Ref: PNBHFL/SE/EQ/FY2026-27/42
July 23, 2026

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),

Sub: Business Responsibility and Sustainability Report for FY 2025-26

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Business Responsibility and Sustainability Report (BRSR) for FY 2025-26 including Assurance Report on BRSR Core by Bureau Veritas (India) Private Limited, which forms part of the Annual Report.

The Business Responsibility and Sustainability Report is also available on the website of the Company at https://www.pnbhousing.com/

Kindly take the above intimation on record.

Thanking you

Yours faithfully
For PNB Housing Finance Limited
Veena Kamath
Digitally signed by Veena Kamath
Date: 2026.07.23 16:42:41 +05'30'
Veena G Kamath
Company Secretary

Encl: As above

Annexure – 1

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (BRSR)

Section A: General Disclosures

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L65922DL1988PLC033856
2.	Name of the Listed Entity	PNB Housing Finance Limited
3.	Date of Incorporation	11th November 1988
4.	Registered office address	9th Floor, Antriksh Bhawan, 22 Kasturba Gandhi Marg, New Delhi 110001
5.	Corporate address	RMZ Infinity Park, 1st Floor and 6th Floor, Plot No. 15, Udyog Vihar, Gurugram – 122015
6.	E-mail	secretarial.cso@pnbhousing.com
7.	Telephone	011-23445200
8.	Website	www.pnbhousing.com
9.	Financial year for which reporting is being done	FY26 (1st April 2025 to 31st March 2026), FY25 & FY24
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited and BSE Limited
11.	Paid-up Capital	₹260.54 crore
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Veena G Kamath Company Secretary Email Id: veena.kamath@pnbhousing.com Telephone Number: 011-23445200
13.	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.
14.	Name of assessment or assurance provider	Bureau Veritas (India) Private Limited
15.	Type of assessment or assurance obtained	Reasonable Assurance covers the nine BRSR Core KPIs.

II. Products/Services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Financial and Insurance Service	PNB Housing Finance Limited (PNBHFL, 'the Company') was incorporated on 11th November 1988. The Company is primarily engaged in the business of providing loans to individuals and corporate bodies for purchase, construction, repair and upgradation of houses. It also provides loans for commercial space, loans against property and loan for purchase of residential plots. The Company is deposit taking Housing Finance Company registered with National Housing Bank (NHB) under Section 29A of the National Housing Bank Act, 1987. The Company is listed on BSE Limited and National Stock Exchange of India Limited.	100%

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

S. No.	Product/Services	NIC Code	% of total turnover contributed
1	Providing loans to individuals and corporate bodies for purchase, construction, repair and up-gradation of houses. All the other activities revolve around the main business.	64192	100%

III. Operations

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

S. No.	Location	Number of plants	Number of offices	Total
1.	National	Not Applicable*	418	418
2.	International		NIL	NIL

*We are a Non-Banking Financial Company-Housing Finance Company (NBFC-HFC) and hence do not undertake any manufacturing activity. 392 Branches, 17 Hubs, 3 DST & 6 Offices adds to 418.

19. Markets served by the entity

We have established a strong and strategically positioned physical presence across the country to remain closer to our customers and serve their housing finance needs effectively.

a. Number of locations

S. No.	Locations	Number
1.	National (Number of states)	21
2.	International (Number of countries)	NIL

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

Serving customers across the income spectrum, we are strengthening our affordable lending offerings and concentrating on geographies with significant demand for affordable housing loans.

Category	Household Income/annum	Individual Housing Loan disbursed in FY26	
		% in Number of Applicants	% in Value terms
Economically Weaker Section	Up to ₹3 lakh	6.40%	2.32%
Low Income Group	Above ₹3 lakh up to ₹6 lakh	29.86%	16.50%
Middle Income Group	Above ₹6 lakh up to ₹18 lakh	48.57%	47.07%
Others	Above ₹18 lakh	15.17%	34.11%
Total		**100.00%**	**100.00%**

Individual Housing Loans customer profiling -

Salaried customers	68.78%
Self-employed (including professionals) customers	31.22%
The average size of individual loans stood at	₹31.24 Lakhs
The average loan to value ratio at origination was	59.78%
The average age of the customer was	39 Years

Deposits:

As on 31st March 2026, total outstanding deposits stood at ₹18,055 crore.

IV. Employees

20. Details as at the end of Financial Year:

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

S. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
	Employees					
1.	Permanent (D)	2,355	1,881	79.87%	474	20.13%
2.	Other than permanent (E)	NIL	NIL	NIL	NIL	NIL
3.	**Total employees (D+E)**	**2,355**	**1,881**	**79.87%**	**474**	**20.13%**
	Workers					
4.	Permanent (F)	NIL	NIL	NIL	NIL	NIL
5.	Other than permanent (G)	611	545	89.20%	66	10.80%
6.	**Total workers (F+G)**	**611**	**545**	**89.20%**	**66**	**10.80%**

Other than permanent workers include security, housekeeping & facility management staff on third party contract.

b. Differently-abled Employees and workers:

S. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
	Differently-abled Employees					
1.	Permanent (D)	29	26	89.66%	3	10.34%
2.	Other than permanent (E)	NIL	NIL	NIL	NIL	NIL
3.	**Total Differently-abled employees (D+E)**	**29**	**26**	**89.66%**	**3**	**10.34%**
	Differently-abled Workers					
4.	Permanent (F)	NIL	NIL	NIL	NIL	NIL
5.	Other than permanent (G)	NIL	NIL	NIL	NIL	NIL
6.	**Total Differently-abled workers (F+G)**	**NIL**	**NIL**	**NIL**	**NIL**	**NIL**

21. Participation/Inclusion/Representation of women

	Total	No. and percentage of Females	
	No. (A)	No. (B)	% (B/A)
Board of Directors	7	1	14.29%
Key Management Personnel	3	1	33.33%

22. Turnover rate for permanent employees and workers

Category	FY26			FY25			FY24		
	Male (%)	Female (%)	Total (%)	Male (%)	Female (%)	Total (%)	Male (%)	Female (%)	Total (%)
Permanent employees	17.51%	12.65%	16.59%	16.05%	15.30%	15.91%	17.63%	15.43%	17.27%
Permanent workers	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

*Voluntary Turnover

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

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

S. No.	Name of the holding/subsidiary/ associate companies/joint ventures (A)	Indicate whether holding/subsidiary/ associate/joint venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	PHFL Home Loans and Services Limited	Subsidiary	100%	PHFL Home Loans and Services Limited operates in line with the business responsibility ethos of PNB Housing Finance.
2.	Pehel Foundation	Subsidiary	100%	PEHEL Foundation is a non-profit subsidiary which carries out various CSR activities of PNB Housing Finance and PHFL Home Loans and Services Limited.

VI. CSR details

24. 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. If yes, Turnover – (in ₹) 8,514.29 Crore

iii. Net worth - (in ₹) 19,225.80 Crore

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY26			FY25		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Communities	Yes	NIL	NIL	N/A	NIL	NIL	N/A
Investors (other than shareholders)	Yes	NIL	NIL	N/A	NIL	NIL	N/A
Shareholders	Yes	3	1	N/A	3	NIL	N/A
Employees and workers	Yes	2	0	N/A	NIL	NIL	N/A
Customers	Yes	1383	9	N/A	1576	15	N/A
Value Chain Partners	Yes	NIL	NIL	N/A	NIL	NIL	N/A
Other (please specify)	N/A	N/A	N/A	N/A	N/A	N/A	N/A

The grievance redressal mechanism is available at:- www.pnbhousing.com/investors/policies

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Sustainability Disclosures & ESG Transparency	Opportunity	Sustainability and ESG disclosures form a core component of business practices, enabling stakeholders to assess an organization's sustainability outcomes. These disclosures include key quantitative and qualitative metrics such as emissions data, frameworks, and diversity indicators. A strong focus on ESG disclosure enhances transparency and supports long-term sustainable value creation.	PNB Housing Finance has embarked on structured ESG reporting and disclosures, aligned with recognized sustainability frameworks such as BRSR and has cross-referenced with GRI, to enhance transparency.	Positive
2.	Climate Change and Associated Risks	Risk	Climate change is now widely recognized as a material source of financial risk for banks and NBFCs, transmitted through physical (acute and chronic) and transition (policy, technology, market, legal/reputation) channels that can affect credit risk, collateral values, operational continuity, liquidity, market risk, and capital planning.	PNB Housing Finance has embarked on an advanced, data-driven approach to evaluating climate-related physical and transition risks, drawing upon public-domain research, and is progressively building advanced capabilities and started disclosing financed emissions.	Negative
3.	Sustainable & Climate Finance Propositions	Opportunity	Sustainable Finance comprises climate, green, and social finance initiatives, including financing for affordable housing. The housing sector is expected to maintain strong growth momentum, driven by improving affordability, rising urbanisation, and government programmes such as PMAY 2.0.	PNB Housing Finance marked a significant milestone by building an affordable housing loan asset of ₹8153 crore as of 31st March 2026, consistent with its stated strategic focus on the affordable segment.	Positive
4.	Forward Looking People Practices	Opportunity	People practices anchored in Diversity, Equity, and Inclusion (DEI) form the foundation of a resilient and future-ready organization. By nurturing a diverse and inclusive environment, organizations cultivate a strong sense of belonging that enhances employee engagement and performance, ultimately contributing to sustainable business growth and long-term value creation.	Guided by progressive, future-ready people practices and inclusive policies, PNB Housing Finance has reached 20% female workforce.	Positive

Section B: Management and process disclosures

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

S. No.	Principle Description	Reference of Company's Policies
P1	Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.	Anti Bribery & Anti- Corruption Policy Fair Practice Code Whistle Blower Policy Code of Conduct ESG Policy
P2	Businesses should provide goods and services in a manner that is sustainable and safe.	Fair Practice Code ESG policy
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains.	Prevention of Sexual Harassment (POSH) Policy ESG Policy
P4	Businesses should respect the interests of and be responsive to all its stakeholders.	Grievance Redressal Mechanism Fair Practice Code
P5	Businesses should respect and promote human rights.	ESG Policy
P6	Businesses should respect and make efforts to protect and restore the environment.	ESG Policy Policy on Climate Change

S. No.	Principle Description	Reference of Company's Policies
P7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.	Responsible Advocacy is covered in our Internal Guidelines on Corporate Governance ESG Policy
P8	Businesses should promote inclusive growth and equitable development.	CSR Policy ESG Policy
P9	Businesses should engage with and provide value to their consumers in a responsible manner.	Website Privacy Policy ESG Policy

Policy and Management processes

1.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1(a)	Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1(b)	Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1(c)	Web Link of the Policies, if available	www.pnbhousing.com/investors/policies								
2	Whether the entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4	Name of the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	We are an ISO 9001:2015 (Quality Management System) certified organization and ISO 27001:2022 (Information security, cybersecurity and privacy protection — Information security management system) certified.								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company follows a structured and governance-anchored approach to ESG target setting, aligned with reputed sustainability frameworks such as GRI Standards. This process is supported by procedures that draw on insights from extensive research and benchmarking against sector peers. The target-setting approach further considers broader contextual factors, including national and global developments, expected regulatory shifts, and the Company's strategic priorities. Key target for FY27 is to maintain the Company's ESG rating 'A/A+' as assessed by an authorized ESG rating provider.								
6	Performance of the entity against specific commitments, goals, and targets along-with reasons in case the same are not met.	PNB Housing Finance has been assigned an ESG Rating of 'A+' by an authorized ESG rating provider dated 16th April 2026. The rating assigned places the company amongst leader in adoption of ESG. www.pnbhousing.com/documents/d/guest/Intimation%20of%20ESG%20Rating%20under%20Regulation%2030%20of%20SEBI%20(LODR)%20Regulations,%202015%2016%20april								
	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)	The Company reported steady progress across its Prime, Emerging, and Affordable businesses while advancing initiatives that support responsible and sustainable growth. It continued to prioritise employees through development, learning, skill enhancement, and DEI programmes, supported by a strong governance framework that reinforces organisational continuity. The BRSR framework enabled structured compliance, internal monitoring, and transparent disclosure of sustainability practices in line with regulatory requirements.								
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Satish Kumar Singh Chief People Officer satish.singh@pnbhousing.com								
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.	The Board of Directors of PNB Housing Finance provides strategic oversight, with due regard to the interests of stakeholders. Environmental, Social, and Governance (ESG) and climate related considerations are recognised by the Board and the Risk Management Committee as important strategic matters relevant to the Company's long term resilience and value creation. These considerations are supported through a Core ESG Team, which, in coordination with relevant functional teams, works to align internal processes, systems, and practices to enable the effective management of ESG and climate related aspects across the organisation.								

10 Details of Review of NGRBCs by the Company

Subject for Review	Indicate whether review was undertaken by Director/Committee of the Board/ Any other Committee								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	PNB Housing Finance has initiated its sustainability journey through the formulation of an ESG Policy encompassing all BRSR principles and the establishment of a dedicated ESG Team to enable focused execution. The Board actively monitors ESG progress through regular engagements with the Risk Management Committee, senior leadership, and the ESG function, reinforcing strong oversight and accountability.								

11 Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	As good governance practice, the policies in conformance with the principles are reviewed by the Leadership, the Board Committees and approved by the Board. Policies are reviewed by internal stakeholders including Leadership team and external experts periodically.								

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)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
It is planned to be done in the next financial year (Yes/No)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Any other reason (please specify)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Section C: Principle-wise performance disclosure

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

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

ESSENTIAL INDICATORS

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

Segment	Total number of training & awareness programmes held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	6	• IT Transformation and benefits • Corporate Education covering GenAI – Emerging Business Model & AI Metrics • Updates in the Statutory & Regulatory Guidelines • Marketing Strategy • Regulatory changes in the RPT Framework • Digital Personal Data Protection Act (DPDPA)	100%
Key Managerial Personnel	7	• Anti-Bribery & Anti-Corruption Policy • Anti Money Laundering & KYC • Code of Conduct Policy • Information Security Awareness • Prevention of Sexual Harassment • Prohibition of Insider Trading Policy • Whistle Blower Policy	100%

Segment	Total number of training & awareness programmes held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Employees other than BoD and KMPs	7	• Anti-Bribery & Anti-Corruption Policy • AntiMoney Laundering & KYC • Code of Conduct Policy • Information Security Awareness • Prevention of Sexual Harassment • Prohibition of Insider Trading Policy • Whistle Blower Policy	100%

2. Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by its 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 (₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	NIL	N/A	NIL	N/A	N/A
Settlement	NIL	N/A	NIL	N/A	N/A
Compounding fee	NIL	N/A	NIL	N/A	N/A

	Non – Monetary			
	NGRBC Principle	Name of the regulatory/enforcement agencies/Judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	NIL	N/A	N/A	N/A
Punishment	NIL	N/A	N/A	N/A

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

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

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

Yes, the Policy is available at: www.pnbhousing.com/investors/policies

We are committed to conduct business with the highest legal and ethical standards and expect all employees and other people acting on our behalf to uphold this commitment. In accordance with this commitment, we have adopted an Anti-Bribery and Anti-Corruption Compliance Policy, which is applicable to all directors, officers, employees, agents, representatives and other associated persons of the Company.

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

	Segment	FY26	FY25
1	Directors	NIL	NIL
2	Key Managerial Personnel	NIL	NIL
3	Employees	NIL	NIL
4	Workers	NIL	NIL

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

	Segment	FY26		FY25	
		Number	Remarks	Number	Remarks
1	Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	Not Applicable	NIL	Not Applicable
2	Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	Not Applicable	NIL	Not Applicable

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.

NIL.

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

	FY26	FY25
Number of days of accounts payables	6	10

9. Open-ness of business

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

Parameter		Metrics	FY26	FY25
Concentration of Purchases	a.	Purchases from trading houses as % of total purchases	N/A	N/A
	b.	Number of trading houses where purchases are made from	N/A	N/A
	c.	Purchases from top 10 trading houses as % of total purchases from trading houses	N/A	N/A
Concentration of Sales	a.	Sales to dealers/distributors as % of total sales	N/A	N/A
	b.	Number of dealers/distributors to whom sales are made	N/A	N/A
	c.	Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	N/A	N/A
Share of RPTs in	a.	Purchases (Purchases with related parties/Total Purchases)	17.50%	12.17%
	b.	Sales (Sales to related parties/Total Sales)	3.26%	2.87%
	c.	Loans & advances (Loans & advances given to related parties/Total loans & advances)	NIL	NIL
	d.	Investments (Investments in related parties/Total Investments made)	NIL	NIL

LEADERSHIP INDICATORS

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

The Company engages with partners, to the extent appropriate, to support safety-related practices, including training and awareness activities. Periodic safety drills and sensitization sessions are conducted at locations, subject to operational feasibility, to support basic preparedness. Such programmes are conducted in languages relevant to the respective regions and, where feasible, are supplemented through field level interactions under the guidance of appropriately qualified personnel.

Total number of awareness programmes held	Topics/principles covered under the training	% of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	Safety Aspects	100%

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 aspects 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 processes and mechanisms to avoid or manage disputes among members. The Directors provides disclosure of interest at the beginning of the year to the Board and further disclosure of change, if any, during the year.

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

ESSENTIAL INDICATORS

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

Segment	FY26	FY25	Details of improvements in environmental and social impacts
R&D	N/A	N/A	
Capex	0.39% of total revenue	0.64% of total revenue	Greater adoption of digital platforms brings in increased efficiency of operations & conservation of resources.

2.

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

No. Given the nature of PNB Housing Finance Ltd.'s business as a financial services institution, there is currently no formal sustainable sourcing procedure in place, as direct procurement of raw materials is limited and does not have significant environmental or social supply-chain implications. Sustainable sourcing frameworks tend to hold greater relevance in sectors such as manufacturing, infrastructure, or extractive industries, where supply chains are more resource-intensive.

To this end, we have initiated targeted interventions, including the deployment of recycled paper and the introduction of user ID–based printer access at select location, following a structured pilot project and evaluation process.

PNB Housing Finance continues to focus on responsible use of resources and energy-efficient procurement where relevant.

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

Zero.

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

Given the nature of PNB Housing Finance 's business, wherein products and services are predominantly intangible, the scope for incorporating recycled materials as direct input resources is inherently limited. Unlike manufacturing or resource-intensive sectors, the Company does not rely on physical raw materials or processed inputs in its core operations. In addition to this, the Company has engaged with authorized vendors/recyclers for disposal of waste in compliance with applicable regulations.

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.

Considering the nature of operations is service-oriented and not material resource intensive, EPR is not applicable and is not a significant material issue for us in general.

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?

PNB Housing Finance has undertaken a Life Cycle Assessment (LCA)–based exercise with a focus on enhancing climate literacy and strengthening internal capabilities around greenhouse gas (GHG) emissions. As a financial services institution, this initiative forms part of PNB Housing Finance broader efforts to deepen climate awareness and evaluate the relevance and potential application of LCA methodologies within the context of its ESG journey.

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

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.

In view of the predominantly intangible nature of our services, a Life Cycle Assessment (LCA) was conducted for the loan disbursement process to evaluate potential environmental impacts.

In parallel, PNB Housing Finance continues to strengthen its institutional capabilities around the Greenhouse Gas (GHG) Protocol, with a focus on systematic emissions estimation and the development of a robust emissions data inventory, as part of its broader climate-readiness and sustainability efforts.

Name of Product/Service	Description of the risk/concern	Action Taken
N/A	N/A	N/A

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

Indicate input material	Recycled or re-used input material to total material	
	FY26	FY25
N/A	N/A	N/A

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

We do not have physical products, and we rely on physical items to provide services which are manufactured by OEMs (Original Equipment Manufacturers). Hence this is not applicable to us.

	FY26			FY25		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	N/A	N/A	N/A	N/A	N/A	N/A
E-waste	N/A	N/A	N/A	N/A	N/A	N/A
Hazardous waste	N/A	N/A	N/A	N/A	N/A	N/A
Other Waste	N/A	N/A	N/A	N/A	N/A	N/A

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
N/A	N/A

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

ESSENTIAL INDICATORS

1.

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

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	1,881	1,881	100%	1,881	100%	N/A	N/A	1,881	100%	N/A	N/A
Female	474	474	100%	474	100%	474	100%	N/A	N/A	474	100%
Total	**2,355**	**2,355**	**100%**	**2,355**	**100%**	**474**	**20.13%**	**1,881**	**79.87%**	**474**	**20.13%**
Other than Permanent Employees											
Male	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Female	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**

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

Category	Total (A)	% of workers covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Female	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**
Other than Permanent Workers											
Male	545	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Female	66	N/A	N/A	N/A	N/A	66	100%	N/A	N/A	N/A	N/A
Total	**611**	**N/A**	**N/A**	**N/A**	**N/A**	**66**	**10.80%**	**N/A**	**N/A**	**N/A**	**N/A**

Other than Permanent Workers are covered under ESI regulations as per the law of the land.

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

	FY26	FY25
Cost incurred on wellbeing measures as a % of total revenue of the company	0.098%	0.07%

Well-being measures include Group Medical Coverage + Group Term Life (Insurance) + Group Accidental Policy + Employees Deposit Linked Insurance

2. Details of retirement benefits for Current and Previous Financial Years

S. no.	Benefits	FY26			FY25		
		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)
1	PF	100%	N/A	Y	100%	N/A	Y
2	Gratuity	100%	N/A	Y	100%	N/A	Y
3	ESI	N/A	N/A	Y	NA	N/A	Y
4	Others – please specify	N/A	N/A	N/A	NA	N/A	N/A

The Company expects its contractors to comply with laws and regulations, including provisions relating to Provident Fund, ESI, and Gratuity contributions.

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

PNB Housing Finance endeavours to provide a safe, inclusive, and accessible working environment. Most offices, including the Corporate Office, are located in commercial premises with basic accessibility features, in compliance with the Rights of Persons with Disabilities Act, 2016.

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 relating to equal employment opportunity are articulated within the Company's Human Resources Policy and ESG Policy. These policies outline the Company's approach towards promoting a fair, inclusive, and non-discriminatory workplace. In line with the provisions of the Rights of Persons with Disabilities Act, 2016, the Company endeavours to incorporate principles of equal opportunity in its employment practices.

The ESG Policy is publicly available on the Company's website: www.pnbhousing.com/investors/policies

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

Gender	Permanent Employees		Permanent Workers	
	Return to work Rate (%)	Retention Rate (%)	Return to work Rate (%)	Retention Rate (%)
Male	100%	95.77%	N/A	N/A
Female	62.50%	92.86%	N/A	N/A
Total	**94.64%**	**95.29%**	**N/A**	**N/A**

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.

		Yes/No (If yes, then give details of the mechanism in brief)
1	Permanent Workers	Yes. The Company has a documented grievance redressal mechanism in place for employees. Complaints received under this mechanism are recorded and addressed through defined processes in a manner intended to be fair, confidential, and consistent. In accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee (ICC) to address complaints relating to sexual harassment at the workplace. The grievance redressal framework and related procedures are outlined in the Company's Human Resources Policy, which provides the structure for addressing employee grievances.
2	Other than Permanent Workers	
3	Permanent Employees	
4	Other than Permanent Employees	

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

Our employees & workers are not associated with any association or unions during the current FY.

Category	FY26			FY25		
	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	2,355	NIL	NIL	2,149	NIL	NIL
Male	1,881	NIL	NIL	1,770	NIL	NIL
Female	474	NIL	NIL	379	NIL	NIL
Total Permanent Workers	NIL	NIL	NIL	NIL	NIL	NIL
Male	NIL	NIL	NIL	NIL	NIL	NIL
Female	NIL	NIL	NIL	NIL	NIL	NIL

8. Details of training given to employees and workers:

Category	FY26					FY25				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No (B)	% (B/A)	No (C)	% (C/A)		No (E)	% (E/D)	No (F)	% (F/D)
Employees										
Male	1,881	1,881	100%	1,881	100%	1,770	1,749	98.81%	1,751	98.93%
Female	474	474	100%	474	100%	379	360	94.99%	360	94.99%
Total	**2,355**	**2,355**	**100%**	**2,355**	**100%**	**2,149**	**2,109**	**98.14%**	**2,111**	**98.23%**
Workers										
Male	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Female	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**

Actual training participation covers a higher number of employees who were active at various points during the year. As the closing headcount as on 31st March 2026 is lower, cumulative training participation, when compared with year-end headcount, shall result in percentages exceeding 100%. Health & Safety Trainings includes POSH training. Skill Upgradation includes all functional, behavioural & technical trainings from all modes/platforms.

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

The Company has a structured performance appraisal process in place for its employees, which is conducted periodically. Outcomes of the appraisal process are considered as one of the inputs for decisions relating to performance-linked remuneration, including increments, bonuses, and long-term incentives.

The Performance Management mechanism outlines the framework and processes governing the performance evaluation system across the Company and is intended to support consistency and objectivity in performance assessment.

Category	FY26			FY25		
	Total (A)	No (B)	% (B/A)	Total (C)	No (D)	% (D/C)
Employees						
Male	1,881	1,881	100%	1,770	1,770	100%
Female	474	474	100%	379	379	100%
Total	**2,355**	**2,355**	**100%**	**2,149**	**2,149**	**100%**
Workers						
Male	N/A	N/A	N/A	N/A	N/A	N/A
Female	N/A	N/A	N/A	N/A	N/A	N/A
Total	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**

10. Health and Safety Management System

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

Yes. The Company offers employee well-being initiatives that include physical and mental wellness related support, in line with its internal policies and practices.

As part of its health and safety management framework, periodic inspections and preparedness drills are conducted at office locations to assess safety systems and emergency readiness. These activities may include fire mock drills, inspection of firefighting equipment such as extinguishers and alarms, and review of floor level evacuation plans.

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

The Company undertakes periodic inspections at its office locations to identify potential safety risks and to check the operational status of safety equipment, including fire extinguishers and elevators.

In addition, employees are provided with safety-related orientation or training, where relevant, to enhance awareness of the use of such safety mechanisms and emergency response procedures.

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

Yes. The Company has provisions within its internal processes for employees to report workplace related hazards, incidents, or health and safety concerns to the designated HR/Admin function. Such information, when received, is reviewed and addressed in accordance with the Company's internal procedures.

The HR/Admin function is responsible for facilitating the administration and coordination of workplace health and safety matters, including supporting compliance with laws of the land.

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

Yes. The Company has arrangements in place to provide employees access to group insurance cover, including group Mediclaim, group term life insurance, and group personal accident insurance, in accordance with coverage terms.

In addition, certain health and wellness–related benefits are made available to employees, which may include periodic medical consultations, health check ups, and diagnostic services.

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

S. no.	Safety Incident/Number	Category	FY26	FY25
1	Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
		Workers	NIL	NIL
2	Total recordable work-related injuries	Employees	NIL	NIL
		Workers	NIL	NIL
3	No. of fatalities	Employees	NIL	NIL
		Workers	NIL	NIL
4	High consequence work-related injury or ill-health (excluding fatalities)	Employees	NIL	NIL
		Workers	NIL	NIL

As a housing finance company with primarily office-based operations (credit assessment, customer service), PNB Housing Finance operates within a controlled office environment, backed by well-maintained workplace practices. No such incidents were reported during the year, and remain NIL.

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

The Company has workplace safety arrangements in place, which include the provision of fire extinguishers at office locations and the conduct of safety-related drills or awareness sessions. These measures are intended to support employee awareness of basic workplace safety and emergency response procedures.

The Company also has practices relating to employee health and workplace security, which include periodic medical consultations at office premises, controlled access arrangements, and the use of surveillance systems such as CCTV.

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

	FY26			FY25		
	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:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

PNB Housing Finance operates as a service sector housing finance company with office based operations and no manufacturing plants or industrial units. Accordingly, Routine office maintenance activities such as housekeeping, facility checks, infrastructure, and general workplace condition assessments are carried out through established internal facility management processes, ensuring 100% coverage of offices.

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.

Considering the office-based nature of the Company's operations as a housing finance company, no material health and safety risks relating to employee working conditions have been identified during the current reporting period. Potential risks, if any, are subject to periodic review, with appropriate corrective or preventive measures implemented to maintain safe working conditions.

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 for families of deceased employees. Further, all benefits like PF, F&F settlements, gratuity are processed within timelines.

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

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

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	
	FY26	FY25	FY26	FY25
Employees	NIL	NIL	NIL	NIL
Workers	NIL	NIL	NIL	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)

No. While the Company does not have formal transition assistance programs specifically designed for retirement or termination, it focuses on continuous capability development throughout the employee lifecycle.

Employees are provided with opportunities to acquire relevant financial, technical, and functional skills through structured training and on-the-job exposure, which enhances their long-term employability. These initiatives support employees in maintaining gainful engagement and professional relevance beyond their tenure with the Company, including post-retirement or end of service.

5. Details on assessment of value chain partners:

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

PNB Housing Finance operates as a service sector HFC, and its value chain partners are primarily engaged for professional, service oriented work. Given service-oriented value chain and inherently low-risk profile, no such assessments were undertaken during the reporting period.

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.

NIL.

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

ESSENTIAL INDICATORS

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

The Company follows a structured and systematic approach to stakeholder identification, considering factors such as regulatory and statutory requirements, business dependencies, investor expectations, partnerships supporting key functions, communities in areas of operation, and communication platforms used for customer and public engagement. Relevant stakeholder groups are identified across business segments, with transparent mechanisms in place for ongoing engagement, feedback, and grievance redressal. The Company's key stakeholders include customers, investors and shareholders, regulators and government bodies, employees, partners and vendors (including direct selling agents and insurance partners), and local communities. Engagement is undertaken through appropriate interactions, surveys, and review of regulatory and sustainability-related guidance to support informed decision-making and continuous improvement.

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)	Frequency of engagement (Annually/Half yearly/Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Email, SMS, website, communication letters, advertising, grievance and feedback channels	Continuous engagement	• Access to safe, non-discriminatory, and responsible services with transparent pricing • Products and services that meet customer needs • Seamless transactions across digital platforms
Investors and Shareholders	No	• Quarterly financial updates for investors • Investor meetings, presentation and investors call transcripts. • Public disclosures • Shareholders Meetings • Analyst Meets • Annual Report for shareholders	Regular engagement	Sharing the company's performance, investor concerns, and new initiatives as well as keeping them abreast of developments in the Company.
Employees	No	• Townhalls • Performance discussions and periodic reviews • Training and development workshops • Employees connect initiatives • Emails, feedback, and surveys	Continuous engagement	• Employee health, safety, and well-being • Discussions on promoting ethical practices, meritocracy, and rewarding high performance • Professional development of our employees through nurturing and providing growth opportunities • Diverse and inclusive workplace
Partners, vendors and associates (including Insurance Partners & Direct Selling Agents)	No	• Regular online and offline meetings • Telephonic Interactions	Need based engagement	• Ensure effective communication for quality and efficient service • High governance standards with policies around corruption, child labor, human rights • Maintain transparency in all the disclosures and interactions
Society	Yes (in case of CSR interventions)	• CSR initiatives at multiple locations through Pehel Foundation • Print Media and Social media communication • Regular meetings and interventions • Community Engagement Programs • Project monitoring and reviews	Regular engagement	• Contribution towards various causes for environment, basic infrastructure, construction worker well-being, women empowerment through vocational trainings to name a few • Proactive involvement in community development
Regulatory, Authorities and Government	No	• Regular meetings – onsite and offsites • Policy updates, circulars, guidelines, and directives • Mandatory filings of information – regulatory and need based • Various Government schemes and policies	Regular engagement	• Implementation of various housing schemes • Compliance with regulations • Periodic Participation in Climate Change Risks & Opportunities Workshops conducted by regulator • Customer privacy and data security • Contribution to national priorities
Rating Agencies	No	Email, meetings, conference calls.	Need based engagement	Updates on the Company, expansion, progress, business milestone achievements.

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 engages with its stakeholders on an ongoing basis through the communication channels outlined under Principle 4, Question 2. Feedback and inputs received through these channels are collated and escalated, as appropriate, to the Board and its Committees through a structured internal reporting and review process.

Customer-related feedback and concerns are referred to the Chief of Operations and Customer Service for review and suitable action. Feedback from investors and shareholders is placed before the Stakeholders Relationship Committee to facilitate appropriate consideration and resolution. Regulatory observations, directions, and advisory communications are presented to the Audit Committee to support compliance oversight and effective governance. Matters relating to employees are routed to the Nomination and Remuneration Committee for deliberation on employee-related policies and issues.

Feedback and matters concerning societal and community aspects are reviewed by the Corporate Social Responsibility Committee, which oversees the Company's community development and social responsibility initiatives.

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

Yes, Stakeholder inputs are considered as one of the key inputs in the Company's process for identifying and managing relevant environmental and social topics. The identification and prioritization of key issues is carried out through a structured and meticulous approach.

As part of this process, the Company reviews external and internal reference points including publicly available media reports, peer and industry benchmarks, and recognized global standards and initiatives. This includes an assessment of practices followed by comparable institutions such as non-banking financial companies and housing finance companies, as well as reference to select international frameworks, including the United Nations Sustainable Development Goals (UN SDGs), Task Force on Climate-related Financial Disclosures (TCFD), Global Reporting Initiative (GRI) standards, and S&P Corporate Sustainability Assessment (CSA) metrics.

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

Through its Corporate Social Responsibility arm, the Company undertakes structured community outreach initiatives aimed at engaging with various sections of society, including economically weaker, vulnerable, and marginalized groups. These initiatives are designed to understand community-level concerns and identify potential areas for intervention in a consultative manner.

Community engagement is carried out through appropriate mechanisms such as focused group discussions, partnerships with local non-governmental organizations (NGOs), interactions with local community and panchayat representatives, engagement with school management committees, and collaboration with volunteer groups, among others.

In addition, the Company supports the financial needs of low- and middle-income segments by facilitating access to formal financial mechanisms and enabling informed decision-making related to housing finance, in line with industry regulations.

Principle 5: Businesses should respect and promote human rights.

ESSENTIAL INDICATORS

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

The Company addresses human rights considerations through its governance and compliance framework, including the Code of Conduct, Whistle Blower Policy, and Prevention of Sexual Harassment policy. Relevant mandatory training modules are administered to full-time employees via the online Learning Management System and include aspects related to human rights, ethics, and workplace conduct. These training modules are required to be completed on a periodic basis and include coverage of human rights principles, ethical conduct, and workplace behaviour standards.

Category	FY26			FY25		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	2,355	2,355	100%	2,149	2,149	100%
Other than permanent	N/A	N/A	N/A	N/A	N/A	N/A
Total employees	**2,355**	**2,355**	**100%**	**2,149**	**2,149**	**100%**
Workers						
Permanent	NIL	NIL	NIL	NIL	NIL	NIL
Other than permanent	611	611	100%	640	640	100%
Total workers	**611**	**611**	**100%**	**640**	**640**	**100%**

Training and compliance related requirements for workers other than permanent employees are addressed within the scope of responsibility of the respective service providers. The Company, as part of its contractual and oversight arrangements, expects such requirements to be complied with in a timely manner by the service providers, in line with applicable laws and terms.

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

Category	FY26					FY25				
	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	2,355	NIL	NIL	2,355	100%	2,149	NIL	NIL	2,149	100%
Male	1,881	NIL	NIL	1,881	100%	1,770	NIL	NIL	1,770	100%
Female	474	NIL	NIL	474	100%	379	NIL	NIL	379	100%
Other than permanent	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Male	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Female	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Workers										
Permanent	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Male	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Female	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Other than permanent	611	611	100%	N/A	N/A	640	640	100%	N/A	N/A
Male	545	545	100%	N/A	N/A	561	561	100%	N/A	N/A
Female	66	66	100%	N/A	N/A	79	79	100%	N/A	N/A

The Company places emphasis on engaging service providers that operate in compliance with applicable laws and government regulations.

3. Details of remuneration/salary/wages

a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/ salary/wages of respective category	Number	Median remuneration/ salary/wages of respective category
Board of Directors (BoD)	6	₹57,75,000	1	₹57,75,000
Key Managerial Personnel	2	₹1,68,18,974	1	₹71,62,833
Employees other than BoD and KMP	1879	₹9,00,000	473	₹6,60,000
Workers	N/A	N/A	N/A	N/A

As the wages for other than permanent workers are being paid by third party, hence median wages for this is not applicable to us.

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

	FY26	FY25
Gross wages paid to females as % of total wages	15.51%	14.22%

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)

Yes. The Company addresses human rights considerations through its HR policies and internal grievance management framework. Provisions of Indian laws related to human rights, including those concerning child labour, forced labour, and gender equality, are taken into account in policy formulation and implementation. Designated HR representatives/ HRBPs act as points of contact for receipt and review of any related complaints, which are addressed in line with internal procedures and legal requirements.

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

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). We provide reasonable safeguards to our 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:

	FY26			FY25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	2	0	NIL	0	0	NIL
Discrimination at workplace	NIL	NIL	NIL	NIL	NIL	NIL
Child Labour	NIL	NIL	NIL	NIL	NIL	NIL
Forced Labour/Involuntary Labour	NIL	NIL	NIL	NIL	NIL	NIL
Wages	NIL	NIL	NIL	NIL	NIL	NIL
Other human rights related issues	NIL	NIL	NIL	NIL	NIL	NIL

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

Segment	FY26	FY25
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	2	0
Complaints on POSH as a % of female employees/workers	0.42%	0
Complaints on POSH upheld	2	0

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

The Company has established policies and procedures to prohibit harassment and discrimination in the workplace, including discrimination based on gender, age, race, religion, sex, nationality, origin, disability, sexual orientation, political opinion, or medical condition.

The Whistle Blower Policy, Code of Conduct, and Prevention of Sexual Harassment (POSH) Policy together provide a structured framework for employees to report concerns or complaints related to discrimination, harassment, or unethical conduct.

These policies are designed to enable the reporting of concerns through defined channels and to support a workplace environment that promotes fairness, dignity, and respect, with matters addressed in accordance with established procedures and legal requirements.

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

Yes. Human rights-related requirements form part of the Company's business agreements and contractual arrangements with service providers. Service agreements entered between PNB Housing Finance and its service providers include clauses requiring compliance with all applicable laws and regulations. These provisions are intended to ensure that service providers conduct their operations in accordance with legal requirements, including those relating to human rights and labour standards.

10. Assessments for the year:

Section	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	100%
Forced Labour/Involuntary Labour	
Sexual Harassment	
Discrimination at workplace	
Wages	
Others – please specify	

All offices (100%) are covered under internal governance, policies, and statutory requirements addressing these aspects, with operations adhering to applicable laws and internal protocols. No separate assessments were conducted during the period; however, external experts are engaged as needed to strengthen processes and alignment with responsible practices.

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

No such incidents have been reported during the period under review. The Company places emphasis on preventive measures, including regular capability building and sensitization of employees, to mitigate the risk of such occurrences.

LEADERSHIP INDICATORS

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

The Company has not introduced or materially modified any specific business process. However, as part of its commitment to good governance and continuous improvement, the Company regularly reviews its existing policies, processes, and control mechanisms based on feedback received from key stakeholders through established grievance redressal and engagement channels.

Such feedback is considered, as appropriate, to strengthen systems, enhance awareness, and improve procedural clarity, including in areas relating to workplace practices and conduct. This ongoing review approach supports the effective functioning of existing frameworks without necessitating separate or grievance-driven process changes.

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

Human rights considerations are addressed through the Company's existing governance framework, including compliance with internal policies, codes of conduct, and standard operating procedures that govern employee relations and workplace practices.

From time to time, as part of its ongoing governance and policy evaluation processes, the Company periodically undertakes internal reviews and informal benchmarking exercises to assess alignment with evolving practices. These activities support continuous improvement; however, they do not constitute a formal, structured, or standalone human rights due diligence process.

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

Yes. The Company operates from leased office and branch premises, and accessibility provisions for persons with disabilities are dependent on the infrastructure available at such locations. The Company endeavors to ensure that accessibility-related requirements, are reasonably facilitated to the extent feasible.

4. Details on assessment of value chain partners:

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

The Company communicates its expectations regarding ethical conduct and business practices to its value chain partners through its Code of Conduct and related policies. Value chain partners are encouraged to conduct their operations in a manner consistent with the principles and standards set out therein, in line with applicable laws and contractual terms.

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

There are no such risks envisaged as such and hence no corrective actions were necessitated for the mentioned period.

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

ESSENTIAL INDICATORS

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

Parameter	FY26	FY25
From renewable sources (in Gigajoules GJ)		
Total electricity consumption (A) (GJ)	0	0
Total fuel consumption (B) (GJ)	0	0
Energy consumption through other sources (C) (GJ)	0	0
Total energy consumed from renewable sources (A+B+C) (GJ)	0	0
From non-renewable sources (in Gigajoules GJ)		
Total electricity consumption (D)	21314.53	23038.27
Total fuel consumption (E)	81.21	99.53
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F) (GJ)	21395.74	23137.80
Total energy consumed (A+B+C+D+E+F) (GJ)	21395.74	23137.80
Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations)	2.51GJ/Turnover in Crore	3.02 GJ/Turnover in Crore
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)	51.11 GJ/Turnover crore adjusted for PPP	62.40 GJ/Turnover crore adjusted for PPP
Energy intensity in terms of physical output	N/A	N/A
Energy intensity (optional) – the relevant metric may be selected by the entity – Net Profit	9.19 GJ/Crore Net Profit	11.87 GJ/Crore Net Profit

Electricity consumption was estimated on a spend-based basis for Scope 2 locations (59.25 lakh kWh), with data gaps filled using pro-rata averages and excluding new locations with limited data, with separate reporting for Scope 3 leased assets in BRSR Principle 6, Question 2.

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

Yes. Reasonable Assurance is conducted by Bureau Veritas India Private Limited for BRSR core only.

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

No. The Company does not operate any facilities covered under the PAT Scheme. Given the nature of its financial services activities, the Scheme is not applicable.

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

Parameter	FY26	FY25
Water withdrawal by source (in kiloliters)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water*	29037.15 KL	27464.22 KL
(iv) Seawater/desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kiloliters) (i+ii+iii+iv+v)	29037.15 KL	27464.22 KL
Total volume of water consumption (in kiloliters)	29037.15 KL	27464.22 KL
Water intensity per rupee of turnover (Total water consumption/Revenue from operations)	3.41 KL/crore turnover	3.58 KL/crore turnover
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP)	69.37 KL/Crore turnover adjusted for PPP	74.07 KL/Crore turnover adjusted for PPP
Water intensity in terms of physical output	N/A	N/A
Water intensity (optional) – the relevant metric may be selected by the entity – Full Time Employee	12.33 KL/FTE/Year	12.78 KL/FTE/Year

As per CGWA guideline, the estimated consumption is 45 litres per head per working day. FTE – Full time Employee

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

Yes. Reasonable Assurance is conducted by Bureau Veritas India Private Limited for BRSR core only.

4. Provide the following details related to water discharged:

Parameter	FY26	FY25
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- 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	NIL	NIL
- 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)	**NIL**	NIL

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

Yes. Reasonable Assurance is conducted by Bureau Veritas India Private Limited for BRSR core only.

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

No. The Company operates from leased office premises and does not have any facilities requiring implementation of Zero Liquid Discharge.

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

Considering the nature of the business, we do not have any stack/chimneys and hence have no significant other air emissions.

Parameter	Please specify unit	FY26	FY25
NOx	N/A	NIL	NIL
SOx	N/A	NIL	NIL
Particulate matter (PM)	N/A	NIL	NIL
Persistent organic pollutants (POP)	N/A	NIL	NIL
Volatile organic compounds (VOC)	N/A	NIL	NIL
Hazardous air pollutants (HAP)	N/A	NIL	NIL
Others – please specify	N/A	NIL	NIL

NOx, SOx, particulate matter, and similar emissions are not applicable, as the Company operates a service-based model without manufacturing or combustion activities. Accordingly, these parameters are not relevant to its operational profile.

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

Yes. Reasonable Assurance is conducted by Bureau Veritas India Private Limited for BRSR core only.

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

Parameter	Please specify unit	FY26	FY25
Total Scope 1 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	Metric tonnes of CO_2 equivalent	5.69	6.97
Total Scope 2 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	Metric tonnes of CO_2 equivalent	4207.06	4,656.17
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations)	Metric TonnesCO_2/ Turnover Crore	0.49 tonnes CO_2e/ crore turnover	0.61 tonnes CO_2e/ crore turnover
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations adjusted for PPP)	Metric TonnesCO_2/ Turnover Crore adjusted for PPP	10.06 Tonnes CO_2e/crore turnover adjusted for PPP	12.58 Tonnes CO_2e/crore turnover adjusted for PPP
Total Scope 1 and Scope 2 emission intensity in terms of physical output	N/A	N/A	N/A
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	Metric TonnesCO_2e/Crore Net Profit	1.81 tCO_2e/crore net profit	2.38 tCO_2e/crore net profit

Fugitive emissions have been excluded from the current inventory as they are assessed to be immaterial, and no emissions from fire extinguishers are considered, given the predominant use of ABC-type units. Their inclusion may be evaluated in future reporting cycles, as appropriate.

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

Yes. Reasonable Assurance is conducted by Bureau Veritas India Private Limited for BRSR core only.

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

Yes. As part of its broader sustainability approach, the Company has undertaken initiatives aimed at managing and, where feasible, reducing its Greenhouse Gas (GHG) emissions, particularly Scope 1 and Scope 2 emissions, in a manner commensurate with the nature of its operations.

These initiatives include measures such as promoting climate-related awareness among employees through ESG newsletters and in person sessions at branches, encouraging responsible and energy-efficient workplace practices, increasing the use of digital platforms in loan origination and servicing processes, and implementing energy-efficient measures within office operations. The Company also evaluates the feasibility of adopting renewable energy solutions at select energy-intensive locations, where feasible.

Technology-enabled solutions, including the use of cloud-based systems and initiatives to reduce paper consumption, are progressively adopted to support operational efficiency and resource optimization.

In addition, through its Corporate Social Responsibility initiatives, the Company undertakes plantation and green-cover enhancement activities, including tree plantation drives in its areas of operation, which contribute to environmental stewardship and support broader climate-related objectives.

9. Provide details related to waste management by the entity.

Parameter	FY26	FY25
	Total Waste generated (in metric tonnes)	
Plastic waste (A)	0	0
E-waste (B)	3.53 Tonnes	2.26 Tonnes
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	N/A	N/A
Battery waste (E)	5.25 Tonnes	1.55 Tonnes
Radioactive waste (F)	N/A	N/A
Other Hazardous waste. Please specify, if any. (G)	N/A	N/A
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	N/A	N/A
Total (A+B+C+D+E+F+G+H)	8.78 Tonnes	3.81 Tonnes
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations)	0.00103 Tonnes/ crore turnover	0.0005 Tonnes/ crore turnover
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP)	0.021 Tonnes/ turnover crore adjusted for PPP	0.0103 Tonnes/ turnover crore adjusted for PPP
Waste intensity in terms of physical output	N/A	N/A
Waste intensity (optional) – the relevant metric may be selected by the entity	3.73 KG/Full time employee	1.77 KG/Full time employee

Given the nature of operations, disposal is undertaken on a need based basis, aligned with waste generation and availability, with efforts to further streamline the process, where appropriate.

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Category of waste	FY26	FY25
(i) Recycled	8.78 Tonnes	3.81 Tonnes
(ii) Re-used	N/A	N/A
(iii) Other recovery operations	N/A	N/A
Total	8.78 Tonnes	3.81 Tonnes

Battery waste & E-waste are disposed/recycled through authorized waste vendors.

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

Category of waste	FY26	FY25
(i) Incineration	N/A	N/A
(ii) Landfilling	N/A	N/A
(iii) Other disposal operations	N/A	N/A
Total	N/A	N/A

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

Yes. Reasonable Assurance is conducted by Bureau Veritas India Private Limited for BRSR core only.

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

The Company's operations are office-based, resulting in minimal waste generation, which primarily comprises non-hazardous office waste and is managed in line with proper disposal practices. The Company does not use or generate hazardous or toxic chemicals in its products or processes, and therefore no hazardous chemical waste management measures are applicable.

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

The Company does not operate any offices or facilities located in or adjacent to ecologically sensitive areas such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, or coastal regulation zones.

Accordingly, there are no operations of the Company that require environmental approvals or clearances applicable to such ecologically sensitive areas.

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval/clearance are being complied with? (Y/N). If no, the reasons thereof and corrective action taken, if any.
NIL	NIL	NIL	NIL

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

Not Applicable.

Given the nature of the Company's operations in the financial services sector, which are primarily office based and do not involve project development or activities with direct environmental impact, EIA requirements are not applicable.

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
N/A	N/A	N/A	N/A	N/A	N/A

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

Not Applicable.

Considering the nature of the Company's operations as a Housing Finance Company, which are predominantly office based and do not involve manufacturing, industrial processes, the provisions of environmental laws such as the Water (Prevention and Control of Pollution) Act, the Air (Prevention and Control of Pollution) Act, the Environment (Protection) Act, and rules framed thereunder are not directly applicable to the Company's operations.

S. No.	Specify the law/regulation/guidelines which was not complied with	Provide details of the non-compliance	Any fines/penalties/action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
01.	NIL	N/A	N/A	N/A

LEADERSHIP INDICATORS

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

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

(i) Name of the area: N/A

(ii) Nature of operations: N/A

(iii) Water withdrawal, consumption, and discharge:

Parameter	FY26	FY25
Water withdrawal by source (in kiloliters)		
(i) To Surface water	NIL	NIL
(ii) Groundwater	NIL	NIL
(iii) Third party water	NIL	NIL
(iv) Seawater/desalinated water	NIL	NIL
(v) Others	NIL	NIL
Total volume of water withdrawal (in kiloliters)	NIL	NIL
Total volume of water consumption (in kiloliters)	NIL	NIL
Water intensity per rupee of turnover (Water consumed/turnover)	NIL	NIL
Water intensity (optional) – the relevant metric may be selected by the entity	NIL	NIL
Water discharge by destination and level of treatment (in kiloliters)		
(i) Into Surface water		
- No treatment	NIL	NIL
- With treatment – please specify level of treatment	NIL	NIL
(ii) Into Groundwater		
- No treatment	NIL	NIL
- With treatment – please specify level of treatment	NIL	NIL
(iii) Into Seawater		
- No treatment	NIL	NIL
- With treatment – please specify level of treatment	NIL	NIL
(iv) Sent to third parties		
- No treatment	NIL	NIL
- With treatment – please specify level of treatment	NIL	NIL
(v) Others		
- No treatment	NIL	NIL
- With treatment – please specify level of treatment	NIL	NIL
Total water discharged (in kiloliters)	**NIL**	**NIL**

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

Yes. Reasonable Assurance is conducted by Bureau Veritas India Private Limited for BRSR core only.

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

Parameter	Please specify unit	FY26	FY25
Total Scope 3 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	Metric tonnes of CO_2 equivalent	4155.07 tCO_2e	4,122.94 tCO_2e
Business Travel by Air	Metric tonnes of CO_2 equivalent	337.18 tCO_2e	530.75 tCO_2e
Employee commuting	Metric tonnes of CO_2 equivalent	2580.24 tCO_2e	2354.54 tCO_2e
Upstream leased assets	Metric tonnes of CO_2 equivalent	1237.65 tCO_2e	1237.65 tCO_2e
Total Scope 3 emissions per rupee of turnover	tCO_2e/crore turnover	0.49 tCO_2e/crore turnover	0.54 tCO_2e/crore turnover
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	tCO_2e/crore Net profit	1.78 tCO_2e/crore Net profit	2.12 tCO_2e/crore Net profit

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

Yes. Reasonable Assurance is conducted by Bureau Veritas India Private Limited for BRSR core only.

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

Not Applicable. The Company does not operate in ecologically sensitive areas and, accordingly, does not have any direct or indirect impact on biodiversity in such locations.

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

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Transition to High-Efficiency Lighting Ecosystems	PNBHFL is progressively upgrading lighting systems across offices to energy-efficient luminaires, LEDs and optimised lighting layouts to enhance operational efficiency and reduce electricity consumption associated with lighting loads.	Indicative potential: LEDs use up to 90% less energy and last up to 25 times longer than traditional incandescent bulbs.
2	Adoption of Low-Emission Interior Coatings for Health-Centric Workspaces	The organisation uses low-emission interior coatings during refurbishment and maintenance activities to support healthier indoor environments and reduce exposure to high-VOC paint products.	Indicative potential: Low-VOC paints contain fewer than 50 grams of VOCs per liter, significantly reducing indoor air pollutants compared to traditional paints.
3	Resource-Efficient, Performance-Rated Equipment	PNB Housing Finance follows an internal procurement approach that prioritises energy-efficient office equipment and appliances with verified performance ratings, including 3 and above star rating.	Indicative potential: ENERGY STAR certified appliances are at least 15% more efficient than the minimum federal efficiency standard.
4	Smart AC Architecture with disciplined operation	Air-conditioning systems (with R32 refrigerants in new machines) are selected, sized and operated to align with occupancy requirements, indoor comfort needs, and efficiency considerations, with the aim of reducing avoidable cooling loads and supporting responsible energy use.	Indicative potential: Implementing optimal setpoints in HVAC systems resulted in energy savings ranging from 10.09% to 37.03% for small office buildings.
5	Enhancement of Daylit Work Environments through Passive Solar Design	Office layouts increasingly utilise natural daylight through window placement and interior planning, helping reduce over-dependence on artificial lighting during daytime working hours.	Indicative potential: Buildings with daylight-sensing controls can reduce energy used for electric lighting by 20% to 60%.

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
6	Deployment of Intelligent Vertical Mobility and Energy-Optimised Lift Controls	In select locations lift operations are configured with energy-responsive settings and optimised control sequences to improve operational efficiency.	Indicative potential: Smart elevator systems have shown a 20% reduction in energy use compared to traditional methods.
7	Shift to Reusable, Low-Impact Consumables for Waste Minimisation	The organisation encourages the use of reusable materials—such as non-plastic cutlery and refillable containers—within offices to reduce reliance on single-use consumables and support waste minimisation efforts.	Indicative potential: Replacing single-use plastic items with clay-based alternatives contributes to significant reductions in plastic waste.
8	Digitisation of Customer Interfaces for Paper-Light Service Delivery	PNB Housing Finance continues to expand digital platforms for customer servicing, documentation, and internal workflows, which reduces the need for paper-based processes and supports more streamlined service delivery.	Indicative potential: Transitioning to digital platforms can lead to substantial reductions in paper usage and associated costs.
9	Installation of Water-Efficient Fixtures for Responsible Consumption	Water-efficient fixtures such as low-flow taps are installed at office locations, to promote responsible water use and reduce wastage in common-area facilities.	Indicative potential: Low-flow faucets can reduce water use by 30% to 50%, leading to significant water conservation.

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

Yes, A business continuity plan is in place to ensure the continuity of services to large customers base including a cyber crisis management plan & information and cyber security policies.

Our Business Continuity Policy, Disaster Recovery site in tandem with backup controls 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 continuously monitor our brand and data for any leakage over social media and dark web with 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.

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

We envisage no such adverse impact.

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

None of the value chain partners were assessed for environmental impacts during the year.

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

a. By the listed entity

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

No such activities have been undertaken.

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

ESSENTIAL INDICATORS

1. a. Number of affiliations with trade and industry chambers/associations:

We have affiliations with two 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 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	Delhi Chamber of Commerce	State
2	The Associated Chambers of Commerce and Industry	National

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

NIL.

Name of Authority	Brief of the case	Corrective action taken
N/A	N/A	N/A

LEADERSHIP INDICATORS

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

PNB Housing Finance, being one of the largest housing finance companies, is invited by various governing bodies for views while formulating strategies and policies related to housing finance sector.

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/Half yearly/Quarterly/ Others – please specify)	Web Link, if available
N/A	N/A	N/A	N/A	N/A	N/A

Principle 8: Businesses should promote inclusive growth and equitable development.

ESSENTIAL INDICATORS

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

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
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 FY26 (in ₹)
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

Customers (are part of community) – We have established effective mechanisms to receive and address community grievances. Grievances may be submitted on our registered office or through e-mail on the designated e-mail ID (customercare@pnbhousing.com). Additionally, alternate modes of communication such as phone, WhatsApp, and mobile applications are also permitted for registering grievances.

Weblink - www.pnbhousing.com/contact-us.

Community (CSR interventions) – All the associated stakeholders of our community projects have the contact details of our CSR team members, can reach and raise their concerns in a structured manner. We also have regional single point of contacts (SPOCs) with whom the community can engage on a continual basis and to get their concerns addressed.

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

Category of waste	FY26	FY25
Directly sourced from MSMEs/small producers	1.36%	0.58%
Directly from within India	99.7%	100%

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

Location	FY26	FY25
Rural	0.46%	0.45%
Semi-urban	5.60%	1.13%
Urban	19.46%	7.62%
Metropolitan	74.48%	90.80%

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
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 (₹)
1.	Uttarakhand	Haridwar	₹350625

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

No. For a housing finance company, procurement is largely services oriented (IT, facilities, security, marketing, professional services)

Vendors are selected based on:

» Business criticality

» Information security

» Financial soundness

Procurement decisions are undertaken in accordance with established internal policies, considering factors such as business requirements and operational suitability.

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

N/A

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

N/A

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.				

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.

There are no such corrective actions.

Name of Authority	Brief of the case	Corrective action taken
N/A	N/A	N/A

6. Details of beneficiaries of CSR Projects:

Flagship Projects - Construction Workforce Welfare Programmes

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Pehel Wellness Wagon at Indore, Jaipur, Lucknow, Chandigarh, Pune, Bangalore, Trivandrum and Hyderabad	116444	100%
2	Skill-Based Livelihoods for women of Migrant Construction Workers community at Gurugram	224	100%
3	Free Primary Healthcare through 4 Mobile Medical Units at Delhi, Mumbai, Chennai and Ahmedabad	301436	100%

Pehel Swasthya – Health & Wellness Initiatives

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Upgradation of Healthcare at Gauhati Medical College and Hospital GMCH - Modern Equipment For Surgical And Eye Care Unit, Guwahati, Assam	625	100%
2.	Free Primary Healthcare through Mobile Medical Unit at Delhi NCR	15372	100%
3.	Mobile Eye Care unit for the school Students in Tumkur, Karnataka	97913	100%
4.	Upgradation of Ophthalmology Department at Kalyan Singh Government Medical College, Bulandshahr, UP	3375	100%
5.	Samarpan Multidisability Rehabilitation Center, Dhule, Maharashtra	1626	100%
6.	Project Care - 500 Wheelchairs support to 125 Old Age Homes at Delhi NCR, Haridwar & Rishikesh, Lucknow, Jaipur, Surat, Nagpur, Indore, Hyderabad and Bengaluru	5000	100%
7.	Construction Of Double Storey Insulated Shelter and Installation Of 20 KVA Solar Plants & 50 Electric Medical Beds at Gurugram, Haryana.	700	100%

Pehel Shiksha – Inclusive Education interventions

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Library & classroom infrastructure at Nrusingh High School & Junior College, Pune	907	100%
2.	Project Parivartan – Transforming School into Model School, Ghaziabad	1887	100%
3.	Empower Her: Holistic Development For Girls' Schools (Phase-II), Neemuch, MP	3401	100%
4.	PM Internship Project for PNB Housing Finance, PAN India	5	100%
5.	Opportunities Enhancement for Loreto Rainbow Home Children Through Improved Mobility, Kolkata	600	100%
6.	Digitalization and RO water support to government schools in Bangalore	5888	100%

Pehel Paryavaran – Addressing Climate Change Responsibly

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Tree Plantation-1200 saplings, Chennai	100	100%
2	Plantation and Park Development Project – 5000 saplings, bahadurgarh, Haryana	100	100%
3	Go Green – Plantation Of 10,000 Trees, Gurugram	100	100%
4	Go Green - Tree Plantation Project - 1,00,000 trees, Noida	100	100%
5	PNB Housing Finance Bio-composting Unit	20	100%
6	Solar Electrification Support, Pune	1820	100%
7	Solar Electrification of 4 Primary Health Centres in Karnataka	118500	100%
8	Deeptam – Solar Electrification Support, Nainital	10804	100%

Pehel Shakti - Women empowerment (Unlocking Her Potential)

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Establishment of a Bakery Unit Training Program for Veer naris and Families of Jawans, Delhi	31	100%
2	Scholarship Project for Girl students at Miranda House, Delhi	522	100%
3	Promotion of Women-Based Micro Enterprise Development for Sustainable Growth in Agra	1050	100%
4	Daśā-Diśā Bhavana - Empowering Women in Rural Areas through Cultural Engagement, Tumkur	30	100%
5	Transforming Government Women ITI into a Model ITI: A Pathway to Excellence, Hyderabad	595	100%
6	SHESERVES – Women Operated Prerna Canteen, Lucknow	112	100%
7	REVIVE: Delhi Circular Textile Hub For Women In the Rag-Picking Community, Delhi	321	100%
8	Upgradation Of Female Examination Ward and Sanitation: A Step Towards Quality Women Healthcare at Rajiv Gandhi Government General Hospital, Alwar	9531	100%
9	PROJECT NIRMAAN: Girls Hostel Infrastructure Renovation at Madan Mohan Malviya Government Ayurvedic College and Hospital, Udaipur	305	100%

Pehel Khelo India – Nurturing India's Sporting Talent

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Support athletes with trainings for Olympics and national/international level sports, PAN India	65	100%

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

ESSENTIAL INDICATORS

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

Grievances may be submitted to us at the registered office or through e mail on the designated e-mail ID (customercare@pnbhousing.com). Additionally, alternate modes of communication such as phone, WhatsApp, and mobile applications are also permitted for registering grievances.

Weblink - www.pnbhousing.com/contact-us.

The detailed grievance redressal mechanism is prescribed on the website: www.pnbhousing.com/documents/d/guest/Grievance%20Redressal%20Mechanism%20V6

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

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

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

Year	FY26			FY25		
Category	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	Nil	0	0	NIL
Advertising	0	0	Nil	0	0	NIL
Cyber-security	0	0	Nil	0	0	NIL
Delivery of essential services	257	4	Nil	344	5	NIL
Restrictive trade practices	0	0	Nil	0	0	NIL
Unfair trade practices	0	0	Nil	0	0	NIL
Others	1126	5	Nil	1232	10	NIL

4. Details of instances of product recalls on accounts of safety issues

	Number	Reasons for recall
Voluntary recalls	NIL	N/A
Forced recalls	NIL	N/A

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

Yes, www.pnbhousing.com/documents/d/guest/website-privacy-policy.

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

During the reporting period, the Company did not identify or receive any complaints, observations, or notices relating to advertising practices; cyber security or protection of customer data and privacy; or recurrence of product recalls. Consequently, no corrective or remedial actions were required or initiated. Further, there were no penalties, sanctions, or regulatory actions imposed by any statutory or regulatory authority in relation to the safety or quality of the Company's products or services during the reporting period.

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches

There were no instances of data breach during the year.

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

Zero.

c. Impact, if any, of the data breaches

N/A

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/.

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

We are spreading awareness to customers about safe and responsible usage and also safeguard them from potential risks and consequences of fraud. The customers are informed through:

» SMS to not to divulge sensitive information to anyone including officials of PNB Housing Finance or external.

» E-mail tips for safe online transactions, phishing, vishing alerts & related education.

» Knowledge Centre on website - at www.pnbhousing.com/faqs

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

The Company has established formal mechanisms to proactively inform consumers of any potential risk of disruption or discontinuation of essential services. Customers are notified in advance, wherever reasonably feasible, through direct electronic communication channels such as registered email IDs and Short Message Service (SMS), detailing the nature, expected duration, and impact of such disruption.

In the event of unplanned disruptions, timely notifications are issued to affected customers through SMS and/or email alerts, along with updates on remedial actions being undertaken. Upon restoration of services, confirmation messages are communicated through SMS to ensure customers are informed of service resumption. These communication protocols are implemented to ensure transparency, minimize inconvenience to consumers, and facilitate continuity of essential services.

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

Yes. The Company discloses comprehensive product and service information to consumers as per industry regulations. Prior to sanction and disbursement of home loans, applicants are provided with detailed information on the features, terms, and conditions of the respective home loan schemes to enable informed decision-making.

In addition, relevant product information is prominently displayed at all branch offices across India and is also made available on the Company's official website. These disclosures are intended to ensure transparency, enhance consumer awareness, and facilitate informed engagement with the Company's products and services.

To

PNB Housing Finance Limited
9th Floor, Antriksh Bhawan,
22 Kasturba Gandhi Marg,
New Delhi-110001

Introduction and Objective of Work

BUREAU VERITAS has been engaged by **PNB Housing Finance Limited** (hereinafter abbreviated as "**PNBHFL**") to conduct an independent assurance of the Business Responsibility and Sustainability Report Core (hereinafter abbreviated as "BRSR Core") consisting of the Key Performance Indicators (KPIs) under Environment, Social and Governance (ESG) attributes, which are mentioned in Annexure 17A, of the Securities and Exchange Board of India (SEBI) Master Circular dated January 30, 2026.

The selection of reporting criteria, reporting period, reporting boundary, monitoring and measurement of data, preparation and presentation of information for the BRSR Core is the sole responsibility of the management of PNBHFL. Bureau Veritas was not involved in the drafting or preparation of the back-up data of PNBHFL for the BRSR Core. Our sole responsibility was to provide independent assurance on its content.

Intended User

The assurance statement is made solely for PNBHFL as per the governing contractual terms and conditions of the assurance engagement contract between PNBHFL and Bureau Veritas. To the extent the law permits, we owe no responsibility and do not accept any liability to any other party other than PNBHFL for the work we have performed for this assurance report or for our conclusions stated in the paragraph below.

Scope of Work

- Checking that the data and information included in the BRSR Core (sub-set of BRSR), consisting of a set of Key Performance Indicators (KPIs) / metrics under 9 ESG attributes for the reporting period from April 01, 2025 to March 31, 2026 was fairly presented without material misrepresentation.
- Appropriateness and robustness of underlying reporting systems and processes, used to collect, analyse, and review the information reported.

Reporting criteria: Reporting Framework based on BRSR Core of the Business Responsibility and Sustainability Report as per Annexure 17A of the SEBI Master circular dated January 30, 2026.

The reported information of BRSR core, based on the following nine ESG attributes:

1. Green-house gas (GHG) footprint
2. Water footprint
3. Energy footprint
4. Embracing circularity - details related to waste management by the entity
5. Enhancing Employee Wellbeing and Safety
6. Enabling Gender Diversity in Business
7. Enabling Inclusive Development
8. Fairness in Engaging with Customers and Suppliers
9. Open-ness of business

Reporting period: April 01, 2025 to March 31, 2026

Assurance standard: The assurance process was conducted in line with the requirements of the ISAE 3000 (Revised) standard.

Level of assurance: Reasonable Assurance

Methodology used to conduct assurance

PNBHFL initially submitted the BRSR Core for the reporting period from April 1, 2025 to March 31, 2026 covering the sites that are within the reporting boundaries.

The reporting boundaries for the current period covered multiple PNBHFL locations across India, including a total of 418 offices and branches nationwide

The assessment team from Bureau Veritas, for this verification, included the following members:

1. Dr. Apurva Srivastava – Team Leader

The assessment was carried out, of the submitted information, based on BRSR core attribute, to verify the data and computations that were prepared by PNBHFL. On-site visits to the PNBHFL's corporate office and branch offices were conducted.

During these visits, direct observations of facilities, interactions with personnel, and review of documentation were undertaken to ensure accuracy and reliability of the submitted information. Additionally, the assessment included an evaluation of the internal control system and other parameters relevant to reasonable assurance, such as adherence to industry standards and regulatory requirements, to provide a comprehensive verification of the data and computations prepared by PNBHFL.

Bureau Veritas has validated the quantification methodology used by PNBHFL for the monitoring and calculations of the ESG attributes from its different sources and confirms the same to be in line with accepted practice of standard GHG computations. The materiality threshold of 5% has been considered in this assessment process.

Our work was conducted against the requirements defined in the International Integrated Reporting Framework and National Guidelines for Responsible Business Conduct (NGRBC), along with the requirements of ISAE 3000 Assurance standard and Bureau Veritas' standard procedures and guidelines for external assurance of sustainability information, based on current best practice in independent assurance. The Bureau Veritas assurance process has also involved an Independent Technical Review (ITR) to check for correctness and accuracy of the assurance conclusions as well as adherence to Bureau Veritas internal procedures and/or assurance standard requirements.

Conclusions

On the basis of our methodology and the activities described above, it is our opinion that the BRSR core of FY 2025-26 of PNBHFL, containing its reporting and declaration of the various KPIs under ESG attributes, is reliable and accurate representation of PNBHFL's performance towards ESG attributes.

Limitations and Exclusions

Excluded from the scope of our work is any assurance of information relating to:

- Data related to the other subsidiaries / associates of PNBHFL;
- Activities outside the defined assurance period stated hereinabove;
- Positional statements, expressions of opinion, belief, aim or future intention by PNBHFL and statements of future commitment;
- Our assurance is limited to the activities and operations of PNBHFL. The assurance does not extend to the operations undertaken by any other entity outside the scope and boundaries of the PNBHFL's BRSR Core report that may be associated with or have a business relationship with PNBHFL.

Uncertainty

The reliability of assurance is subject to uncertainty(ies) that are inherent in the assurance process. Uncertainties stem from limitations in quantification models used, assumptions or data conversion factors used or may be present in the estimation of data used to arrive at results. Our conclusions in respect of this assurance are naturally subject to any inherent uncertainty(ies) involved in the assurance process.

Statement of independence, impartiality, and competence

Bureau Veritas is an independent professional services company that specializes in Quality, Health, and Safety, Social, and Environmental management with over 198 years history in providing independent assurance services and has necessary expertise for undertaking reasonable assurance of BRSR core. Bureau Veritas has implemented a Code of Ethics across the business to maintain high ethical standards among staff in their day-to-day business activities. We are particularly vigilant in the prevention of conflicts of interest.

No member of the assurance team has a business relationship with PNBHFL, its Directors, Managers or officials beyond that required of this assignment. We have conducted this verification independently and there has been no conflict of interest. The assurance team has extensive experience in conducting assurance over environmental, social, ethical and health & safety information, systems and processes and an excellent understanding of Bureau Veritas standard methodology for the Assurance of BRSR Core attribute.

Dr. Apurva Srivastava
Lead Assuror
Bureau Veritas (India) Private Limited
Pune, India
Dt: 10/06/2026

Munji Rama Mohan Rao
Technical Reviewer
Bureau Veritas (India) Private Limited
Hyderabad, India
Dt: 11/06/2026

ADDITIONAL CONTEXT AND UPDATES (GRI REFERENCED)

PNB Housing Finance has undertaken an enhanced impact materiality assessment, drawing from its prior materiality assessment and incorporating methodological refinements with reference to the Global Reporting Initiative Sustainability Reporting Standards (GRI Standards).

The assessment was structured as an internal exercise intended to support understanding and incorporated the following elements:

» The materiality assessment incorporated a structured evaluation of selected economic, environmental, and social impacts and draws reference from the Global Reporting Initiative (GRI) Standards, including GRI 3: Material Topics (2021), to the extent relevant.

» The outcomes are intended to inform disclosure prioritisation, and the periodic evolution of the Company's ESG approach, and may be reviewed over time in response to regulatory, stakeholder, data, and business developments.

Contribution Themes Referencing the UN SDGs

1. **SDG 5:** Advancing women empowerment through DEI and inclusive lending.
2. **SDG 7:** Promoting solar adoption through select CSR initiatives.
3. **SDG 8:** Supporting employee well-being and financial inclusion.
4. **SDG 9:** Driving digital transformation for efficiency and experience.
5. **SDG 11:** Enabling access to housing and community development.
6. **SDG 13:** Supporting environmental sustainability initiatives.

A. Material Issues & Metrics for Enterprise Value Creation

The materiality matrix prioritises ESG issues by impact significance, in line with GRI 3: Material Topics (2021). The materiality analysis is reviewed annually with the involvement of relevant stakeholders in identifying & updating the material issues. Given the complexity and breadth of ESG related matters, the materiality assessment process was subjected to an independent review by an external expert (SS Climate Advisors), primarily for methodological robustness and alignment with recognised practices.

S. No	Material Issue	GRI Reference	Metrices
1.	Sustainable Business Growth & Profitability	GRI 201: Economic Performance	Scale housing finance products & services with structured focused on retail loan book growth and expanding affordable portfolio.
2.	People Practices including Diversity, Equity & Inclusion (DEI) & Community Relations	GRI 401: Employment; GRI 403: Occupational Health & Safety GRI 405: Diversity & Equal Opportunity GRI 413: Local Communities	Develop forward looking people-centric policies and invest in creating a talent pool which is future ready. Cultivate a culture of accountability. Implement DEI strategies to enhance workforce female diversity and female representation in leadership. Strengthens the company's social license to operate through sustained community engagement and targeted CSR interventions.
3.	Inclusive Customer Access & Service Reach	GRI 203: Indirect Economic Impacts	Continue to optimise physical presence across strategic locations and broaden customer reach across the country.
4.	Climate Change & GHG Emissions	GRI 305: Emissions	The Company recognises the relevance of climate-related topics to its operating environment and continues to build understanding of climate risks, emissions considerations, and resource use within the context of its business and evolving regulations.
5.	Business Ethics & Regulatory Compliance	GRI 205: Anti-Corruption	Adherence to ethical standards and regulatory requirements, which are our 'license to operate'.

S. No	Material Issue	GRI Reference	Metrices
6.	Cybersecurity & Data Privacy	GRI 418: Customer Privacy	Preserve stakeholder trust and mitigate cyber related risk through advanced information security governance.
7.	Emerging Frameworks on Climate Aspects & Sustainable Finance Propositions	GRI 201-2: Financial Implications of Climate Change	Gradual alignment with emerging climate disclosure taxonomies will be pursued once formalised, alongside ongoing evaluation of regulatory developments to support internal understanding, as appropriate.

Transition from Materiality Scores to GRI-Aligned Significance

In line with the intent of GRI 3: Material Topics (2021), the materiality assessment progressed beyond perceived stakeholder importance to an impact based evaluation. Impact materiality was assessed using research based criteria commonly referenced in recognised ESG frameworks. Dimensions including scale, scope, irremediability (or significance), and likelihood were evaluated through desk based analysis and reference to publicly available external sources, such as sustainability standards and climate + ESG related research.

PNB Housing Finance may review and modify the assessment methodology, assumptions, or prioritisation basis over time in response to changes in regulatory requirements, stakeholder expectations, data availability, or business context.

Time Horizon Definitions aligned with GRI

» Short term: Up to 1 year, aligned with the annual operating cycle.

» Medium term: 1–3 years, aligned with management planning and resource allocation horizons.

» Long term: Beyond 3 years, aligned with strategic and longer term planning considerations.

Assessing the significance of positive impacts

1. **Scale and scope -** Scale refers to how beneficial the impact is or could be, and the scope refers to how widespread the impact is or could be (e.g., the number of individuals or the extent of environmental resources that are or could be positively affected).
2. **Likelihood -** The likelihood of a potential positive impact refers to the chance of the impact happening.

For negative impacts, three dimensions determine severity:

1. **Scale –** the gravity of the impact if it occurs (financial, environmental, social).
2. **Scope –** the breadth of stakeholders or extent of environment affected.
3. **Irremediability –** the degree to which the impact can be reversed or mitigated.

Prioritization Outcome is labelled as: Systemic Priority > Material Priority > Moderately Material Priority.

GRI 3: Material Topics 2021

1. Cyber Security & Data Privacy

Action Taken - The Company undertakes periodic vulnerability assessments and penetration testing of its information technology infrastructure, applications, and related network components, in line with internal policies and governance oversight. Customer information is subject to security controls, including encryption and secure storage mechanisms, consistent with regulatory requirements.

The Company has an information and cybersecurity management programme in place, which includes business continuity planning, vulnerability assessments, internal audits of IT and information security systems, security awareness training for employees, and defined escalation mechanisms for reporting incidents or vulnerabilities. The programme also references recognised information security frameworks and certification standards, such as ISO 27001: 2022.

GRI Sustainability Reporting Standards

Impact Area	Potential Impacts
Economy	Cyber incidents may affect operational continuity, with potential implications for market position, insurance costs, and stakeholder confidence.
Environment	Prolonged use of IT backup and recovery systems during incidents may lead to marginal increase in energy consumption.
People	Service disruptions may disproportionately affect customers, depending on incident severity and response effectiveness.

Potential Negative Impacts:

- **Short-term:** Cyber incidents may result in immediate financial outflows related to remediation efforts, or enhanced compliance requirements.
- **Long-term:** Persistent reputational impact and reduced competitiveness in digitally enabled segments may arise if risks are not effectively mitigated over time.
- **Unintended effects:** Post-incident strengthening of access controls may affect system usability and customer experience if not appropriately calibrated.
- **Irreversibility:** Unauthorized data exposure, once occurred, may be difficult to fully reverse, and restoration of stakeholder trust can require sustained effort over an extended period.

Potential Positive Impacts:

- **Short-term:** Strengthened cybersecurity controls support positive risk perception, enable sustainable competitive advantage.
- **Long-term:** Sustained cyber resilience may contribute to improved institutional reputation and reduced incident related compliance effort over time.

Severity

Potential Negative Impacts

Dimension	Rationale
Scale	Cyber incidents have the potential to affect a large volume of sensitive data and systems.
Scope	Potential impact spans multiple stakeholder groups, including customers, employees, vendors.
Irremediability	Unauthorized data exposure may be difficult to fully reverse, and rebuilding trust can be a prolonged process.

Potential Positive Impacts

Dimension	Rationale
Scale	Strong cyber governance may positively influence protection across key stakeholder groups.
Scope	Trust benefits may extend across customer engagement and stakeholder interactions.
Irremediability	Improvements in trust can be sustained over time but remain sensitive to future incidents.

Prioritization Outcome

- Negative Impacts: Systemic Priority in materiality due to its unique position as both a systemic operational risk and an ESG governance benchmark.
- Positive Impacts: Material Priority, representing one of the largest value-creation levers for the business.

2. Sustainable Business Growth & Profitability

Action Taken – During the year, the Company continued to focus on core business fundamentals, including network optimization, asset quality management, in line with its risk management and governance framework.

To guide internal planning, the Company has articulated strategic priority areas covering retail loan portfolio growth, expansion of affordable housing loans through the "Roshni" vertical, sustained emphasis on underwriting and collections processes, diversification of the funding mix, and use of digital tools to support operational efficiency. Execution of these priorities remains subject to governance oversight and prevailing market and regulatory conditions.

During the year, the Company's Retail Loan Asset grew by 16% YoY to ₹86,946 crore while Affordable and Emerging Markets segments contributed 40% to the portfolio.

Responsible AI as a strategic enabler for Sustainable Business Growth & Profitability -

PNB Housing Finance remains mindful of ethical considerations and fairness in AI- and BI-driven outcomes, with periodic reviews undertaken to identify and address any unintended disparities arising from data, models, or operational factors. The organization acknowledges the importance of human oversight, transparency, and accountability, particularly in scenarios with material implications, and considers provisions for human intervention in critical cases. Clear boundaries for the intended use of AI and BI systems are outlined to promote responsible application and avoid unintended usage, especially for sensitive capabilities. Consideration is also given, where feasible, to the environmental impact of related infrastructure and processes, alongside supporting measures such as monitoring, employee awareness, training, and grievance mechanisms. Further, PNB Housing Finance recognizes the importance of data privacy and cybersecurity, and, in alignment with regulations, places due attention on safeguarding AI-enabled systems and BI platforms against unauthorized access, misuse, or disruptions that could affect operations or stakeholder trust.

GRI Sustainability Reporting Standards

Impact Area	Potential Impacts
Economy	Adverse macroeconomic or regulatory developments may exert pressure on margins and growth.
Environment	Expansion activities may increase financed emissions intensity.
People	Growth strategies that are limitedly aligned with inclusion may affect access for select customer segments.

Potential Negative Impacts:

- **Short-term:** Adverse macroeconomic conditions may result in margin pressure.
- **Long-term:** Strategic risks may arise if growth and risk management are not adequately aligned.
- **Unintended effects:** Concentrated or aggressive expansion may affect portfolio quality.
- **Reversibility:** Financial impacts are generally addressable; reputational effects may require sustained effort.

Potential Positive Impacts:

- **Short-term:** Prudent growth practices may support stakeholder interest.
- **Long-term:** Diversified and sustainable revenue models may enhance resilience to systemic shocks.

Severity

Potential Negative Impacts

Dimension	Rationale
Scale	Profitability is fundamental to sustaining ongoing operations and financial stability.
Scope	Potential impacts extend across key stakeholder groups, including investors, employees, customers.
Irremediability	Loss of market or investor confidence may require sustained effort to restore over time.

Potential Positive Impacts

Dimension	Rationale
Scale	Enables financing for identified priority housing initiatives.
Scope	Potential benefits extend across key stakeholder groups, including underserved customer segments.
Irremediability	Competitive advantages arising from differentiated financing capabilities may persist over time, subject to continued performance.

Prioritization Outcome

- Negative Impacts: Systemic Priority, due to its foundational role in enabling all other themes.
- Positive Impacts: Systemic Priority, one of the highest-ranked positive impact areas, signaling its role as an enabler of inclusive growth.

3. Inclusive Customer Access & Service Reach

Action Taken - During the year, the Company added 35 branches, taking the total network to 392 branches, with the Affordable and Emerging Markets segment accounting for 80% of the total branch network. In addition, the Company operates through a network of channel partners, in line with regulatory and governance frameworks.

GRI Sustainability Reporting Standards

Impact Area	Potential Impacts
Economy	May support customer base growth, portfolio diversification, and revenue opportunities.
Environment	Enables expansion through digital channels and lower footprint service delivery.
People	May enhance access to financial services and community outreach.

Potential Negative Impacts

- **Short-term:** Elevated operating and servicing costs during expansion.
- **Long-term:** Expansion in lower margin segments may put pressure on profitability.
- **Unintended effects:** Increased digital reliance may limit access for certain customer groups.
- **Irreversibility:** Credit quality issues in vulnerable segments may have lasting effects.

Potential Positive Impacts

- **Short-term:** Improved access to financial services for new customers.
- **Long-term:** Potential strengthening of brand positioning and broader customer base resilience.

Severity

Potential Negative Impacts

Dimension	Rationale
Scale	Multi region financial and operational exposure.
Scope	Impacts multiple stakeholder groups.
Irremediability	Market exit may have lasting effects.

Potential Positive Impacts

Dimension	Rationale
Scale	Large-scale potential positive impact on housing inclusion.
Scope	Benefits multiple stakeholder groups - borrowers, communities.
Irremediability	Long term benefits linked to sustained access.

Prioritization Outcome

- Negative Impacts: Systemic Priority – arising from rapid scale-up risks and resource allocation pressures.
- Positive Impacts: Systemic Priority – major driver of inclusive growth, financial access, and leadership.

4. Business Ethics & Regulatory Compliance

Action Taken - The Company supports risk management and compliance capabilities through periodic training for internal audit, compliance, and business teams on regulatory requirements. Risk oversight is guided by defined policies and frameworks, including a Risk Appetite Framework with established limits and monitoring parameters.

Processes are in place to identify, assess, monitor, and review risks across portfolios, with exposures reviewed on a quarterly basis and supported by selected risk assessment models, subject to internal governance and validation.

A risk-based internal audit framework operates alongside periodic compliance reviews, including external reviews where applicable. Compliance related obligations, including mandatory training and adherence to codes of conduct, are embedded within performance management and remuneration structures. Clear roles, responsibilities, and reporting lines support ongoing governance and oversight. There are strategies in place to promote an effective risk culture which includes regular risk management education for all directors, focused training throughout the organization on risk management principles and incorporation of risk criteria in the development of products and services. The company has governance mechanisms in place to oversee information security activities incorporating the Risk Management Committee of the Board responsible for overseeing information security issues and Executive level responsibility for overseeing information security issues is with Chief Information Security Officer.

GRI Sustainability Reporting Standards

Impact Area	Potential Impacts
Economy	Material non-compliance may result in regulatory issues, restrictions on business activity.
Environment	Ethics or compliance-related observations may, where relevant, form part of broader ESG considerations applied by certain external stakeholders.
People	Systemic misconduct risks may erode stakeholder trust over time, including negative perceptions rise.

Potential Negative Impacts:

- Short-term: Non-compliance may result in constraints, and transitional reputational effects.
- Long-term: Ongoing compliance concerns may influence stakeholder perception and access to certain markets.
- Unintended effects: Enhanced compliance requirements may affect the pace of innovation if not balanced.
- Irreversibility: While regulatory matters can be resolved, restoration of trust may require sustained effort over time.

Potential Positive Impacts:

- Short-term: Robust compliance frameworks support stakeholder confidence.
- Long-term: Consistent governance practices may strengthen institutional positioning in select ESG aligned partnerships and funding assessments.

Severity

Potential Negative Impacts

Dimension	Rationale
Scale	Significant compliance failures may result in regulatory action and heightened investor risk perception.
Scope	Potential impact spans key stakeholder groups, including employees, and customers.
Irremediability	Restoration of governance credibility typically requires sustained corrective actions over an extended period.

Potential Positive Impacts

Dimension	Rationale
Scale	Strong governance practices may positively influence funding assessments, market access, and organizational credibility.
Scope	Potential benefits extend across key stakeholder groups, including investors, regulators, employees, and customers.
Irremediability	Trust gained through ethical conduct can be durable but remains sensitive to significant governance lapses.

Prioritization Outcome

- Negative Impacts: Material Priority & Top-tier governance aspect.
- Positive Impacts: Material Priority, reinforcing that strong ethics is both a defensive shield and a growth lever.

5. People Practices

Action Taken - The People practice at PNB Housing Finance is shaped by an integrated focus on organisational culture, inclusion, and development, aligned with labour laws, internal policies, and governance standards. Both DEI and CSR initiatives address people-centric social outcomes, align with social sustainability objectives, and are commonly governed and reported under the people dimension in ESG frameworks and are clubbed in People Practices.

People-First Culture

The Company's people practices promote integrity, professionalism, teamwork, and a performance-oriented culture. Efforts are directed towards maintaining a diverse and inclusive workplace, with defined roles and accountabilities, non-discriminatory practices, and merit-based performance management. Compensation and benefits are structured as per policy with emphasis on equal opportunity and fair remuneration practices.

Diversity, Equity & Inclusion (DEI)

The Company continues to undertake concerted efforts to strengthen diversity, equity and inclusion (DEI) within the organisation, with a focus on awareness, engagement and equitable workplace practices. These efforts are undertaken within the context of a workforce where women comprise 20% of total employees.

Learning and Capability Development

The Company continues to support employee capability development through structured learning and development programmes, including leadership development, digital skills enhancement, mentoring, and functional training initiatives. These programmes are designed to support role effectiveness, professional growth, and organisational requirements.

Health, Safety, and Well-being

Employee health, safety, and well-being remain important considerations within the Company's people practices. The Company provides health insurance and wellness-related benefits across grades and implements workplace safety measures in line with occupational health and safety requirements. Safety practices include workplace safety & hazard identification reviews, fire safety measures, awareness programmes, and security arrangements across office locations. Occupational health and safety considerations are also referenced, where relevant, in contractual and procurement processes.

Employee Benefits

The Company offers employee benefit programmes including group insurance coverage, leave entitlements, and selected well-being initiatives, in accordance with statutory requirements and internal policies. Certain flexible work practices and parental leave provisions are available, subject to eligibility and policy guidelines.

These people-related initiatives are reviewed periodically and are intended to support workforce stability, capability, and organisational resilience, consistent with the Company's values and governance framework.

Community Relations & CSR Initiatives

During the reporting period, the Company implemented multiple Corporate Social Responsibility (CSR) initiatives across India, in line with its CSR policy. These initiatives covered areas such as environmental sustainability, women empowerment, education, and construction worker wellbeing, and were executed through approved programs and partners, subject to governance and oversight mechanisms.

GRI Sustainability Reporting Standards

Impact Area	Potential Impacts
Economy	Strengthened people practices support workforce productivity and enhance service quality over time.
Environment	Workforce engagement initiatives provide opportunities to integrate sustainability awareness into culture.
People	Structured capability development help build skills aligned with evolving digital and responsible finance requirements.

Potential Negative Impacts

» **Short-term:** Workforce attrition may affect service continuity and customer experience.

» **Long-term:** Inadequate skill development may reduce organizational competitiveness over time.

» **Unintended effects:** Increased automation may impact certain roles if not accompanied by structured reskilling.

» **Irreversibility:** Loss of experienced personnel can lead to erosion of institutional knowledge.

Potential Positive Impacts

- **Short-term:** Targeted upskilling and engagement initiatives improve efficiency and help reduce employee concerns.
- **Long-term:** Consistent people-centric practices may strengthen employer reputation and support regulatory trust.

Severity & Likelihood

Potential Negative Impacts

Dimension	Rationale
Scale	Reduced workforce engagement may affect service quality across operating locations.
Scope	Potential impact spans multiple stakeholder groups, including employees, customers, and others.
Irremediability	Loss of talent or cultural dilution typically requires sustained effort to remediate over time.

Potential Positive Impacts

Dimension	Rationale
Scale	Strong people practices may contribute to overall organizational resilience.
Scope	Potential benefits extend to employees and customers through improved service delivery.
Irremediability	Cultural and capability improvements can be sustained over time, subject to continued investment and engagement.

Prioritization Outcome

- **Negative Impacts:** Systemic Priority — directly influences productivity, retention, and alignment with ESG journey.
- **Positive Impacts:** Systemic Priority — creates sustained value through innovation and employee commitment.

6. Climate Change & GHG Emissions

Action Taken - The Paris Agreement (2015) outlines global objectives to limit the increase in average temperatures to well below 2°C and pursue efforts towards 1.5°C above pre-industrial levels, a priority underscored by findings of the Intergovernmental Panel on Climate Change (IPCC).

1. In this context, and with reference to India's long-term net-zero ambition,

the Company has initiated select environmental sustainability measures focused on internal awareness and operational practices. These include climate literacy initiatives, such as periodic internal communications, promotion of responsible resource use, increased use of digital channels, adoption of energy-efficient practices where feasible, use of cloud-based technologies, and scaling of recycled paper usage. These initiatives are subject to ongoing review and are implemented in line with internal policies, regulatory requirements, and business considerations.

2. Inside the Carbon Signature of a Home Loan - Loan-Level LCA Findings

Home loan processing within financial services can involve meaningful indirect environmental impacts, even though the sector is often considered low-impact. These impacts arise from electricity-intensive office operations, large volumes of document handling, the use of information and communication technology (ICT) systems, and travel associated with verification and compliance activities.

PNB Housing Finance undertook an ISO-aligned Life Cycle Assessment (LCA) to understand, at a fundamental level, the greenhouse gas (GHG) emissions associated with the processing of individual home loans.

The intention of the study was not external comparison or claims, but to build internal climate literacy—specifically to understand how routine operational activities carry measurable climate implications, even in a service sector environment where impacts are often assumed to be low.

The assessment was designed to help:

- recognise where emissions arise within the loan lifecycle,
- identify operational hotspots that materially influence climate outcomes

The assessment also aligns with the TCFD's expectation that organisations understand how their day-to-day operations relate to climate-related aspects.

By measuring emissions at each stage of the loan process, the assessment helps the organisation to:

» view operational activities through a climate perspective, and

» strengthen internal understanding needed for careful, evidence-based decision-making.

In line with ISO 14044's conservatism principle, upper-bound values were applied where parameter uncertainty was material, so reported emissions are more likely to over-state than under-state actual impacts.

Disclaimer:

The findings are based on the specific data, boundaries, and assumptions defined for this study. Because several parameters use conservative or upper-bound values, actual emissions may differ if more precise, updated, or directly measured data become available in the future. Any change in activity data, emission factors, operational practices, or methodological choices could lead to different results. Therefore, the results should be interpreted as indicative estimates, not as precise or externally comparable figures.

1) Climate Context – Core Summary

Prepared with reference to ISO 14040:2006 and ISO 14044:2006 for life-cycle assessment principles and framework; the assessment is not certified by ISO or any accredited certification body.

Attribute	Statement
Goal	Quantify per-loan GHG emissions for home loan processing and identify operational hotspots for internal decarbonisation review
Type of LCA	Attributional Life Cycle Assessment (ALCA)
Functional Units	Retail Home Loan
System Boundary	The assessment employs a cradle-to-service system boundary, encompassing all operational activities associated with the home-loan workflow, including application intake, documentation handling, credit evaluation, verification procedures, legal scrutiny, disbursement processes, and post-disbursement record administration. The boundary has been established in alignment with ISO 14044 provisions governing system definition, completeness, and methodological consistency. The LCA is designed exclusively to inform internal environmental performance evaluation and emission intensive hotspot identification.
Impact Category	Global Warming Potential (GWP, 100-year time horizon) expressed as kg CO_2-equivalent per loan, GWP100), kg CO_2e/loan
Geographical Scope	India
Temporal Scope	Home loan processing constitutes a routine, period independent activities that has consistent characteristics.
Intended Use	Internal performance assessment, hotspot identification, decision-support for operational optimisation and decarbonisation.

2) Boundary, Inclusions & Exclusions

The home loan processing system comprises a sequence of interdependent administrative, digital, and field-based activities, including but not limited to:

1	Loan Application & Documentation
2	Borrower Contribution Verification
3	Verification & Legal Clearances
4	Credit Evaluation & Sanction
5	Agreement Execution
6	Disbursement Request Processing
7	Disbursement
8	EMI & Record Maintenance

These activities collectively constitute the service delivery chain for a home loan and form the basis of the life cycle modelling undertaken in this exercise.

Included flows (activity-based allocation):

- **Energy:** Office electricity (grid); diesel/petrol for DG sets and operational travel.
- **Materials:** Office paper, toner, stationery.
- **Transport:** Employee/customer/outsourced verification travel; courier.
- **Information and Communication Technology ICT:** Data transfer, server engagement time, long-term digital storage.

Excluded flows:

- Capital goods (buildings, hardware), general commuting (non-process specific), end-of-life of infrastructure/IT, customer-owned devices. These exclusions are due to limited data availability, minimal significance per functional unit, and their irrelevance to the study's defined goal.

3) Key Parameters & Conservative Assumptions (as adopted)

The scope of this study incorporates assumptions which are informed by peer-reviewed research, sectoral empirical studies, and academically recognised reference datasets.

The following emission characterization inputs were applied consistently:

- **Electricity consumption:**

  kWh × Indian grid emission factor (kg CO_2e/kWh)

- **Fuel combustion:**

  Litres × DEFRA fuel emission factors (kg CO_2e/litre)

- **Paper consumption:**

  Sheets × emission factor per A4 sheet

- **Toner consumption:**

  Cartridges × emission factor per cartridge

- **Data transfer:**

  GB × data-transfer energy intensity × grid emission factor

- **Server operation:**

  Server-hours × server emission intensity (kg CO_2e/hour)

- **Digital storage:**

  GB-years × electricity intensity × grid emission factor

- **EF = Emission Factor**

Parameter	Value/Basis
Grid electricity EF (India)	0.71 kg CO_2e/kWh (CEA national average).
Fuel EFs (diesel/petrol)	DEFRA factors; upstream fuel supply emissions are excluded and documented as a limitation.
Data transfer intensity	0.06 kWh/GB (conservative, upper-bound literature); → 0.04296 kg CO_2e/GB using Indian grid EF.
Server energy intensity	600 W average server load; → 0.4296 kg CO_2e/server-hour with grid EF.
Paper EF (A4 sheet)	≈ 4.7 g CO_2e/sheet (virgin paper; conservative).
Data/file model (A)	~1.1 GB per loan (incl. replication); ~0.58 server-hour/loan.
Data/file model (B)	~0.12 GB per loan; ~0.06 server-hour/loan.

Notes: Annual operational totals were normalised per loan. ICT values are model-derived; upper-bound parameters were selected where uncertainty existed.

4) Results (Per-Loan GWP, GWP100)

Loan Category	Total GWP (kgCO_2e/Loan)
Retail Home Loan	215.26

5) Stage-Wise Emissions (Per Loan)

Stage	Description	kg CO_2e
1	Loan Application & Documentation	45.51
2	Borrower Contribution Verification	14.02
3	Verification & Legal Clearances	89.16
4	Credit Evaluation & Sanction	19.50
5	Agreement Execution	23.42
6	Disbursement Request Processing	11.42
7	Disbursement	5.49
8	EMI & Record Maintenance	6.74
Total		**215.26**

Hotspots (both categories):

The stage-wise results clearly indicate that emissions are highly concentrated within a limited subset of stages:

» **Stage** - Verification & Legal Clearances is the dominant hotspot for both loan categories, contributing approximately 38-42% of total per-loan emissions. This dominance is driven primarily by travel-intensive site inspections, including repeated field visits and associated fuel combustion.

» **Stage** - Loan Application & Documentation represents the second-largest contributor, driven by office electricity use, paper and toner consumption, and customer travel, reflecting the document-heavy nature of loan origination.

» **Stage** - Loan Agreement Execution contributes materially due to high printing intensity, multiple legally mandated document copies, and prolonged in-office processing.

Disclaimer on Limitations

All findings should be interpreted with due consideration of the data, modelling, and methodological limitations outlined as under, consistent with ISO 14040/14044 interpretation requirements.

Data-Related Limitations

1. Primary Operational Data
    - » Foreground activity data represent typical operations but include:
        - – Annual aggregation of electricity, fuel, and paper data requiring allocation to per-loan values.
        - – Averaging effects, with branch-level variability not explicitly captured.
2. ICT Activity Data
    - » ICT metrics (data processed per loan, server engagement time, digital storage) were not directly metered.
    - » Derived using engineering models and literature-supported parameters.
3. Emission Factor & Background System Limitations
    - a. Electricity Emission Factors
        - » Uses national average Indian grid emission factor.
        - » Does not capture:
            - – Regional grid variations,
            - – Temporal grid intensity changes,
            - – Future decarbonization shifts.

b. Transport Emission Factors

» Transport emissions based on generic combustion factors (DEFRA).

» Limitations include:

– Simplified assumptions on efficiency and occupancy,

– Exclusion of upstream vehicle and infrastructure impacts.

c. Material Production Emission Factors

» Paper and toner factors sourced from peer reviewed and industry-average datasets.

» Due to lack of supplier-specific data:

– Paper assumed to be virgin office paper,

– Toner impacts based on generic datasets.

– Assumptions are conservative and may overestimate emissions.

Stage Specific Uncertainty Summary

1. **Stage –** Verification & Legal Clearances: Exhibits the highest uncertainty due to variability in travel distance, visit frequency, and vehicle selection.
2. **Stages –** Documentation & Agreement Execution: Characterized by moderate uncertainty arising from paper consumption, print intensity, and electricity allocation assumptions.
3. **Stages –** ICT Intensive Activities (Credit Evaluation, Disbursement & Record Maintenance): Subject to uncertainty from derived parameters such as data volume and server engagement time, though with comparatively lower influence on total Global Warming Potential (GWP).

The LCIA study reflects PNB Housing Financ's structured focus to strengthening its climate efforts through rigorous, evidence-based environmental impact assessment. The work provides life-cycle-based insights that enhance institutional climate literacy. The assessment is intended to inform the Company's efforts to apply consistent methodologies for identifying carbon-intensive activities and to consider longer-term transition pathways.

Climate Change & GHG Emissions - GRI Sustainability Reporting Standards

Impact Area	Potential Impacts
Economy	Concentration in certain climate sensitive geographies or asset segments may affect asset values over time.
Environment	Certain activities may involve the use of resource that, over time, may be associated with climate change.
People	Affordability constraints in housing markets may affect access for economically vulnerable segments.

Potential Negative Impacts:

» **Short-term:** Loan defaults from extreme weather; operational disruption.

» **Long-term:** Stranded assets; higher credit risk exposure.

» **Unintended effects:** Financing low-cost but high-carbon housing increases transition risk.

» **Reversibility:** Partial reversibility via retrofits; some environmental damage irreversible.

Potential Positive Impacts:

» **Sh**ort-term: Access to concessional finance for green projects.

» Lon**g-term:** First-mover advantage in sustainable/climate aligned housing markets.

Severity

Potential Negative Impacts

Dimension	Rationale
Scale	Potential for elevated climate-related financial losses on select assets.
Scope	May affect multiple stakeholder groups, including customers, communities, and the environment.
Irremediability	Certain climate-related and ecological impacts may be irreversible over the long term.

Potential Positive Impacts

Dimension	Rationale
Scale	Potential to strengthen portfolio resilience over time.
Scope	May benefit multiple stakeholder groups.
Irremediability	Sustained benefits dependent on continued implementation.

Prioritization Outcome

- **Negative Impacts:** Material Priority due to systemic reach and high irreversibility of environmental damage.
- **Positive Impacts:** Material Priority to build market leadership in evolving climate-resilient housing finance.

7. Emerging Frameworks on Climate Change & Climate Finance

Action Taken - India has released a draft Climate Finance Taxonomy, intended to provide a structured reference framework for identifying economic activities aligned with the country's climate action objectives, including its long-term net-zero ambition. The taxonomy is expected to support greater consistency and transparency in the classification of climate-related activities.

In this context, the Company is enhancing internal awareness and understanding of the draft taxonomy, with the objective of assessing its relevance to the Company's operations.

Category	Description	Potential Impact	Mitigation
Transition	Policies to support Climate transition such as potential introduction of Carbon Taxation.	Increased cost of compliance & impact on business metrics.	Maintaining Alert stance on regulatory movements around climate aspects.
Physical	Extreme weather events leading to physical damage and subsequent erosion of property values.	High credit losses and increased risk of defaults.	Climate scenario analysis (NGFS Below 2˚C and Current Policies) is being applied at the state level to test directional impacts on collateral values and LTV.

GRI Sustainability Reporting Standards

Impact Area	Potential Impacts
Economy	May support climate aligned portfolio considerations subject to evolving regulations.
Environment	May support decarbonization objectives within the financed portfolio, subject to eligibility.
People	May improve access to affordable and climate-resilient housing for identified customer segments.

Potential Negative Impacts:

- **Short-term:** Incremental operational costs related to systems, processes, and training.
- **Long-term:** Compliance shortfalls may limit access to certain sustainable finance opportunities.
- **Reversibility:** Most compliance gaps may be addressed over time; reputational effects may persist.

Potential Positive Impacts:

- **Short-term:** Potential increase in stakeholder interest associated with early alignment.
- **Long-term:** Positioning to participate & explore low-carbon and transition finance markets.

Severity

Potential Negative Impacts

Dimension	Rationale
Scale	Non alignment may limit access to certain sustainable finance opportunities.
Scope	May affect stakeholders, and customers.
Irremediability	Compliance gaps are generally remediable; trust impacts may persist.

Potential Positive Impacts

Dimension	Rationale
Scale	Alignment may enable access to broader sustainable capital pools.
Scope	Benefits extend across multiple stakeholder groups.
Irremediability	Sustained compliance may support longer term market credibility.

Prioritization Outcome

- **Negative Impacts:** Assessed as Moderately Material priority in view of potential compliance and reputational considerations.
- **Positive Impacts:** Moderately Material priority enabler for competitive ESG positioning.

B. Sustainable Growth Strategy (GRI: 2-22)

The Company adopted a structured approach to its sustainable growth journey, consistent with the principles of the Global Reporting Initiative (GRI) Standards, regional and global developments, benchmarking and the Company's strategic priorities. This approach is supported by a structured materiality determination exercise aligned with GRI 3: Material Topics. The resulting prioritized topics were intended to inform the articulation of the Company's directional ESG aspirations.

The strategy is designed to strengthen organizational resilience and inform internal decision-making while preserving flexibility to adjust as regulatory expectations, market conditions, and data maturity continue to evolve.

1. Strengthening Sustainable Business Growth and Responsible Financial Performance

(GRI 201: Economic Performance)

The Company seeks to progressively enhance its housing finance offerings with a considered focus on strengthening the retail loan portfolio and facilitating prudent expansion within the affordable and emerging housing segment. These actions support growth and long-term business stability, subject to prevailing market conditions, internal assessments, and the Company's defined risk appetite.

2. Advancing People-Centric Practices and Organizational Capability Development

(GRI 401: Employment; GRI 404: Training & Education; GRI 405: Diversity & Equal Opportunity; GRI 406: Non-Discrimination)

PNB Housing Finance continues to develop people-centric policies and invest in initiatives intended to support a capable, future-ready workforce. The Company places emphasis on fostering accountability, employee well-being, and workplace safety, in accordance with recognized internal processes and established industry practices. The Company is gradually integrating DEI considerations across human capital processes, with attention to enhancing female workforce representation, including in leadership positions, where feasible. These efforts remain subject to periodic review of workforce availability, skills, and operational needs.

3. Positioning for Emerging Climate Frameworks and Climate Finance Taxonomy

(GRI 201-2: Financial Implications of Climate Change; GRI 305: Emissions; GRI 302: Energy; GRI 419: Socioeconomic Compliance)

India has issued a draft Climate Finance Taxonomy intended to serve as a structured reference framework for identifying economic activities that may support national climate objectives, including long-term low-emissions development and net-zero aspirations. As this taxonomy remains subject to further consultation, finalisation, and regulatory interpretation, its practical applications are still evolving.

In this context, the Company is progressively enhancing internal awareness and understanding of the draft taxonomy. These efforts remain exploratory, and do not indicate any alignment of existing or future activities.

4. Expanding Customer Reach and Strengthening Market Presence

(GRI 203: Indirect Economic Impacts)

PNB Housing Finance intends to continue broadening its geographic presence and enhancing customer accessibility through both physical and digital channels. These initiatives support wider financial inclusion and improved customer experience, subject to strategic evaluations and operational considerations over time.

5. Enhancing Climate Awareness, Ethical Conduct, and Responsible Operations

(GRI 305, GRI 205, GRI 418, GRI 413, GRI 201-2)

The Company acknowledges the growing relevance of climate considerations, ethical business conduct, cybersecurity preparedness, and community engagement. PNB Housing Finance continues to strengthen its systems and understanding in areas such as emissions awareness, climate-related aspects, data privacy, responsible corporate behavior, and community-focused initiatives. These efforts are expected to evolve in accordance with emerging sectoral guidance, developing regulatory taxonomies, and internal evaluations.

A brief on ESG aspirational indicators is tabled below -

Aspect	Aspirational Indicator	Timeline	Progress as on 31st March 2026	Notes/Caveats	ESG Category (E/S/G)
Emission Intensity Stabilisation & Progressive Decarbonisation	Stabilise GHG emissions scope 1 & scope 2 intensity per crore assets under management (AUM), limiting yearly change within 10%. Baseline Year - FY25.	FY32 or earlier	GHG emissions intensity change is within 10% (Absolute Reduction is ~3% YoY). FY25 - 0.058 tCO_2e/crore AUM FY26 - 0.046 tCO_2e/ crore AUM	Performance outcomes may vary based on changes in underlying activity levels, refinements to emissions quantification methodologies, regulatory updates, external dependencies (such as emission factors).	E – Environmental (direct climate impact and emissions management)
Long-Horizon Climate-Responsive Net-Zero Transition Ambition	Pursue a net zero pathway for emissions aligned with Paris Agreement. Baseline Year – FY26.	Long-term, periodic review	Advanced its financed-emissions assessment by implementing a PCAF-aligned computation framework for the retail housing loan portfolio across seven states with significant portfolio.	Financed emissions estimates remain sensitive to data availability, borrower-level data, sector-specific methodologies, and evolving market standards. Progress may vary as regulatory guidance evolves, and portfolio composition shifts.	E – Environmental (financed emissions, climate transition focus)
Gender Diversity & Inclusive Talent Ecosystem	Enhance female workforce diversity to 25-30% through structured hiring, development pathways, and a culture that champions gender inclusion and equitable growth.	FY35 or earlier	Female representation (permanent employees) within the organisation has reached 20%, underscoring our progress in fostering an inclusive and balanced workforce.	Progress will continue to be reviewed periodically, with adjustments made in accordance with workforce planning, business priorities, and regulatory guidance (if any).	S – Social (equity, inclusion, workforce diversity)
ESG Literacy & Culture Integration	Advance toward ~5,000 cumulative ESG learning hours, aimed at embedding ESG literacy and sustainability-aligned behaviours across the organisational culture. Baseline Year – FY26.	FY35 or sooner	220 cumulative ESG learning hours have been achieved, establishing early milestones. Cumulative progress will be tracked & reported.	Training hours and learning outcomes may vary depending on organisational capacity, evolving ESG subject, and targets will be periodically reviewed.	G – Governance (relates to internal systems, controls, and competency building)

The above statements & ESG aspirations outlined herein represent non-binding and purely directional objectives based on currently available information. These may be revised, recalibrated, deferred, or otherwise adjusted periodically to reflect evolving organizational priorities, improvements in data maturity, changes in applicable standards, advancements in methodologies, regulatory developments, and emerging external considerations.

C. Developing a Environment-Responsive Mindset

The narratives and disclosures presented in this report set out the Company's current position with respect to climate-related matters and reflect a preliminary stage of development within the broader ESG journey.

This report also includes certain voluntary disclosures that make limited and selective reference to elements of the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD). Such disclosures are subject to refinement over time based on regulatory developments, data availability, and business requirements.

Contextual Overview

PNB Housing Finance is in the process of evaluating aspects of climate-related matters and may consider, approaches aligned with evolving regulatory expectations relating to climate transition. In this context, the Company notes that common frameworks for climate-and environment-related disclosures, such as the Task Force on Climate-Related Financial Disclosures (TCFD), provide a reference point for structuring certain climate-related information.

Governance & Oversight (CL01)

At PNB Housing Finance, ESG and climate related matters are included, in Board level discussions, and the Board is periodically informed of related updates. The Board reviews the Business Responsibility and Sustainability Reporting (BRSR), which includes ESG and climate related disclosures, on an annual basis.

The Risk Management Committee (RMC) reviews risk management practices and approves the Risk Management Framework in accordance with its mandate.

Strategic Perspective (CL02)

PNB Housing Finance, being a Non Banking Financial Company – Housing Finance Company, does not directly finance sectors typically characterised as hard to abate or carbon intensive.

Based on its current understanding, the Company may be exposed to certain climate related risks arising from its role in financing residential and physical infrastructure assets that are dependent on energy and potentially susceptible to weather related events. Various publicly available studies and reports indicate that climate change give rise to both physical risks (including acute and chronic events) and transition related risks (including those associated with changes in technology, regulation, policy, and stakeholder expectations).

Emissions Computation & Inventorization: -

Scope 1 Emissions

» **Stationary combustion (Diesel generators):** Diesel consumption data (in litres) is collected from branches where diesel generators are self-operational. Emissions are calculated using the formula: Fuel Quantity × Applicable Emission Factor.

Scope 2 Emissions

» **Purchased electricity:** Scope 2 emissions are reported for operational office spaces where electricity bills are paid directly by the Company. Electricity consumption is derived from utility bill data managed through a centralised payment platform under the operational control of the Administration function. Consumption (kWh) is estimated using state level unit rates as referenced in the Industry Standards Note on BRSR, and emissions are calculated using appropriate national emission factors.

Scope 3 Emissions -

» **Business travel:** Data related to employee air travel is captured through the Company's travel management system. Distances recorded in the system are used to estimate emissions by applying relevant mode-specific emission factors sourced from the GHG Protocol.

» **Emission calculation:** Emissions from business air travel are calculated using the formula: Distance travelled (passenger-kilometres) × Applicable emission factor.

Climate Preparedness Approach (CL03)

PNB Housing Finance uses "Three Lines of Defence model" to manage risk and internal controls internally.

1. **First line** - Business units manage risks directly.
2. **Second line** - Risk management and compliance functions provide oversight and support.
3. **Third line** - Internal audit independently assesses risk management effectiveness.

Importantly, our risk management function operates independently from the business and reports directly to the Board.

Culture

The Company has an established approach to promoting risk awareness across the organization to support the effective identification, assessment, and management of risks. The risk management process is designed to facilitate a structured understanding of risks and opportunities, including their potential impact on business strategies and processes, and to support prioritisation.

Risks are assessed and considered using defined parameters, including the Company's risk appetite, tolerance, and limits, which provide a framework for evaluating acceptable levels of risk. Based on this framework, controls are implemented to manage risks within approved thresholds.

Climate Scenario Analysis — Methodology

1) Purpose and Status

Climate change refers to the long term and measurable alteration in global and regional climate and weather patterns. Human activities, principally through emissions of greenhouse gases, have unequivocally caused global warming.

The Company monitors developments in climate related regulations and has initiated a high level review of publicly available climate science resources, including reports issued by the Intergovernmental Panel on Climate Change (IPCC), for contextual understanding. As part of this effort, the Company has undertaken an initial familiarisation with climate scenario frameworks, such as the Shared Socioeconomic Pathways (SSPs) referenced in the IPCC Sixth Assessment Report, and selected scenarios developed by the Network for Greening the Financial System (NGFS).

Publicly available NGFS scenarios draw on underlying assumptions from the SSP narratives, which describe alternative global socio economic pathways and associated emissions trajectories over long term horizons.

PNB Housing Finance has conducted a limited, exploratory review of publicly available climate scenario materials to build internal familiarity & does not constitute forecasting/strategy. The scenario analysis exercise does not constitute a prediction or forecast. The methodology and assumptions remain subject to refinement as data availability, scientific understanding, and regulatory guidance continue to evolve.

In line with the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD), the Company has undertaken a limited, exploratory scenario assessment using selected climate scenarios published by the Network for Greening the Financial System (NGFS). Specifically, a Below 2°C scenario and a Current Policies scenario (commonly referenced as comparable to a business-as-usual pathway) were considered to provide contrasting climate pathways, broadly corresponding, at a directional level, to SSP1-2.6 and SSP3-7.0 temperature trajectories referenced in the IPCC framework.

Mean temperature estimates under the selected scenarios were referenced from publicly available climate data portals. Historical heat-wave data was obtained from the climate hazard atlas published by the India Meteorological Department (IMD). Based on available information, indicative changes in temperature were applied, on a high-level and illustrative basis, to past heat-wave observations to develop an indicative view of potential future heat-wave frequency and corresponding drought events at the state level.

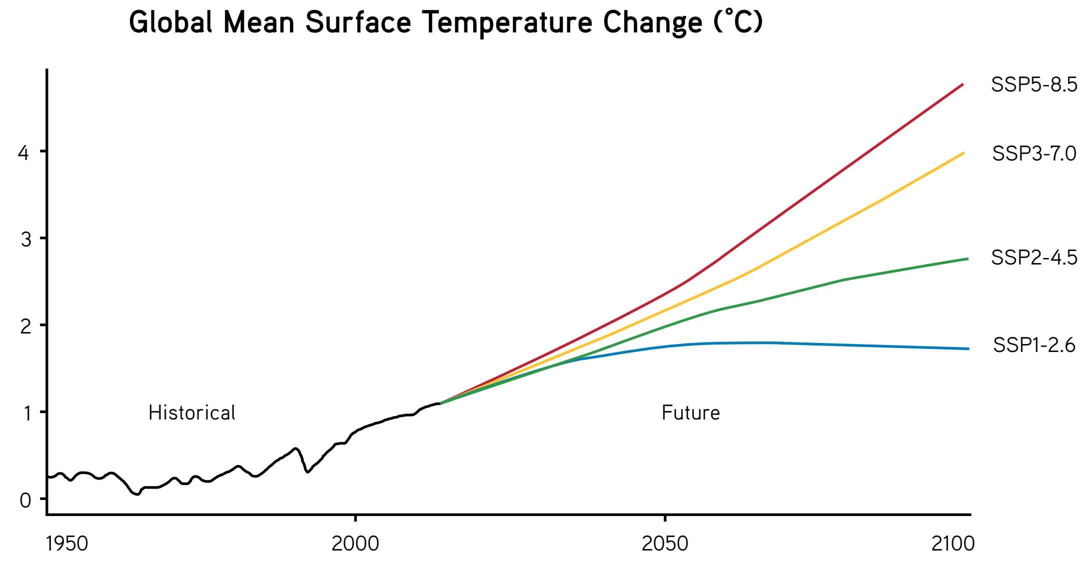
2) References consulted

» **Climate science and scenario context:** IPCC AR6 materials, including the Shared Socioeconomic Pathways (SSPs) and SSP framing.

» **Macro financial pathways:** NGFS climate scenarios for high level risk narratives and macro signals.

» **India specific physical risk context:** Selected CEEW materials for broad, public indications of geographic exposure.

These references are used solely to inform internal awareness. The Company has exercised reasonable care in the preparation of this disclosure in line with the TCFD recommendations.



Global surface temperature change projections (relative to pre industrial levels) across four SSP based scenarios, without depiction of uncertainties.

3) Scenario set

The exercise reviewed two illustrative narratives commonly referenced in public materials: Orderly transition and Hot house world. These draw conceptually on NGFS scenario families (for transition/physical risk directionality) and IPCC/SSP framing (for climate pathways). As part of this exercise, quantitative modelling was undertaken based on data, assumptions, and methodologies considered appropriate at the time.

NGFS Scenario	SSP Scenario	NGFS Estimate ˚C	SSP Range ˚C
Net Zero 2050 (Orderly)	SSP1-1.9	1.4	1.0 - 1.8
Below 2˚C (Orderly)	SSP1-2.6	1.8	1.3 - 2.4
Nationally Determined Contributions (NDCs) (Hot House World)	SSP2-4.5	2.3	2.1 - 3.5
Current Policies (Hot House World)	SSP3-7.0	3	2.8 - 4.6

NGFS - Network of Central Banks and Supervisors for Greening the Financial System

SSPs stand for Shared Socioeconomic Pathways, which are narrative scenarios describing different plausible futures for global society, economy, and technology up to 2100, used to understand how these factors influence future greenhouse gas emissions and climate impacts, replacing older Representative Concentration Pathways (RCPs).

4) Analytical boundaries

Considerations in the Exercise: -

» **Spatial Boundary –** A western state in India in 'Hot & Dry Climatic Zone, (state anonymised; selected based on portfolio concentration and IMD Heat wave hazard ranking).

» **Temporal Boundary/Scope –** Retail housing finance exposures and related considerations.

» **Databases Used –** Public sources - Climate Knowledge Portal, IMD Pune Climate Hazard Atlas, Research papers, science direct etc to establish negative effects on house prices due to hot days/heat wave days.

» **Compound Hazards –** Heat waves & droughts

5) Conceptual translation to prudential concepts with Limitations, caveats, and regulatory alignment

Potential risk channels considered (directional only) and key limitations

- **Physical:** Heat/Drought related stressors that may influence property valuation negatively & LTV over time. A review of international empirical literature suggests a modest but consistent decline in property values, accompanied by a gradual increase in loan-to-value ratios under unchanged conditions.
- **PD/LGD directionality:** Under adverse narratives, PD could be directionally higher where affordability or physical risk sensitivity is greater; LGD could be influenced by collateral repair/replacement costs and market liquidity.
- **Capital adequacy:** Any implications for risk-weighted assets or capital ratios would remain subject to the evolution of regulatory guidance.

Further, the impact of climate change on asset values and credit metrics is inherently non linear, location specific, and event driven. Actual outcomes may vary materially depending on:

- The frequency and severity of climate events,
- Local adaptation and resilience measures,
- Market sentiment, regulatory responses, and public infrastructure investments.

Accordingly, these assumptions are to be interpreted as scenario based indicative parameters and forward looking analysis, rather than deterministic projections. Periodic recalibration will be required as India specific empirical evidence, improved hazard mapping, and climate loss attribution data become available.

Regulatory context and evolution

The Company will periodically review its approach as guidance is finalised and clarified from the industry regulator.

6) Conclusion & Way Forward

This note documents an initial, non binding internal review of public climate scenario materials (IPCC/SSP, NGFS, CEEW) for contextual awareness and conceptual translation to prudential concepts such as capital adequacy and LTV overlays. It is not a forecast, not an input to current decision making, and not a representation of risk or capital outcomes. The approach is expected to evolve as data quality improves and as relevant guidance is finalised.

Metrics (CL04)

We have progressed in the assessment of financed emissions using the Partnership for Carbon Accounting Financials (PCAF) framework. Accordingly, the analysis relies on publicly available research and national level emission factors.

Property area data available in internal systems was mapped to individual disbursements and combined with national emission factors published by the Central Electricity Authority (CEA) to derive indicative financed emissions. Based on this approach, financed emissions constitute a material portion of total emissions.

Calculations will be periodically refined, as appropriate as data quality improves and emission factors are updated.

Emissions	Source	Data	Emissions Intensity
Scope 1	Diesel Fuel in Gensets	5.69 tCO_2e	0.49 tCO_2e/crore income
Scope 2	Purchased Electricity	4207.06 tCO_2e	
Scope 3	Business Travel by Air	337.18 tCO_2e	0.12 tCO_2e/passenger
	Upstream Leased Assets	1237.65 tCO_2e	0.15 tCO_2e/crore income
	Employee Commute	2580.24 tCO_2e	1.10 tCO_2e/employee/year
	Financed Emissions	8.79 Lakh tCO_2e	0.025 tCO_2e/sq.mtr financed

TCFD FRAMEWORK ALIGNMENT

We note that, the TCFD's monitoring responsibilities were transferred to the ISSB in 2024. We have used this framework as the TCFD has been a trailblazer in raising the practice and quality of climate-related work & disclosures. At PNB Housing Finance Climate aspects are at a nascent stage & the alignment is reflective of our increasing focus towards raising bar on climate disclosures.

TCFD Recommendations	Reference in the 'Steering Climate Conscious Culture' Section
Disclose the organisation's governance around climate-related risks and opportunities. (a) Describe the board's oversight of climate-related risks and opportunities. (b) Describe management's role in assessing and managing climate-related risks and opportunities.	**Governance & Oversight Section (CL01)**
Disclose the actual and potential impacts of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning where such information is material. (a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term. (b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning. (c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	**Strategic Perspective Section (CL02)**
Disclose how the organisation identifies, assesses, and manages climate-related risks. (a) Describe the organization's processes for identifying and assessing climate-related risks. (b) Describe the organization's processes for managing climate-related risks. (c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	**Climate Preparedness Approach Section (CL03)**
Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material. (a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process. (b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks. (c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	**Metrics (CL04)**

INDEX CROSS-REFERENCE

GRI Sustainability Reporting Standards –

Statement of use	PNB Housing Finance has reported the information cited in this GRI content index for the period 1st April 2025 to 31st March 2026 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-1 Organizational details	Business Responsibility & Sustainability Reporting (BRSR) – Section A (General Disclosures). Page Number - 05 - 07, 95
	2-2 Entities included in the organization's sustainability reporting	BRSR – Section A (General Disclosures). Page Number - 95
	2-3 Reporting period, frequency and contact point	1st April 2025 to 31st March 2026 / Annually / esg@pnbhousing.com
	2-4 Restatements of information	No
	2-5 External assurance	Reasonable Assurance undertaken as per SEBI BRSR Guidelines. Page Number - 132 - 134
	2-6 Activities, value chain and other business relationships	BRSR – Section A (General Disclosures). Page Number - 95-97
	2-7 Employees	BRSR – Section A (General Disclosures). Page Number - 95 - 97
	2-8 Workers who are not employees	BRSR – Section A (General Disclosures). Page number - 95 - 97
	2-9 Governance structure and composition	www.pnbhousing.com/documents/d/guest/Internal%20Guidelines%20on%20Corporate%20Governances
	2-10 Nomination and selection of the highest governance body	www.pnbhousing.com/documents/d/guest/Nomination%20and%20Remuneration%20Policy
	2-11 Chair of the highest governance body	www.pnbhousing.com/documents/d/guest/Internal%20Guidelines%20on%20Corporate%20Governances
	2-12 Role of the highest governance body in overseeing the management of impacts	BRSR – Section B (Management & Process Disclosures). Page Number - 100 - 101
	2-13 Delegation of responsibility for managing impacts	www.pnbhousing.com/documents/d/guest/Internal%20Guidelines%20on%20Corporate%20Governances
	2-14 Role of the highest governance body in sustainability reporting	The Risk Management Committee of the Board maintains oversight of ESG and climate-related issues. There is a designated role to oversee ESG, climate & sustainability issues in the Company. The Chief People Officer steers this subject in the company along with the ESG Team.
	2-15 Conflicts of interest	www.pnbhousing.com/documents/d/guest/Internal%20Guidelines%20on%20Corporate%20Governances
	2-16 Communication of critical concerns	www.pnbhousing.com/contact-us - whistleblower@pnbhousing.com
	2-17 Collective knowledge of the highest governance body	www.pnbhousing.com/about-us/leadership-team
	2-18 Evaluation of the performance of the highest governance body	www.pnbhousing.com/documents/d/guest/Nomination%20and%20Remuneration%20Policy
	2-19 Remuneration policies	www.pnbhousing.com/documents/d/guest/Nomination%20and%20Remuneration%20Policy
	2-20 Process to determine remuneration	www.pnbhousing.com/documents/d/guest/Nomination%20and%20Remuneration%20Policy
	2-21 Annual total compensation ratio	The total compensation data is confidential, and the ratio is aligned with current industry practice.
	2-22 Sustainable development strategy	Detailed out in Sustainable Growth Strategy. Page Number - 148
	2-23 Policy commitments	www.pnbhousing.com/investors/policies
	2-24 Embedding policy commitments	www.pnbhousing.com/investors/policies

GRI STANDARD	DISCLOSURE	LOCATION
	2-25 Processes to remediate negative impacts	www.pnbhousing.com/investors/policies
	2-26 Mechanisms for seeking advice and raising concerns	General Information to Shareholders section of Statutory Reports. Page Number - 234 - 237
	2-27 Compliance with laws and regulations	Statutory Reports & Financial Statements Section in the report. Page Number – The company ensure the accountability of its board of directors/supervisory board and the alignment with the long-term interests of shareholders. Average board meeting attendance is above 75%. Shareholder approval required for changes in by law. The Company has predefined corporate performance indicators relevant for the CEO's variable compensation.
	2-28 Membership associations	BRSR Principle 7. Page Number - 126
	2-29 Approach to stakeholder engagement	BRSR Principle 4. Page Number - 126 - 127
	2-30 Collective bargaining agreements	Not Applicable. None of our full-time employees are associated with any labour unions and are not covered under any collective bargaining agreements.
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Additional contexts & updates. Materiality analysis is conducted/reviewed annually with the involvement of relevant stakeholders in identifying the material issues. Material Issues are prioritized in a materiality matrix aligned with GRI 2021 standards. Assessment considers internal impact on the business as well as external impact on society and the environment & the assessment process reviewed & validated by a third-party subject matter expert. Page Number - 135 - 148
	3-2 List of material topics	Materiality Analysis. Page Number - 135 - 148
	3-3 Management of material topics	Materiality assessment is integrated in the Company's ERM process.
GRI 101: Biodiversity 2024	101-1 Policies to halt and reverse biodiversity loss 101-2 Management of biodiversity impacts	Covered in BRSR Principle 6, Page Number - 122
GRI 102: Climate Change 2025	102-1 Transition plan for climate change mitigation 102-2 Climate change adaptation plan	The Company maintains a document that provides for the identification and consideration, where applicable, of climate change–related risks and potential opportunities. Climate-related matters are reviewed within the Company's existing centralized risk structures, methodologies, and governance processes, alongside other enterprise-level risks. The process is intended to facilitate consideration of climate-related risk and opportunity types and sources, as deemed relevant, including physical, transition aspects over different time horizons. We are considering exploring the methodology of setting an internal carbon price to further strengthen the materiality of carbon risks and opportunities before incorporating into financial decision-making. Page Number - 150 - 154
GRI 103: Energy 2025	103-1 Energy policies and commitments	Covered in Page Number - 149, 153
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Economic Value Generated is mentioned as turnover, Economic value distributed is the CSR spend present in Section A – General Disclosures Question 6.
	201-2 Financial implications and other risks and opportunities due to climate change	BRSR General Disclosures Q.26. Page Number - 99
	201-3 Defined benefit plan obligations and other retirement plans	The company has a well-structured compensation structure which encompasses the provision of NPS. The National Pension System (NPS) is a defined-contribution pension system in India regulated by the Pension Fund Regulatory and Development Authority (PFRDA) which is under the jurisdiction of the Ministry of Finance of the Government of India. The Employees can choose their monthly contributions as part of for their retirement planning by investing in NPS.
	201-4 Financial assistance received from government	NIL.

GRI STANDARD	DISCLOSURE	LOCATION
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	We maintain above average remuneration with respect to local minimum wage for our full time employees.
	202-2 Proportion of senior management hired from the local community	All the hiring is undertaken within the country.
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	We are doing our CSR activities + investments and lending/financing services in line with applicable regulations & compliances.
	203-2 Significant indirect economic impacts	BRSR – Principle 8. Page Number - 127-128
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Most of the service providers are of local origin.
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	We operate from leased premises across various locations. All our leased premises are compliant and function in accordance with the norms set by the regulator and are regularly updated. No other activities/assessment are carried out.
	205-2 Communication and training about anti-corruption policies and procedures	BRSR - Principle 1. Page Number - 101 - 102 We have developed a targeted training module to provide effective and focused training on anti-corruption and anti-money laundering practices.
	205-3 Confirmed incidents of corruption and actions taken	BRSR - Principle 1. Page Number - 101-103
GRI 206: Anti-competitive Behaviour 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	BRSR - Principle 1. Page Number - 101-103
GRI 207: Tax 2019	207-1 Approach to tax	Financial Statements Section of the Annual Report. Page Number - 242-371
	207-2 Tax governance, control, and risk management	Financial Statements Section of the Annual Report. Page Number - 242-371
	207-3 Stakeholder engagement and management of concerns related to tax	Financial Statements Section of the Annual Report. Page Number - 242-371
	207-4 Country-by-country reporting	Financial Statements Section of the Annual Report. Page Number - 242-371
GRI 301: Materials 2016	301-1 Materials used by weight or volume	A4 paper consumption in FY26 was 66.8 tonnes, marking an approximate 6% reduction from FY24. Going forward, consumption levels may fluctuate due to business expansion and regulatory needs.
	301-2 Recycled input materials used	Given the nature of business activities, products and services are intangible in nature and have limited scope for using recycled material as processed inputs. Using recycled alternative to normal A4 paper in our corporate office.
	301-3 Reclaimed products and their packaging materials	Not applicable. Related to manufacturing setup.
GRI 302: Energy 2016	302-1 Energy consumption within the organization	BRSR - Principle 6. Page Number - 118-119
	302-2 Energy consumption outside of the organization	Not Applicable.
	302-3 Energy intensity	BRSR - Principle 6. Page Number - 118-119
	302-4 Reduction of energy consumption	BRSR - Principle 6. Page Number - 118-119
	302-5 Reductions in energy requirements of products and services	As we are a service-based company, our energy consumption is limited to operations. Energy efficiency measures are a priority, and we deploy measures for energy conservation at our premises.
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	The consumption of water is only limited to drinking and sanitation purpose.
	303-2 Management of water discharge-related impacts	Given the nature of business, there is no water discharged from our premises.
	303-3 Water withdrawal	BRSR - Principle 6. Page Number - 119, 123
	303-4 Water discharge	BRSR - Principle 6. Page Number - 119, 123
	303-5 Water consumption	BRSR - Principle 6. Page Number - 119, 123

<table>
<tr><th>GRI STANDARD</th><th>DISCLOSURE</th><th>LOCATION</th></tr>
<tr><td rowspan="4">GRI 304: Biodiversity 2016</td><td>304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas</td><td>BRSR - Principle 6. Page Number - 122</td></tr>
<tr><td>304-2 Significant impacts of activities, products and services on biodiversity</td><td>BRSR - Principle 6. Page Number - 122</td></tr>
<tr><td>304-3 Habitats protected or restored</td><td rowspan="2">Considering our nature of business, there are no such activities undertaken.</td></tr>
<tr><td>304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations</td></tr>
<tr><td rowspan="7">GRI 305: Emissions 2016</td><td>305-1 Direct (Scope 1) GHG emissions</td><td>Scope 1 emissions – 5.69 tCO_2e. Diesel Fuel used in gensets.</td></tr>
<tr><td>305-2 Energy indirect (Scope 2) GHG emissions</td><td>Scope 2 emissions – 4207.06 tCO_2e. Purchased Electricity.</td></tr>
<tr><td>305-3 Other indirect (Scope 3) GHG emissions</td><td><table>
<tr><th>Source</th><th>Data</th><th>Emissions Intensity</th></tr>
<tr><td>Business Travel by Air</td><td>337.18 tCO_2e</td><td>0.12 tCO_2e/passenger</td></tr>
<tr><td>Upstream Leased Assets</td><td>1237.65 tCO_2e</td><td>0.15 tCO_2e/crore income</td></tr>
<tr><td>Employee Commute</td><td>2580.24 tCO_2e</td><td>1.10 tCO_2e/employee/year</td></tr>
<tr><td>Financed Emissions (FE)</td><td>8.79 Lakh tCO_2e</td><td>0.025 tCO_2e/sq.mtr financed</td></tr>
</table>
Business travel by Air and Employee Commute is pan India. Employee commute is of one of the corporate offices. For leased office locations where the company does not directly receive or pay the electricity or utility bills (i.e., utilities are bundled within the rent and managed by landlord), the associated energy related emissions are disclosed as Scope 3, Category 8 – Upstream Leased Assets, in line with widely accepted GHG Protocol interpretations. Under such structures, the company's involvement is limited to occupancy-based usage of the space. In accordance with established reporting practices, these circumstances place the related energy emissions outside the boundary of purchased electricity for Scope 2 disclosure, and therefore the emissions are classified within the upstream leased asset category in the company's reporting rather than Scope 2. (source - intercom.help/key-esg/en/articles/9820475-leased-office-space-which-category-should-i-categorise-my-emissions-under). The same approach has been applied for FY25.
Financed emissions have been computed for 7 states having significant business contribution.</td></tr>
<tr><td>305-4 GHG emissions intensity</td><td>Scope 1 + Scope 2 Emission intensity - 0.49 tCO_2e/crore turnover
Scope 3 Emission Intensity - 0.49 tCO_2e/crore turnover (excluding FE)</td></tr>
<tr><td>305-5 Reduction of GHG emissions</td><td>BRSR - Principle 6. Page Number - 120, 124</td></tr>
<tr><td>305-6 Emissions of ozone-depleting substances (ODS)</td><td>NIL</td></tr>
<tr><td>305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions</td><td>NIL</td></tr>
<tr><td rowspan="5">GRI 306: Waste 2020</td><td>306-1 Waste generation and significant waste-related impacts</td><td>BRSR - Principle 6. Page Number - 121, 122</td></tr>
<tr><td>306-2 Management of significant waste-related impacts</td><td>BRSR - Principle 6. Page Number - 121, 122</td></tr>
<tr><td>306-3 Waste generated</td><td>BRSR - Principle 6. Page Number - 121, 122</td></tr>
<tr><td>306-4 Waste diverted from disposal</td><td>BRSR - Principle 6. Page Number - 121, 122</td></tr>
<tr><td>306-5 Waste directed to disposal</td><td>BRSR - Principle 6. Page Number - 121, 122</td></tr>
<tr><td rowspan="2">GRI 308: Supplier Environmental Assessment 2016</td><td>308-1 New suppliers that were screened using environmental criteria</td><td>BRSR - Principle 2. Page Number - 104</td></tr>
<tr><td>308-2 Negative environmental impacts in the supply chain and actions taken</td><td>NIL</td></tr>
</table>

GRI STANDARD	DISCLOSURE	LOCATION
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	BRSR - General Disclosures (Employees). Page Number – New Male Employee Hire – 541. Hire Rate – 29.60%. New Female Employee Hire – 164. Hire Rate – 38.41%. New Employee Hire – 705. Hire Rate – 31.27%.
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	BRSR - Principle 3. Page Number - 106-107
	401-3 Parental leave	BRSR - Principle 3. Page Number - 107
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	The period is 90 days.
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Page Number - 140-142 OHS criteria is a part of contractual & procurement requirements also.
	403-2 Hazard identification, risk assessment, and incident investigation	Page Number - 140-142
	403-3 Occupational health services	Page Number - 140-142 Interventions on employee well-being include paid annual leave entitlements such as mandatory leave policy, flexible working hours introduced in corporate office, sport & health initiatives, paid parental leave (24 weeks) for the primary care giver, paid parental leave (1 week) for the non- primary care giver and stress management sessions.
	403-4 Worker participation, consultation, and communication on occupational health and safety	BRSR - Principle 3. Page Number - 140-142
	403-5 Worker training on occupational health and safety	BRSR - Principle 3. Page Number - 108
	403-6 Promotion of worker health	BRSR - Principle 3. Page Number - 141
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships.	Not Applicable.
	403-8 Workers covered by an occupational health and safety management system	BRSR - Principle 3. Page Number - 140-142
	403-9 Work-related injuries	BRSR - Principle 3. Page Number - 109
	403-10 Work-related ill health	BRSR - Principle 3. Page Number - 109
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Learning/Training Hours per full time employee (FTE) per year is close to 29. The Average amount spent per FTE on training and development is between ₹4,000-6,000.

Parameter	FY26	FY25	FY24	FY23
Human Capital Return on Investment	8.77	8.58	8.46	7.38

Average training hours per employee category	
Junior Management	33.36
Mid Management	25.54
Mid Senior Management	25.08
Senior Management	22.59
Top Management	19.73

Average training hours	
Male	24.7
Female	45.5
Total = Male + Female	28.6

GRI STANDARD	DISCLOSURE	LOCATION
	404-2 Programs for upgrading employee skills and transition assistance programs	Following is a broad image of programs that elevate the skills of our employees and facilitate support in transition phases – Prarambh (Induction & Orientation Program for new joiners), Product, Policy & Process Training, Compliance Training, Credit policy training and credit wisdom series, Zero Tolerance: Understanding PoSH, The Sales Launchpad, SARFAESI Unplugged, Disbursement Process Excellence, Fraud Control Trainings, Decoding Branch Accounting, Branch Process Mastery, ESG & Sustainability 360.
	404-3 Percentage of employees receiving regular performance and career development reviews	The Company has individual performance management appraisal system in place comprising of aspects on KRAs achievement, management by objectives and is further strengthened with agile conversations. 100% of the full-time employees undergo a formal annual performance review & appraisal process.
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Share of women in the following (permanent employees) as on 31st March 2026 – » STEM-related positions (as % of total STEM positions) – 25.51% » Management positions in revenue-generating functions (e.g. sales) excluding support functions such as HR, IT, Legal – 12.81% » Top management positions, i.e. maximum two levels away from the CEO or comparable positions (as % of total top management positions) – 13.89% » Junior management positions, i.e. first level of management (as % of total junior management positions) – 43.21% » all management positions, including junior, middle and top management (as % of total management positions) – 20% » women in total workforce (as % of total workforce) – 20%
	405-2 Ratio of basic salary and remuneration of women to men	Ratio of Average Remuneration/Basic Salary of women to men is maintained at 1:1 at entry levels.
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	NIL. There were no such incidents reported in the reporting period.
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	NIL. No such issues have been identified at this stage.
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	We conduct our business with fairness, transparency, honesty and integrity, and in compliance with all applicable laws in the country. We expect all internal and external participants in the procurement process to observe the highest standards of ethical conduct. Our suppliers are expected to comply with applicable laws, including those related to the prohibition of child and forced labour.
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Covered in 408-1 description above
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	Security personnel are deployed by our external partners/third party contractors. We work with them to ensure the availability and use of safety systems and necessary training (under the supervision of capable personnel) which includes human rights aspects as well.
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	NIL. The company has not identified any incidents of violations involving rights of indigenous peoples.
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	BRSR - Principle 8. Page Number - 128,129
	413-2 Operations with significant actual and potential negative impacts on local communities	NIL. Majority of our operations footprint is in commercial spaces located in metropolitan cities. The company has not identified any incidents with significant actual and potential negative impacts on local communities.

GRI STANDARD	DISCLOSURE	LOCATION
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	NIL. Value Chain Sustainability is evolving and is a low priority material issue as of now. Our service agreements do cover appropriate clauses on aspects of quality delivery of services and complying with all applicable regulatory norms.
	414-2 Negative social impacts in the supply chain and actions taken	There are no such impacts envisaged by us.
GRI 415: Public Policy 2016	415-1 Political contributions	There are no political contributions. We do not support any kind of Lobbying activities.
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Not Applicable considering the nature of business (there is no physical product involved.)
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	NIL.
GRI 417: Marketing and Labelling 2016	417-1 Requirements for product and service information and labeling	Not Applicable. Product labeling as seen in industries like food or pharmaceuticals is not directly applicable in the BFSI sector because the "product" in this context is not a tangible item. Instead, BFSI products are complex financial services, often requiring more nuanced information than a simple label can convey.
	417-2 Incidents of non-compliance concerning product and service information and labeling	No such incidents. In BFSI, customer education and understanding are crucial. We focus on ensuring that customers understand the nature of the financial product being offered as per their requirements and the risks involved, rather than relying on a label to convey complex information.
	417-3 Incidents of non-compliance concerning marketing communications	NIL. We are highly focussed to upholding ethical, fair, and transparent practices in all spheres, including marketing communications and advertising.
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	BRSR - Principle 9. Page Number - 130, 131