issues caused by our business.

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

Whistle Blower Policy provides a neutral and unbiased forum for the directors and employees of our Company to voice their concerns in a responsible and effective manner. We have an internal complaints committee that deals with sexual harassment cases in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013 of India (POSH Act). The Company provides reasonable safeguards for employees to raise and obtain resolution for all grievances in a safe and secure environment.

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

(₹ in crore)

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Sexual Harassment	1	1	Investigation ongoing as of 31 March 2023	1	Nil	
Discrimination at workplace	Nil	Nil		Nil	Nil	
Child Labour	Nil	Nil		Nil	Nil	
Forced Labour/Involuntary Labour	Nil	Nil		Nil	Nil	
Wages	Nil	Nil		Nil	Nil	
Other human rights related issues	Nil	Nil		Nil	Nil	

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

People First, one of our core values, ensures that we stay committed to enabling equal opportunity and inclusive growth. We have zero tolerance towards harassment and / or discrimination based on gender, age, race, religion, sex, nationality, origin, disability, sexual orientation, political opinion, medical condition. Whistleblower Policy, Code of Conduct & POSH Policy provides the necessary framework for employees to raise concerns in an environment free of discrimination and harassment.

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

Majority of the service agreements between PNB Housing Finance Limited and the service provider, have a specific clause that states mandates the service provider to abide and comply with all the applicable laws of the land. This clause in the agreement ensures that the service providers act in accordance with the laid down regulations for human rights requirements.

9. Assessments of the year

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	The Company ensures all statutory compliances in accordance with the laws of the land through regular internal reviews
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

The Company continues to ensure that such risks do not arise. No cause of concerns were identified in this regard.

Leadership Indicators

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

We progressively work on improving our systems based on the regular feedback from our key stakeholders, following an approach to continual improvement.

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

For FY 2022-23 we did not conduct any human rights due diligence exercise.

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?

We are progressively identifying and enabling facilities to accommodate the diverse requirements of specially abled visitors at our office locations. Most of our offices are in commercial establishments that provide various access facilities such as ramps, elevators etc., for our differently abled visitors. We also provide them with special assistance as and when required. We continually strive to comply with all the legal requirements related to inclusion of people with disabilities in accordance with the Rights of Persons with Disabilities Act, 2016.



4. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	As per the POSH laws, any person can file a complaint against the employee and hence all the value chain partners are covered. The Company expects its value chain partners to adhere to the same values, principle and business ethics upheld by the Company in all their dealings. No specific assessment in respect to value chain partners have been carried out.
Discrimination at workplace	
Child labour	
Forced/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.

No corrective actions were necessitated for the mentioned period

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

As a responsible organization, we are continually identifying and taking measures to safeguard the environment. As a Housing Finance Company, our consumption of environmental resources is limited. However, we are taking necessary steps for energy conservation and environment protection by rationalizing consumption of electricity and usage of natural resources to save energy. We have embraced electronic communication with all stakeholders thus transforming ourselves digitally.

Essential Indicators

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

The Company has taken several measures to promote a green and sustainable environment, such as the adoption of cloud computing technology, the promotion of virtualization, optimization of data center energy, and so on.

Parameter	(₹ in crore)	
	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total electricity consumption (A)	10,031.60 GJ	10,010.72 GJ
Total fuel consumption (B)	512.11 GJ	512.61GJ
Energy consumption through other sources (C)		
Total energy consumption (A+B+C)	10,543.72 GJ	10,523.33 GJ
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	1.62 (GJ/Turnover in crore)	1.71 (GJ/Turnover in crore)
Energy intensity (optional) – the relevant metric may be selected by the entity	6.24 (GJ / Full time employees)	7.38 (GJ / Full time employees)

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

No.

2. Does the entity have any sites / facilities identified as designated customers (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.

We do not have any sites / facilities identified as designated customers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India as we are a non-banking financial institution and not engaged in manufacturing of tangible products.

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

Our Company's usage of water is only for human consumption. We along with our CSR arm, Pehe Foundation, have collaborated on several water conservation initiatives. The project's purpose is to increase the location's capacity for groundwater recharge and to boost local administration's capability to improve the delivery of essential government services.

Parameter	(₹ in crore)	
	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
WATER WITHDRAWAL BY SOURCE (IN KILOLITER'S)		
(i) Surface water	Since we are in the service industry, we use water for human consumption only.	
(ii) Groundwater		
(iii) Third party water (Municipal water supplies)		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kiloliter's) (i+ii+iii+iv+v)		
Total volume of water consumption (in kiloliter's)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		

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

Considering the nature of the business, the usage of water is limited to human consumption.

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

No

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

Parameter	Please specify unit	(₹ in crore)	
		FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
NOx (Nitrogen oxides)	Considering the nature of the business, we do not have any significant other air emissions, There is only usage of DG sets at our various sites as power backup options.		
Sox			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

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

No.



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

Parameter	Unit	FY 2022-23 (Current Financial Year)	*FY 2021-22 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric Tons CO _{2e} equivalent	1,061.56	1,062.36
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric Tons CO _{2e} equivalent	2,201.38	2,196.80
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric Tons CO _{2e} equivalent / ₹	0.50 (Metric Tons CO _{2e} equivalent/ Turnover in crore)	0.53 (Metric Tons CO _{2e} equivalent/ Turnover in crore)
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	Metric Tons CO _{2e} equivalent / Full time employees	1.93	2.28

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

No.

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

Through a number of initiatives on environmental sustainability, we are making efforts to lower greenhouse gas emissions.

- We have teamed up with Give India to establish an Integrated garbage Management (IWM) system in Dehradun, Uttarakhand, with a composting machine and a garbage pickup truck.
- We collaborated with the SMEC trust to plant (using the Miyawaki technique) 6,300 seedlings in Bengaluru, 2,000 in Narela, and in New Delhi to further our commitment to environmental preservation.
- For an end-to-end digital, paperless, and zero-contact customers onboarding procedure, we implemented video KYC and replaced traditional customer correspondence with electronic communication, among other things. We have given our customers smooth access to digital platforms like Homie and ACE by using technology.
- In our workplaces, we employ equipment's that consumes the least amount of energy possible. Regular maintenance on the air conditioning system also helps to save costs and energy.
- We continue to support a green and sustainable environment by encouraging virtualization, working from home/ teleworking platforms, and adopting cloud computing technology.

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

Parameter	FY 2022-23 (Current Financial Year)	(₹ in crore) FY 2021-22 (Previous Financial Year)
TOTAL WASTE GENERATED (IN METRIC TONS)		
Plastic waste (A)	Considering the nature of our business, our waste generation is limited. However, we have suitable systems in place for sustainably treating / disposing of the waste we generate, as per the applicable guidelines. During the reporting year FY 2022-23 we sold 360 number of battery waste to the respective vendor under buy back scheme. Further, we are also committed to taking various initiatives to reduce any form of process waste, such as reducing paper waste through adopting the latest digital systems and processes and cutting down on paper printing requirements.	
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)		
Total (A+B+C+D+E+F+G+H)		

(₹ in crore)

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
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FOR EACH CATEGORY OF WASTE GENERATED, TOTAL WASTE RECOVERED THROUGH RECYCLING, RE-USING OR OTHER RECOVERY OPERATIONS (IN METRIC TONNES)

Category of waste	
(i) Recycled	NA
(ii) Re-used	
(iii) Other recovery operations	
Total	

FOR EACH CATEGORY OF WASTE GENERATED, TOTAL WASTE DISPOSED BY NATURE OF DISPOSAL METHOD (IN METRIC TONNES)

Category of waste	
(i) Incineration	NA
(ii) Landfilling	
(iii) Other disposal operations	
Total	

NA- Not applicable.

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

No.

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

Considering the nature of the business, the waste generation is limited. The only significant waste products are e-waste and battery waste, and all the waste generated at the company's offices is managed in accordance with the waste disposal method. Used batteries are exchanged in the buyback program, and the vendor is liable to dispose of the waste further. For other wastes, such as laptops and desktop computers, we donate it to NGO's and our workers.

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If not, the reasons thereof and corrective action taken, if any.
Not Applicable. We do not have any offices in an ecologically sensitive area as mentioned by regulatory authorities			

11. 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
Considering the nature of the business, the environmental impact is limited.					

12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, 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 with	Provide details of the noncompliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken if any
We are following environmental norms mentioned above as applicable to our company based on the nature of our work.				



Leadership Indicators

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

Particulars	(₹ in crore)	
	As at March 31, 2023	As at March 31, 2022
FROM RENEWABLE SOURCES		
Total electricity consumption (A)	Nil	Nil
Total fuel consumption (B)	Nil	Nil
Energy consumption through other sources (C)	Nil	Nil
Total energy consumed from renewable sources (A+B+C)	Nil	Nil
FROM NON-RENEWABLE SOURCES		
Total electricity consumption (D)	10,031.60 GJ	10,010.72 GJ
Total fuel consumption (E)	512.11 GJ	512.61GJ
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	10,543.72 GJ	10,523.33 GJ

2. Provide the following details related to water discharged:

Parameter	(₹ in crore)	
	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
WATER DISCHARGE BY DESTINATION AND LEVEL OF TREATMENT (IN KILOLITRES)		
(i) To Surface water	Considering the nature of our business, our water usage is limited to human consumption and the discharge is done as per the maintenance policies of our premises.	
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): For each facility / plant located in areas of water stress, provide the following information:

(i) Name of the area:

(ii) Nature of operations:

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

Parameter	(₹ in crore)	
	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
WATER WITHDRAWAL BY SOURCE (IN KILOLITRES)		
(i) Surface water	We require water only for human consumption hence we do not withdraw, consume, or discharge any water in the areas of water stress as of FY 2022-23 and FY 2021-22.	
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		
WATER DISCHARGE BY DESTINATION AND LEVEL OF TREATMENT (IN KILOLITRES)		
(i) Into Surface water		
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

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

Parameter	Unit	(₹ in crore)	
		FY 2022-23 (Current Financial Year)	*FY 2021-22 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	We have not recorded our Scope 3 emissions for the FY 2022-23 and FY 2021-22.		
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			

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

Not Applicable. We do not have any of our offices in ecologically sensitive areas as mentioned by various government authorities.



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

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
	Considering the nature of our business, the environmental impact is limited.		

7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.
 Yes. We have a business continuity management (BCM) Committee and have a board approved business continuity plan (BCP). A detailed business impact analysis has been carried out considering various conventional threat vectors and cyber threats. This analysis determines the core business functions and critical business sites that are covered under the resiliency program. The majority of company operations are supported through automation with the help of technology. As a result, IT resilience plays a crucial role in BCP. All crucial business operations have Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) specified and the IT Disaster Recovery Plan ensures that the defined RTO and RPO are met. The BCP defines the overall governance and monitoring of the business continuity function, including setting up of Emergency Response Teams (ERT) and Function Recovery Teams (FRT). Business continuity spans people, processes and technology. Requisite training programs have been conducted for the teams to be prepared to respond in a crisis. Disaster drills and tabletop exercises are conducted at regular intervals to test whether the set procedures are working as defined within the pre-defined RTO and RPO and whether people understand and follow it appropriately. Such drills are audited through external CERT-In (Indian Computer Emergency Response Team) certified auditors. Observations received from such audits are considered as a part of continuous improvements. The plan is reviewed at periodic intervals and the management and board are kept abreast of any developments or changes in the BCP.
8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.
 Owing to the nature of the business, there has been no adverse impact on the environment from any business activities of our Company.
9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.
 Currently none of the value chain partners are assessed for environmental impacts.

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

This principle focuses on the appropriate conduct of business with the public, apart from the stakeholders with whom we are directly or indirectly associated. We recognize that the housing and real estate industries are critical to the Indian economy, thus we encourage housing construction and financing activities and aim to increase house ownerships. We continue offering recommendations/representations to various institutions, regulators, forums, and groups to further advance the housing finance industry.

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations.
 We have affiliations with 7 trade and industry associations as mentioned in the response below in part (b).
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such a body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Confederation of Indian Industry (CII)	National
2	CREDAI* Amravati	National
3	CREDAI MCHI	National
4	CREDAI Ahmednagar	National
5	CREDAI Pune Metro	National
6	CREDAI Surat	National
7	National Real Estate Development Council (NAREDCO) West Foundation	National

* The Confederation of Real Estate Developers' Associations of India (CREDAI)

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

Name of the authority	Brief of the case	Corrective action taken
No corrective action was taken or underway on any issues related to anti-competitive conduct by our company, based on adverse orders from regulatory authorities as there were no cases reported on the same.		

Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in the public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
PNB Housing Finance being one of the largest housing finance companies is invited by various governing bodies for the views while formulating strategies and policies related to housing finance sector. We do not participate in any form of lobbying.					

Principle 8: Businesses should promote inclusive growth and equitable development

PNB Housing Finance recognizes its responsibility towards society and have undertaken various initiatives for the upliftment of the society. The Company is a participant in the Pradhan Mantri Awas Yojana (PMAY) and has collaborated with the nodal agencies in the distribution of interest subsidies under the Government's Credit Linked Subsidy Scheme (CLSS) for the FY 2022-23 that contributes to the general development of the society, with a particular emphasis on disadvantaged, vulnerable, and marginalized populations. Our organization emphasizes the need for partnership among enterprises, government agencies, and civil society to achieve inclusive growth and equitable development.

Essential Indicators

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

Name and brief details of project	SIA Notification No	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not applicable ¹ , none of our projects qualify for the SIA as per the applicable laws.					

¹ Note: As per the BRSR, this section pertains to Social Impact Assessment in compliance with Right to Fair Compensation & Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013. Considering the nature of the business of the Company, this is 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 ₹)
Not Applicable ¹						

¹ Note: As per the BRSR, this section pertains to Social Impact Assessment in compliance with Right to Fair Compensation & Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013. Considering the nature of the business of the Company, this is not applicable.

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

The Company believes in sustainably conducting its business and respects views of the community it is involved in. We welcome concerns and suggestions of the community on a continual basis. We also have grievance redressal mechanisms for various stakeholders.

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

Parameter	FY 2022-23 (Current Financial Year)	*FY 2021-22 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	Not Applicable ¹ .	
Sourced directly from within the district and neighboring districts		

¹ Note: As per the BRSR, this section pertains to Social Impact Assessment in compliance with Right to Fair Compensation & Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013. Considering the nature of the business of the Company, this is not applicable.



Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Not Applicable ¹	

¹ Note: As per the BRSR, this section pertains to Social Impact Assessment in compliance with Right to Fair Compensation & Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013. Considering the nature of the business of the Company, this is 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	Aspirational District	Amount spent (In ₹)
1.	Haryana	Nuh	₹48,44,300
2.	Jharkhand	West Singhbhum and Khunti	₹6,52,910
3.	Uttarakhand	Uddham Singh Nagar	₹36,91,700
4.	Rajasthan	Baran	₹12,94,900

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

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

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

We do not have any preferential procurement policy giving preference to suppliers from marginalized/vulnerable suppliers, however we are actively seeking ways to engage and provide them with the right opportunities.

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:

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
We do not have intellectual properties owned or acquired based on traditional knowledge in the FY 2022-23.				

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

Name of authority	Brief of the case	Corrective action taken
Not Applicable. Refer point 4 above.		

6. Details of beneficiaries of CSR Projects:

We understand the importance of giving back to the communities in which we operate. As part of our CSR interventions, we have partnered with different NGOs through PEHEL Foundation to design and execute various programs that address key societal challenges and contribute to the overall well-being of the communities we serve. These programs are focused on a range of thematic areas, including upskilling and vocational training, improving access to quality healthcare and sanitation, ensuring education to underprivileged communities, promoting environmental sustainability and conservation, and providing critical relief work during times of crisis, such as the COVID-19 pandemic. Our partnership with implementing agencies enables us to leverage their expertise and experience, reach a wider audience and have a more significant impact on the communities we serve. We believe that our CSR interventions not only benefit the communities we serve but also help to build stronger and more sustainable relationships with our stakeholders and contribute to the long-term success of our business.

For more details, please refer to annexure-2 of our annual report FY 2022-23

The link to our CSR policy is [PNB-Housing-CSR-policy-2020.pdf \(pnbhousing.com\)](https://www.pnbhousing.com/pnb-Housing-CSR-policy-2020.pdf)

S. No.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
HEALTH			
1.	Provided hearing aid to hearing impaired children in Telangana.	250	100%
2.	Strengthened infrastructure at two primary public healthcare centers, community health centers in Ahmedabad, Gujarat.	1,00,000	100%
3.	Supported a 42-seater patient transport bus to make eye care services more accessible to the underprivileged community by providing free transportation to the eye hospital in Secunderabad, Telangana.	40,000	100%
4.	Strengthened a primary health center in Mallasandra, Hoskote Karnataka.	7,000	100%
5.	Provided medical equipment support to set up 10 bedded sick newborn care Unit (SNCU) in district hospital in Noida, Uttar Pradesh.	600	100%
6.	Supported four mobile medical clinics for a year at Delhi/NCR, Mumbai, Chennai, and Kolkata.	1,00,000	100%
7.	Provided safe accommodation facilities for construction workers.	100	100%
EDUCATION			
1.	Implemented solar electrification of twenty government schools in Gurugram, Haryana and Ghaziabad, Uttar Pradesh.	5,885	100%
2.	Started PNB Housing Finance Ki Paathshaala - A transformation project in 1 Government School in Nuh, Haryana.	454	100%
3.	Upgraded 4 anganwadi center near Gurugram, Haryana.	837	100%
4.	Developed e-learning infrastructure in government schools in Gurugram, Haryana.	16,223	100%
5.	Built a solar power grid of 7KW each in three schools in Alwar, Rajasthan and Nuh, Haryana.	1,431	100%
6.	Upgraded 5 anganwadi into PEHEL smart anganwadis for improving service delivery of health, nutrition, and education at designated anganwadis in Rajkot, Gujarat.	130	100%
7.	Provided 2 STEM Mobile Van in Ahmedabad, Gujarat.	3,800	100%
8.	Supported fencing and gates around childcare homes in Bhimtal, Uttarakhand.	120	100%
9.	Provided scholarship support to poor and needy students	400	100%
10.	Supported various tribal schools.	1,080	100%
WOMEN EMPOWERMENT			
1.	We set up and promoted women owned spice-based units at Udaipur and Baran, Rajasthan and Rudrapur, Uttarakhand.	115	100%
2.	We set up two sanitary napkin manufacturing units at Valsad, Gujarat and Lucknow, Uttar Pradesh.	64	100%
3.	Developed skill-based livelihoods and mainstream children of migrant workers into formal education, Gurugram Haryana.	184	100%
4.	Conducted skill development of Artisans in Carpet Sector in Jaipur, Rajasthan.	120	100%
5.	Started "Panah- A Daycare center" - creche for kids of women workers in the hospital in Bhubaneswar, Orrisa.	70	100%
6.	Supported skill development of especially abled women.	420	100%
NATURAL RESOURCES MANAGEMENT AND ENVIRONMENT			
1.	Started Jal Khushaali II- A water conservation project in Bastpur, Gwalior, Madhya Pradesh.	1,606	100%
2.	Provided safe drinking water in Udaipur, Rajasthan.	994	100%
3.	We set up a community based sustainable drinking water system in the villages near Gurugram, Haryana.	75,000	100%
4.	We set up a plastic bottle recycling machines in Mumbai, Maharashtra.	7,50,000 footfalls	100%
5.	We have distributed smokeless chulhas to rural families in the Delhi NCR area.	-	-



Principle 9: Businesses should engage with and provide value to their customers in a responsible manner

This principle speaks about customer relations and protecting their sensitive information from various IT risks and cyber threats. Investing in customer services is critical because it helps us build stronger relationships with our customers. We are continually upgrading towards the the best data protection practices to serve our customers responsibly.

Essential Indicators

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

Considering the nature of our business, customer complaints and feedback is a critical aspect of our business. Customer walk-ins, e-mails, phone calls, letters / physical communication (excluding those sent to the BO/RBI), website, regulator/ statutory authority can all be used by the customers to file a complaint or query. We have also introduced a new way of communicating with our customers and addressing their complaints with the medium of our recently launched mobile application. We have won one of the most prestigious awards, i.e., Best Digital Customer Experience Initiative (ACE 2.5) award for our continuous commitment to providing our customers with a seamless digital experience.

The detailed grievance redressal mechanism is prescribed on the website of the company is as below:

[Grievance-Redressal-Mechanism-2023.](#)

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	NA

NA- Not applicable

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

	FY 2022-23 (Current Financial Year)		Remarks	FY 2021-22 (Previous Financial Year)		Remarks
	As at March 31, 2023	As at March 31, 2023		Received during the year	Pending resolution at end of year	
	(₹ in crore)	(₹ in crore)				
Data privacy	Nil	Nil		Nil	Nil	
Advertising	Nil	Nil		Nil	Nil	
Cyber-security	Nil	Nil		Nil	Nil	
Delivery of essential services	418	2		563	6	
Restrictive Trade Practices	Nil	Nil		Nil	Nil	
Unfair Trade Practices	Nil	Nil		Nil	Nil	
Other	1,376	8		1,707	4	

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

Name of authority	Brief of the case	Corrective action taken
Voluntary recalls	Considering the nature of our business, we did not have any instances of voluntary or forced product recalls due to safety issues in the FY 2022-23.	
Forced recalls		

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.

We believe that in this digital age, customer information is one of the most valuable assets we have and applying safeguards for protection of this information is one of our prime responsibilities. With 'defence in depth' as the principle for implementing security controls, we have implemented multi-layers controls for identification, prevention, detection, and response to various cyber security threats we face today.

Our risk centred approach supported with information security policy, cyber security policy and cloud security policy support our well-established information security management system framework to protect business information at network, endpoint, perimeter, application, endpoint data, and human layer. The IT strategy committee and information security committee chaired by independent director's helms cyber security risks with help of cyber security risk and performance indicators for implementation and effectiveness of various cyber security controls.

We engage industry experts to perform comprehensive security testing of underlying infrastructure, applications, and supporting network components to test and improve the implemented control measures. Our disaster recovery site is in tandem with backup controls that ensure continued availability of information. Implementation of next generation firewall along with 24x7 Security Operations Centre (SOC) and End Point Protection (EPP) software help us protect our externally facing and internal IT environment from various threats. We also constantly monitor our brand and data for any leakage over social media and dark web with the help from service provider in addition to restricting internal server to server communication only on authorized ports and services.

Considering the criticality of data we process, we have also deployed Data Loss Prevention (DLP) solution for monitoring and restricting data loss either from endpoint, network, or web gateway. DLP solution is complemented with Web Proxy solution to restrict users from accessing non-work-related websites. With use and adoption of multiple digital applications we have also implemented web application firewall for all internet facing applications.

To empower employees to work from anywhere, most of them have been provided with laptops, which are secured with full-disk encryption and are made aware of various dos and don'ts of information security on regular basis. With our dependence on multiple business partners, we also ensure that similar security controls are practiced in safeguarding sensitive information. We continue to enhance our security controls and keep abreast with industry leading practices.

Web Link: <https://www.pnbhousing.com/privacy/>

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

There were no cases relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls and hence no corrective actions taken or underway by regulatory authorities on safety of products / services.

Leadership Indicators

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).
Information about our products and services can be accessed on our official website www.pnbhousing.com. We also keep informing our customers and other stakeholders through various e-mailers about our products and services.
2. Steps taken to inform and educate customers about safe and responsible usage of products and/or services.

We have established non-branch and alternate communication methods via which customers may communicate and transact seamlessly. Customers may access loan and deposit information and other services via mobile applications. Customers can check the progress of their loan application using the loan application tracker. We are continually investing in technological upgrades and acquisitions and have introduced a new way of communicating with our customers through our mobile application where we can address their queries and complaints and educate them about our products and services. We have begun document digitalization so that customers may access digital copies of their loan documents via various digital interfaces. Our mechanisms are fair and clear to customers at every stage and to provide this clarity we use the CRM system that provides on-the-job training and skill enhancement for the relationship management employees, including customer recommendations and feedback.

3. Mechanisms in place to inform customers of any risk of disruption/discontinuation of essential services.
We notify our customers through emails and SMS of any possibility of disruption/discontinuation of vital services. We want our customers to be aware of the services we provide so that they may take suitable decisions.
4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products /



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

Yes, we display product information over and above what is mandated as per local laws. Before financing, the features of home loan schemes are communicated to the applicant. We also display product information at each of our branch offices throughout India. Details of product attributes, relevant information on the products and services offered, fees and charges, benchmark interest rates, and other important notifications such as 'Most Important Terms and Conditions', grievance redressal mechanism are available in all offices and on our company's website. We seek to ensure that information about our products and services is transparent, accurate, relevant and is distributed through our advertising material and the information shown on the digital platforms controlled by us. We promote appropriate and responsive communication with all stakeholders, including customers, the media, and employees.

We continuously assess our customers' involvement and satisfaction levels across multiple products and digital contact points. Our customers' recommendations and levels

of satisfaction with the product and transaction experience are measured as part of this effort. These inputs are then examined, and the insights gained are used to improve products and procedures and customer service quality. Furthermore, significant diagnostic research in certain areas is done regularly to find opportunities for improvement in the products and services provided to customers and to suggest relevant action points for change.

5. Provide the following information relating to data breaches:

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

There were no instances of data breaches in the FY 2022-23.

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

There were no data breaches involving personally identifiable information of customers in the FY 2022-23.